



Zurich online claims reporting

Your 24/7 gateway for rapid response

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.

Reporting a claim on Zurich's website is the easiest way to let us know that you've experienced loss and ensure a fast and thorough response. Our claim forms are easy to access, quick to complete, and give our team the information they need right away.

Benefits of Zurich's web claim reporting forms

- **Report anytime, anywhere**
 - The online claims-reporting system is available wherever you have internet access — 24/7/365. It's mobile-responsive, so you can report a claim on the go from any preferred device.
- **Easy access**
 - Our online claims reporting system is not "app-dependent." There's nothing for you to download and install to make your report. Simply go to zurichna.com/claims and then choose "Report a Claim." A "Report a Claim" link can also be found at the bottom of every page on zurichna.com.
- **Immediate acknowledgement**
 - You'll see your claim number right away onscreen. Following your submission, you will receive a confirmation email and also have the option to have a text confirmation sent at the time of reporting.
- **Online document submission**
 - Documents can be submitted directly within the web form. Accident reports, photographs and other documents can be added via a simple "drag and drop." As the claim progresses, you can also upload 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**
 - Zurich's Virtual Assistant, Zuri, can assist you before, during and after you submit your claim. Zuri can help you obtain information about existing claims, request loss runs, document your risk experience, find contact information or connect you to a live agent when needed.

The claim number can be used to locate a claim professional or upload documents to the claim file. After a Customer Care Center Professional reviews your claim submission, insureds have the option to receive a first notice of loss summary email that includes report details and relevant state forms.

Zuri – Zurich’s virtual assistant

The screenshot shows the 'Report a claim' page for Workers' Compensation. It features a navigation bar with 'Home' and 'Claims' links, and the Zurich logo. The main heading is 'Report a claim' with a sub-heading 'Workers' Compensation'. A progress bar indicates the current step is 'Zurich Insured Information', with other steps being 'Accident Overview', 'Employee Details', 'Additional Information', and 'Documents & Photos'. The form asks for 'Please provide us with a few key details.' and includes fields for: Insured Company Name, Parent Company Name, Policy Number, Site Code, Insured Company Address, Zip Code, City, State (dropdown menu), Country (dropdown menu), Insured Company Phone, and Extension. There is also a question: '* Will you be the primary insured contact for this claim?' with radio buttons for 'Yes' and 'No'. On the right side, there are two informational boxes: 'Your experience matters!' with contact information (800) 987-3373 and a link to report system problems, and 'Other helpful resources' with buttons for 'Return to claim type selection' and 'Claim reporting tips'.

Prompt employee injury reporting makes a difference

Report anytime, anywhere

When an employee has been injured, prompt claim reporting is essential. With online reporting, we can respond faster, provide the claim number right away, and direct you to our C.A.R.E.® Directory for support in finding a medical provider to help get your employee on their path toward recovery.

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.

Zurich's online C.A.R.E. Directory:

To access the Zurich Claims C.A.R.E. Directory, please [click here](#).

For more information,
please visit:

zurichna.com/claims

Zurich

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