

Priority Repair Service

Zurich's Priority Repair Service for light commercial vehicles makes it easy to get back to business, fast.



Key benefits

- Streamlined process for customers
- Booking is quick and easy
- No quote required for qualifying vehicles
- No assessment required for vehicle damage
- Optimised and consistent customer experience
- Consistent, high quality repairs
- Reduced claim duration
- Customer kept informed via SMS or email during the repair process
- Target repair time of 5 days (average) excluding weather events / catastrophes

Type of vehicles referred to Priority Repair Service

- Vehicles with repairable damage
- Light commercial vehicles weighing less than 2.7 tonnes
- Where damage is less than \$20,000

Geographic coverage - Initial trial

- Metropolitan Melbourne
- South East Queensland: Brisbane, Gold Coast and Sunshine Coast areas

Faster repairs and claims processing

Vehicles weighing less than 2.7 tonnes, with repairable damage of less than \$20,000, can now be repaired faster through Zurich's Priority Repair Service.

Zurich has partnered with a leading national motor repair group who offer world class repair solutions for customers' damaged motor vehicles as well as managing third party vehicle repairs.

Booking a repair is easy and convenient. Simply lodge the claim online or by phone and a Zurich booking agent will find the right repair location to have the vehicle repaired in the shortest time. There's no waiting for assessors and quotes, customers deliver the vehicle and arrange to pay the excess when the vehicle is repaired.

Consistent quality control

The Priority Repair Service providers use the latest technology and processes with quality control at each stage of the repair. Customers have the option to receive SMS or email messages, keeping them informed as the vehicle progresses through each stage of repair. Zurich's own assessors conduct regular checks on the repairer's process and work, providing an additional layer of quality assurance.

Q&A

Who can receive the priority repair service?

Any insured light commercial vehicle, less than 2.7 tonnes that is repairable and has damage less than \$20,000.

Is this a re-badge of Zurich's approved repairer network?

It's more than a re-badge. It's an enhanced service which optimises the customer experience by leveraging the scale and resources of a best practice repair network.

Are customers free to choose their own repairer?

Yes. Insured customers have the option to use their own repairer. Zurich's priority repair service removes the hassle of obtaining quotes and waiting for an assessor.

Is there a cost benefit for Zurich?

Yes. Based on the volume of business from Zurich, the repair network can provide a lower cost benefit which may flow through to stable insurance pricing

Is there an extra charge?

No.

Do customers receive a hire car?

Customers will have the option to receive a hire car when this benefit is included in the policy. Policy benefits will be confirmed when the claim is lodged. After dropping off the vehicle, customers also have the choice of utilising a taxi in lieu of a hire car, should they wish.

How does a customer access the priority repair service?

Simply lodge your claim online or by phone and a Zurich booking agent will find the most appropriate repairer and date for the vehicle drop off.

When do I pay the excess?

When the customer drops off their vehicle the repairer will explain that the excess is payable at or prior to collecting the repaired vehicle.

To find out more call 1800 611 372

**To lodge a claim visit:
zurich.com.au/claims or call 132 687**

This information is general only and does not take into account your objectives, financial situations or needs. You should consider these factors, the appropriateness of the information and the relevant Product Disclosure Statement (PDS) available from zurich.com.au before making a decision.

Zurich Australian Insurance Limited
ABN 13 000 296 640, AFS Licence No: 232507
Head Office: 5 Blue Street, North Sydney NSW 2060

Client enquiries
Telephone: 132 687
www.zurich.com.au

