



# Zurich Claims

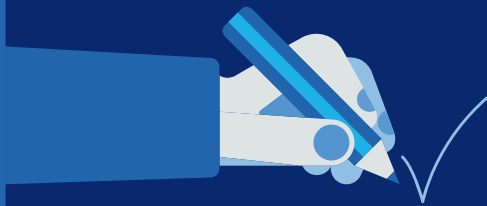
Prepared drives tomorrow



You don't build trust overnight...and you don't do it with promises. You do it by delivering when it matters most. Zurich has delivered excellence in claims service for more than 150 years and today we're more focused than ever on building on the trust we've earned with our customers and distributors. Here's how we do it:

## Strong relationships

Zurich Claims strives to ensure proactive, clear communications; simplify our claims processes and increase efficiency; and – most importantly – respond to the needs of distributors and customers, working hand in hand to optimize loss outcomes.



## Experience and knowledge

Zurich Claims Professionals average more than 15 years of experience, and our Complex Claim Professionals average more than 20 years of relevant experience. Our Claims team is comprised of market-savvy specialists with deep technical knowledge and industry-specific focus. They are constantly looking at claims in the context of new data, emerging risks, and leveraging insights from innovative technologies.

## Consistent and responsive focus

Zurich implements a flexible, data-driven, and customer-centric approach in optimizing our staff models to ensure we deliver a consistent and high-quality experience for our customers. Moreover, customers and distributors will work with a senior manager as a single point of contact to help resolve any issues that arise quickly. Our in-house Claims University platform provides training and upskilling that helps keep our team members at the top of their game, ready to respond.

## Teamwork equals superior service

Beyond the support of Zurich Claim's Medical Management, in-house Staff Legal Services, Vendor Management, and Data and Analytics specialists, we bring as much talent to the table organization-wide as needed to help achieve preferred outcomes. Our Claims Professionals work closely with colleagues in Underwriting, Zurich Resilience Solutions, and other teams to help maintain our high standards for service. And our award-winning Customer Care Center is available 24/7 to help turn all that combined know-how into action.

## Technology driving transparency

Through our My Claims and Zurich Risk Intelligence platforms, as well as a range of other digital tools, we provide a clear, accessible view of your claims journey. These resources include:

- Easy claims reporting capabilities
- Automated notifications
- Expanded and up-to-date adjuster notes
- Claims insights and loss control content
- Zurich F&I Online Claims for auto dealers
- Access to immediate loss runs
- Text and chat communication options
- Digital payment options
- And much more

Zurich Claims has a mission that goes beyond claims management and resolution. It's a mission that helps businesses get back on their feet with resilient and sustainable solutions, preparing them for the next great chapter in their success story.

