

Zurich Online Claims Reporting

Your 24/7 gateway for rapid response

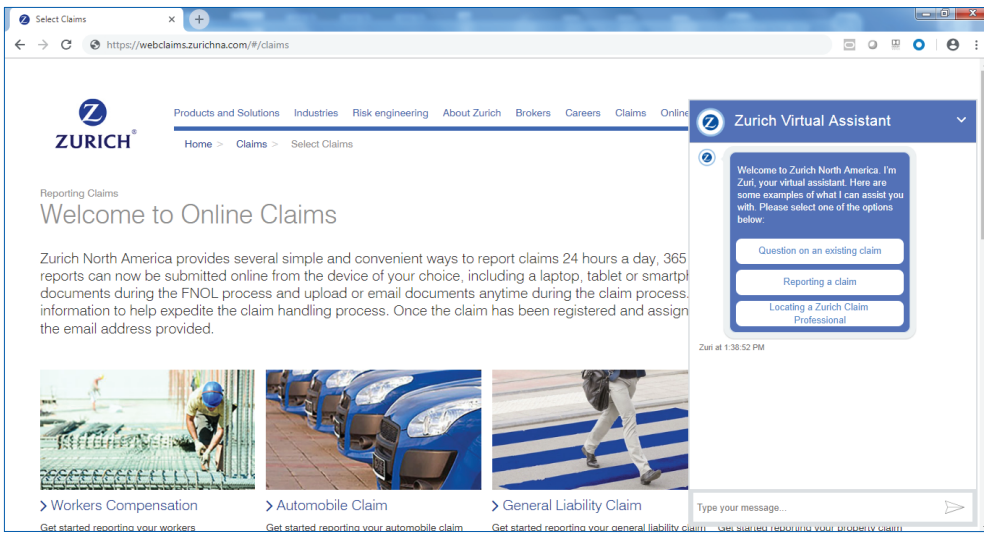
Whether your business experiences a vehicle accident, a property loss, a potential liability case or a workplace injury, a loss event can be disruptive and distressing to your company, your employees and your other stakeholders. You need a convenient, uncomplicated way to reach out to your insurance provider for the assistance you deserve. And when you insure with Zurich, a rapid claim-reporting portal is as close as your laptop or smartphone – 24 hours a day, 365 days a year.



Zurich's online claims reporting system

With one of the insurance industry's most sophisticated, user-friendly online claims-reporting systems, Zurich has made loss reporting virtually instantaneous.

- **Report anytime, anywhere** – The online claims-reporting system is available wherever you have internet access - 24/7/365. It is as mobile as your business and easily accessible from any device, whether desktop PC, laptop or smartphone.
- **Easy access** – Our online claims reporting system is not “app- dependent,” which means there is nothing for you to download and install on your device to make your report. Simply go to zurichna.com, select “Claims” on the page header, and then choose “Report a Claim.” Making the process even easier, you will find a “Report a Claim” link at the bottom of every page on zurichna.com website where you will be immediately redirected to the online reporting system.
- **Immediate acknowledgement** – You'll receive a tracking number and, in the majority of cases, the claim number, allowing you to both confirm your first notice of loss and to help you follow the claim. With the claim number you will be able to access your assigned claim professional's contact information 24 hours a day, 7 days a week.
- **Online document submission** – For added speed and convenience, the online claims-reporting system allows users to scan in and electronically submit accident reports, photographs and other documents with a simple “drag and drop”. As the life of the claim progresses, you can also upload any supporting files, documentation and images to your existing claim (e.g., incident reports, state forms, medical bills, driver/witness statements, estimates, etc.).
- **Virtual claims assistant** – The system also features **Zuri, Zurich's Virtual Assistant** that you can access any time to assist in reporting your claim, to obtain information about existing claims, to request loss runs, to document your risk experience, and to find contact information for your Zurich Claims professional and more.



ZURI – Zurich’s Virtual Assistant

Prompt employee injury reporting makes a difference

The faster you report your claim – whether property, liability or injury-related – the quicker a Zurich Claims professional can go to work to help set things right. This can be particularly important in the event of an employee injury, because the timeliness of your report can make a real difference in the ultimate outcome and cost of the claim.

Serious accidents involving injuries such as fractures, lacerations or concussions certainly must be treated immediately by a qualified medical professional and reported without delay. However, while soft-tissue injuries (such as sprains or strains) may not immediately manifest outward symptoms, they can and often worsen over time.

Reporting all workplace injury events when they occur, no matter what the apparent degree of seriousness, can help our Claims team identify cases that can benefit from intervention by an experienced Zurich medical case manager. The medical case manager can offer guidance to help your employee recover and return to a normal life more quickly and effectively.

**For more information or to report a claim, contact:
Zurich Customer Care Center
800-987-3373**

Zurich
1299 Zurich Way, Schaumburg, Illinois 60196
www.zurichna.com

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A1-112011881-A (02/19) 112011881

