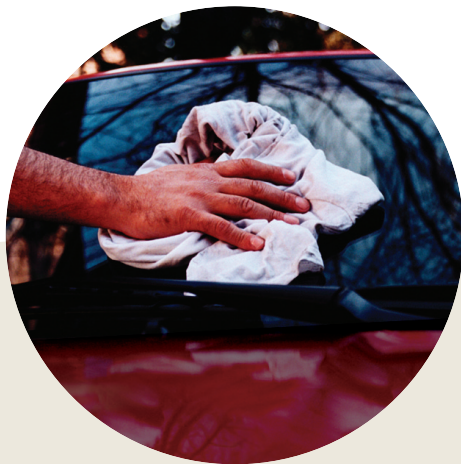


More than 137 million passenger cars travel the highways and streets of America. As you can imagine, this leads to a staggering number of accidents. One of your automobiles could be next.

The vehicle repair process often consumes significant amounts of time and creates many inconveniences — all of which can lead to inefficiencies for your company and its employees. Zurich can offer a solution. As one of our valued customers, you may access our Direct Repair Program to service all your collision damage needs.

Direct Repair Program



A1-13630-D (04/06) 06-1309

Zurich

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Schaumburg, Illinois 60196-1056
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Program overview

The Zurich Direct Repair Program features a network of more than 3,000 shops located in nearly all major metropolitan areas throughout the country. Our Vendor Management unit continually reviews this network to ensure that the number of appointed repair facilities in any one area is sufficient to serve your needs.

Qualifications

A repair shop must meet or exceed a number of standards to participate in our Direct Repair Program. They include:

- High-quality workmanship
- Use of state-of-the-art frame and unibody repair equipment
- Compliance with EPA standards for painting and repair operations
- Cleanliness of the facility

Satisfying these requirements is just the beginning. We make personal visits to all participating shops at least once a year to ensure compliance with our standards. Our selection and audit processes are extremely effective. Repair shop turnover averages less than five percent per year.

Creating opportunities for your business

The program creates value in many ways. Some are quite obvious, while others are not. Quality workmanship and responsive service are just the beginning. Our program offers many unique features that most of our competitors will not be able to match. Consider the following:

- Priority repair of your vehicle at any of our network partners
- Repair facility is not asked for discounted parts/labor in exchange for priority repairs — quality and service are our highest priorities
- Lifetime warranty on workmanship for as long as your business owns the car

The end result

At Zurich, insurance is much more than providing comprehensive coverage. Service is an integral part of our offering. We use tools such as our Direct Repair Program to create tangible value for our customers. The program provides quality workmanship, expedited service and a series of unique features designed with you in mind.

As an owner, manager or employee, your time and resources are valuable. Utilization of our program will reduce downtime and expense — two factors that will positively impact your bottom line.

Interested in learning more about this innovative program? Would you like to locate a participating body shop near you? Contact your local Zurich Claims representative or agent for more information.

Providing
quality service,
workmanship
and convenience