



# Zurich Online Claims

Improving experiences through digital transformation

Zurich Online Claims (ZOC) is an end-to-end claim submission platform that combines technology and data integration to deliver a real-time, streamlined, 24/7- accessible claims submission experience.

ZOC's digital interface provides a more efficient and intuitive claim entry process, with users having the flexibility to complete claims at their convenience and pause the submission without losing progress, freeing service personnel up to handle other tasks and work with customers.

Pre-populated contract information improves speed, dropdowns and data lookups increase accuracy, integrated data reduces manual input. Claims can be submitted 24/7 and a live chat feature is available for quick help or questions.

ZOC also provides end-to-end claim tracking and real-time, at-a-glance status views, ensuring service departments have complete oversight at all times.

Early adopters of the platform have described it as, "intuitive", "easy to use", "efficient" and "an enhancement to the traditional phone submission claims process."

The ZOC platform is available for all mechanical and tire and wheel claims. To learn more, contact the F&I Customer Service Center at 888-805-1594 or F&I.customer.service@zurichna.com.

## ZOC delivers a streamlined experience

### Quick Wins

- ✓ Claims can be submitted 24/7/365
- ✓ Status can be reviewed any time, quickly and easily
- ✓ Fast and easy submission to payment
- ✓ Live Chat for quick questions

### Flexibility

- ✓ Claim submission can be completed at your convenience, even after hours
- ✓ Pause online submission without losing your progress
- ✓ Eliminate hold times during peak hours

### Time Savings / Improved Efficiency

- ✓ Uses My Account Portal (same as Zurich Maintenance Automate Claims)
- ✓ Pre-populated contract information and forms
- ✓ Dropdowns and data lookups increase accuracy
- ✓ Claims decisions are sent electronically
- ✓ Dedicated digital Claims team handles claims while you focus on your customers
- ✓ Missing or forgotten information can be added

## Zurich

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