



Priority Repair Service

For sedans and light commercial vehicles

Makes it easy to get back to business, fast.

Faster repairs and claims processing

Zurich has partnered with Gemini, a leading national network providing world class repair solutions for customers' damaged vehicles as well as managing third party vehicle repairs.

Zurich's Priority Repair Service is for vehicles weighing less than 2.7 tonnes, with repairable damage less than \$20,000.

The streamlined process removes the need for a quote and assessment which can save valuable time.

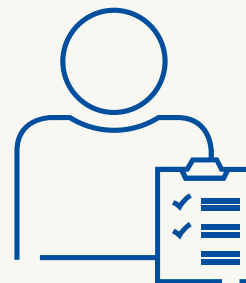


Consistent quality control

Priority Repair Service providers use the latest technology and processes with quality control at each stage of the repair. Zurich's own assessors conduct regular checks on the repairer's process and work, providing an additional layer of quality assurance.

Now available nationwide

Simply lodge your claim by phone at 1800 611 372, **online** or by email and a Zurich booking agent will find your nearest Gemini Repair Centre.



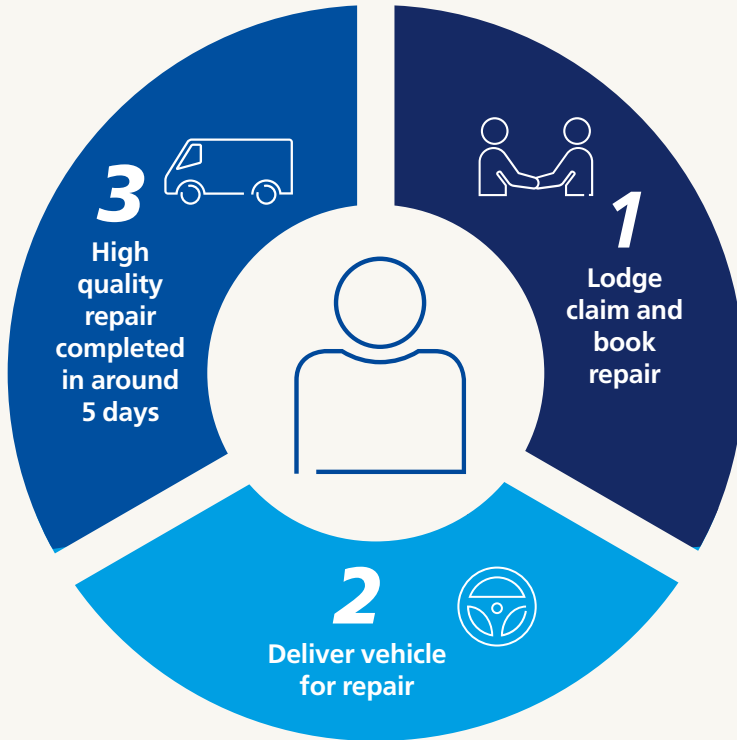
A Zurich claims innovation designed around the customer

Three easy steps for repairs in around 5 days

1. Call Zurich on 1800 611 372 to lodge a claim. Alternatively you can submit a claim online or via email. A booking agent will find the most appropriate repairer and date for vehicle drop off.
2. Customers are greeted at the Gemini Accident Repair Centre reception where the process is explained. Email or SMS updates are selected and the customer is advised of the excess amount payable upon collection of the vehicle. Customers have the option to leave in a hire car or taxi when this benefit is included in their policy.
3. The repair is carried out with stringent quality checks throughout the process. Customers are kept informed of progress and advised by text when vehicle is ready to be collected. The target repair time is 5 days (average) excluding weather events or catastrophes.

There's no need for a quote or an assessor

Zurich has removed the quoting and assessment stage to help get our customers back on the road quickly and safely.





Broker partners can help

Brokers can minimise the customer's sense of loss and inconvenience by lodging the claim as close to the time of loss as possible and by encouraging the use of Zurich's Priority Service through Gemini. There's no need for a quote, just contact Zurich and we'll ensure the customer receives the priority they deserve.

**To lodge a claim, call 1800 611 372 or visit zurich.com.au/claims
Or download the Zurich Motor Claims app from the App Store
To find out more, visit zurich.com.au/priorityclaims
Online claims enquiries : zurich.com.au/ztrack**

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“We're on a journey to be the best in our chosen markets and provide a claims experience that is uniquely Zurich.”

Hilary Bates, Chief Claims Officer, Zurich Australia.

