

## Our focus – keeping your vehicles on the road and out of the repair shop

Operating your fleet causes a wide variety of claims. One of the most common is a cracked windshield. Vehicles taken out of service to repair this type of damage can negatively impact efficiency, customer service and profitability.

At Zurich, we understand this reality and have a solution – the Excelerate Glass Repair Program. It will help keep your vehicles on the road and out of the repair shop. The program provides convenience, quality workmanship and expense savings.

## Safelite AutoGlass – an industry leader and our partner

We have teamed up with Safelite AutoGlass, an industry leader, to administer the Excelerate Glass Repair Program. The company was founded in 1947 and is the provider of services to more insurance companies than any other firm in the glass repair industry. Safelite repaired more than 400,000 windshields last year. As a testament to the firm's expertise, they not only repair windshields but also manufacture them – approximately 1.8 million per year. They possess the expertise and commitment to quality service that will help keep your vehicles in operation. This can potentially lead to reduced loss costs and greater efficiencies.

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## The Excelerate Glass Repair Program



## Convenience – when and where you want it

The Excelerate Glass Program delivers convenience and flexibility. Consider the following features available to you as a Zurich customer:

- Schedule an appointment 24 hours a day, 365 days a year
- Service completed by the end of the next day
- Repairs to cracked windshields in 30 minutes or less
- A national network of repair shops
- A fleet of mobile service vans that will come to your home or work to make repairs or replacements on site

## Quality guaranteed

Safelite offers a 100 percent guarantee on parts and labor as long as you own or lease your vehicle. Quality is part of their culture and is reflected in their workmanship. They train all of their employees on a continual basis. All of them are SafeTech certified. The numbers speak for themselves. 98.6 percent of our customers rate the service they received as satisfactory or better.

## Repair versus replacement – positively impacting your bottom line

The Excelerate Glass Program delivers enhanced convenience and quality at a lower cost.

One of the unique program features is the option to repair your windshield, where possible, instead of replacing it. Choosing this option creates several distinct benefits:

- Waiver of the applicable deductible payment
- Retention of the integrity of your windshield's factory seal
- Safelite's lifetime warranty applies as long as you own or lease the vehicle



## Open to all Zurich customers

Delivering loss cost management excellence is our top priority. We use the Excelerate Glass Program to make this objective a reality. It is open to all of our customers. You do not have to purchase a Zurich auto physical damage policy to take advantage of this program.

### Auto physical damage customers

We can't repair or replace your windshield unless you let us know it is broken. To take full advantage of the Excelerate Glass Program, please contact us immediately

after the damage occurs and before repairs begin.

Contact us at 800-987-3373 to report the loss and initiate the repair process. Have your policy number ready to expedite the process.

### All other Zurich customers

All other Zurich customers may access the program by contacting Safelite AutoGlass directly at 877-249-5261. Once the service process begins, simply identify yourself as a Zurich customer to the customer service representative.