



Zurich Life Insurance

We don't just cover, we care.

We're here to protect the life you love,
and we take that responsibility seriously.

With responsive claims and care, rewards for
everyday living, and tools for healthy habits,
we're an insurer that puts people first.





Support for every health journey

Zurich Evolve: our health and wellness offering

We offer all of our customers access to Zurich Evolve. Focused on three building blocks of wellbeing - Body, Mind, and Life, Zurich Evolve helps create a solid foundation for healthy living. Allowing you to feel healthier, more mindful, and more fulfilled every single day.

You can access specialist care services if the unexpected happens and a range of health tools and resources to help them stay healthy.



Make everyday more rewarding

Lifestyle and entertainment rewards

Everyday expenses and family fun-days are more affordable with Zurich Loving Life. Access over 8,000 lifestyle and entertainment offers on the go from our convenient app.

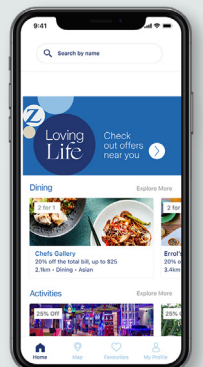
From discounts on groceries and fuel to weekends at the movies or the zoo, you'll be surprised how much you can save as a Zurich customer. It's a great way to discover and support new local businesses too.

"I really love having access to Loving Life. It's an unexpected surprise that provides extra value for the premium."

Zurich customer

Visit zurich.com.au/lovinglife

Powered by





Manage your cover on the go

My Zurich customer portal

My Zurich customer portal is a smart and straightforward platform that allows you to quickly and easily view all your latest Zurich Insurance, Superannuation and Investment information at home or on the go.

Locate, review and update your preferences, contact information, payment details and historical statements in seconds from the dashboard.

You can also save time with instant payment processing to catch up on any overdue premiums and with 24/7 claims tracking you can be confident that you will be always kept up to date.

Register now at zurich.com.au/myzurich



We're here for the day it matters

Claims and rehabilitation services



Making a claim is more than a transaction, it's a moment that builds trust. At Zurich, we meet those moments with care.

Our people-first approach ensures that everyone is treated with compassion and empathy. We're committed to keeping our customers informed every step of the way and providing helpful solutions swiftly and efficiently.

While we paid over \$881 million in claims in 2024, our greatest impact is our culture of care, and the 7,658 people we supported with respect and kindness during their time of need.

"As a result of the financial assistance and the care I've received to date from the Zurich claims and rehabilitations team, in the words of my wife, I'm already a more engaged husband and father, instead of the absent and short-tempered father and husband that I was leading up before the claim."

Zurich customer, aged 38.

Visit zurich.com.au/lifeclaims



Protecting the things that matter

Breadth and quality of cover



With our products, you'll get greater certainty and the right amount of help when you need it most thanks to our fair and transparent offerings. In fact, in 2024 we paid 9 out of 10 claims!

We have a great range of products for what you need now and also, for what you may need in the future.

Explore our products online or speak to our Customer Care team.

Visit zurich.com.au/life-insurance

"When I got the pancreatic cancer diagnosis the initial Active claim payout was a huge help... but it wasn't until I had to contact Zurich again four years later that I truly appreciated this cover. The cancer had returned, more advanced.

What I valued most was the empathy and real care they showed through what was the hardest time of my life."

Ben, Zurich customer

zurich.com.au/lifeclaims



Life in the community

Supporting local communities

We invest in local initiatives in your community, because that's where wellbeing begins.

Our Australian social impact program is supported globally by Z Zurich Foundation, and focuses on three vital areas: mental wellbeing, climate adaptation, and social equity.

With a focus on long-term partnerships, we work together with the Australian Red Cross as part of our Urban Climate Resilience Program, The First Nations Foundation to enhance the financial literacy of First Nations young people, and created an award-winning initiative in partnership with the AFL Coaches and Players Association, Tackle Your Feelings.

"We found that guys who don't usually say much started to open up through the Tackle Your Feelings program, and share their experiences... The coaches have gone away and put that into practice."

*Ron Van De Sluys,
President North Beach Junior Football Club WAFC*

Visit zurich.com.au/about/community





Here for Australia, and the world

Global impact, local care

As one of Australia's biggest global insurers, we're continually investing in our service and products for all Australians. Everyday, we are connecting and learning from our colleagues around the world to ensure we offer you the most sustainable insurance offerings available. So you can be certain we'll be here when you need us – from day one to claim time, and throughout your recovery.

We believe in action and making a positive impact through our role as insurer, investor, employer and member of the community. We have sustainability commitments at a local and global level. This includes a commitment by the global Zurich Group to achieve net-zero operations by 2030, as well as supporting the net-zero transition while helping make society more resilient.

"The DNA of our business really is about protecting people. We can leverage the innovation, technology and capacity from our global businesses, and ground this in what Australians need."

Justin Delaney, CEO

Visit zurich.foundation



Yours for life

Zurich, protecting everything you live for.

We're here to answer all your questions.

Call us on 131 551 (8.30am-6.30pm AEST weekdays)

Visit zurich.com.au

This document has been prepared by Zurich Australia Limited ABN 92 000 010 195, AFSL 232510 (Zurich). Zurich is the issuer of the products mentioned. This information is current as November 2022 and may be subject to change. This information does not take into account your personal objectives, financial situation or needs. You should consider these factors, the appropriateness of the information and the relevant Product Disclosure Statement (PDS) and Target Market Determination (TMD), if applicable, before making any decisions or recommendations. You can find these on our website at zurich.com.au.

The information is a summary only and there are relevant conditions and exclusions that are explained in the PDS.

Whilst the names have been changed to protect the individual claimant, this case study is based on the actual circumstances of the claimant. This is for illustrative purposes only, and claims will be assessed based on the specific circumstances of each individual case.

