

Zurich Claims Online

At Zurich, we view the claims process as delivering on our promise.

We are there when it matters most – helping you with a smooth and transparent claims experience.



Zurich's Claims Online System is a simple, intuitive claims inquiry system. It is designed to help you monitor the status of your claim at any time in the day.

You can track just about any claim across these major lines of business.

- Workers Compensation
- Business Insurance
- Motor / Fleet
- Property
- Liability

Tools to manage risks and create reports

The Workers Compensation and Motor Fleet sections offer tools to measure and manage identified risks and to create reports. To start, simply click on the relevant tab to access the facility required. A comprehensive help section will guide you through.

Of course, we still provide you with personal service - you have access to a dedicated claims advisor authorised to make decisions and keep you informed during the claims process.

Sign up today and start using this efficient tool to make your administration easier.

How will Zurich help you?

Local claims teams

With claims teams located in all capital cities, you can visit and talk to claims representatives directly.

Personal service

You will speak directly to a claims advisor, and not to an automated job queue system.

Prompt response

Your claims advisor will call, follow up and keep in regular contact with you, your customers and other key stakeholders.

Easy access

Our local specialist claims teams will be your point of access. They ensure the right claims advisor with the right expertise will manage your claim.

Streamlined process

Fully transparent processes have been set up to ensure specialists are able to handle claims quickly and efficiently.

Claims Online Tracking

To make your administration easier, Zurich Claims Online is designed to help you monitor the status of your claim in a quick and easy way at any time.

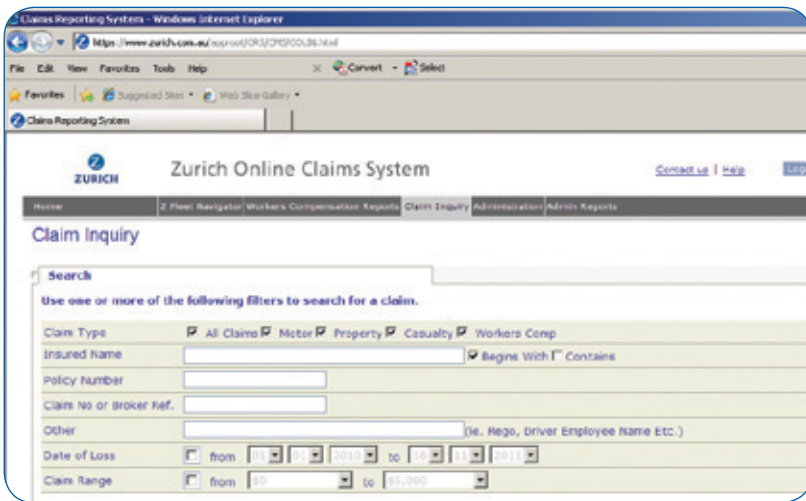
Zurich Claims Online – simple to use, faster than a phone call and available anytime.

To register, go to www.zurich.com.au/brokersclaims, complete the registration form and email it to customer.care@zurich.com.au

To log in, go to www.zurich.com.au/brokersclaims

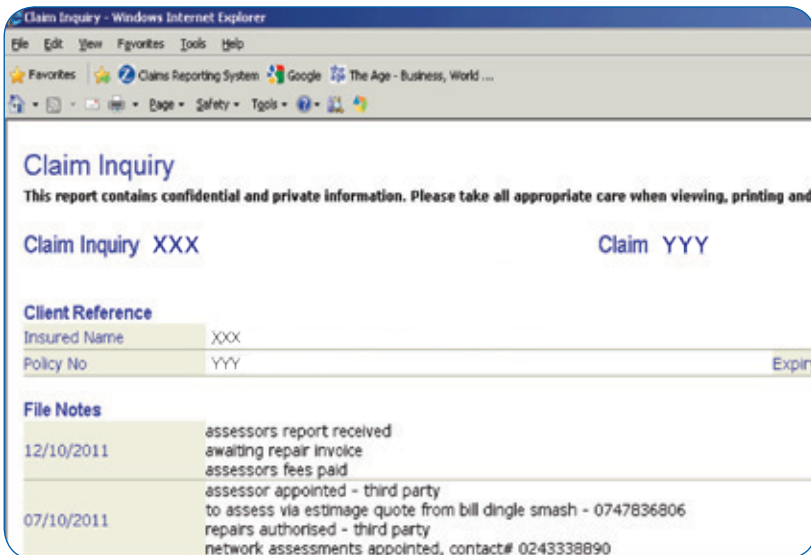
Claims Online helps you track your claims

Insert customer details or claim number and track your claim online



The screenshot shows the 'Zurich Online Claims System' search page. It features a search bar and several filter options: Claim Type (All Claims, Motor, Property, Casualty, Workers Comp), Insured name (with a dropdown for 'Begin With' and 'Contains'), Policy Number, Claims No or Broker Ref., Other (with a dropdown for 'ie. Rego, Driver Employee Name Etc.'), Date of Loss (with 'from' and 'to' date pickers), and Claim Range (with 'from' and 'to' value pickers).

Check the progress updates



The screenshot shows the 'Claim Inquiry' progress update page. It displays the following information:

- Claim Inquiry XXX** (left) and **Claim YYY** (right)
- Client Reference**
 - Insured Name: XXX
 - Policy No: YYY (with 'Expiry' label)
- File Notes**
 - 12/10/2011: assessors report received, awaiting repair invoice, assessors fees paid
 - 07/10/2011: assessor appointed - third party to assess via estimate quote from bill dingle smash - 0747836806, repairs authorised - third party, network assessments appointed, contact# 0243338890

Speak to your claims advisor who will be happy to help you if you need more details or have further questions.

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