

# NEW MEMBER PORTAL. SAME COMMITMENT TO YOU.

Introducing a simpler,  
more secure way to pay,  
and more

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*Starting August 15, 2025*



*Your Premier Liability and Risk Management Solution*

# Introducing the New FACT Member Portal

We're enhancing the way you manage your insurance account(s). Starting August 15, 2025, the FACT Member Portal will transition to a new platform powered by Origami. This secure, user-friendly portal will continue to offer the online features you rely on, such as viewing invoices, accessing policy information, and submitting claims, all in one convenient location.

One of the new features will include a move to electronic payments, making managing your account easier, safer, and more accurate.

## Why We're Making the Change

Paper checks come with real problems:

- Slow processing and delayed account updates
- Increased risk of fraud and lost payments
- Manual errors due to missing or incomplete payment documentation
- Our banking details appear on paper invoices, posing a potential security risk

It's time for a change, and the new Origami portal is our path forward!



## Why Use the Online Payment Portal?

The new FACT Member Portal, powered by Origami, integrates seamlessly with a Wells Fargo payment platform that allows you to:

- Make secure, one-time payments with a few clicks; just enter your banking information (no account set-up or storage needed)
- Instantly confirm your payment and automatically apply it to the corresponding invoice
- Eliminate guesswork, errors, research, and reprocessing
- You'll still control how and when you pay, just with a safer, faster process



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## We've Upgraded What You Already Love!

The new portal still has all the features you know and love:

- Easily view claims data and notes
- Report a claim in real time
- View policy information
- Add items to your schedule
- And more!



As always, it's free to use without any software installation.

Benefits	Old Member Portal	New Member Portal Powered by Origami
View and download policies	✓	✓
View and download paid and outstanding FACT invoices		✓
Request certificates of coverage	✓	✓
Request binders	✓	✓
Request loss runs	✓	✓
File a claim	✓	✓
View open and closed claims	✓	✓
View and manage auto schedule	✓	✓
Request auto ID cards	✓	✓
Remove a policy change record		✓
View and download deductible invoices		✓
Pay and track deductible invoices online		✓
Request auto and general liability loss reports in Excel		✓

*Whether your organization currently pays by check or by ACH, the new portal will streamline your payment process for all lines of coverage. It also integrates with a Wells Fargo payment platform, allowing you to make secure, one-time payments with just a few clicks.*

## **Currently Pay by Check?**

We will no longer accept physical checks. The new portal offers a faster, more secure alternative:

- Make one-time ACH payments online — no account storage required
- Immediate confirmation and invoice matching
- Reduced risk of lost checks, fraud, or delayed processing

## **Already Using ACH?**

If you currently pay via ACH and are using third-party payables software (e.g., Concur, AvidXchange), you may continue using your payables software for internal invoice approval. However, please use the new FMIT portal to initiate the ACH payment. This ensures faster and more accurate posting through the platform.

## **What to Expect Next**

- Please watch your email — you will receive your official login credentials on August 15 from [notifications@origamirisk.com](mailto:notifications@origamirisk.com).
- From that point forward, payments will be made through the new portal.
- We'll provide step-by-step guides and training videos to support you every step of the way.

## **Questions? We're here to help!**

Contact [questions@flcities.com](mailto:questions@flcities.com)  
for support and information.



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