



Yours for life

Why Zurich Life Insurance

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

With responsive claims and care, rewards
for healthy habits and everyday living,
and community support with real impact,
we're an insurer that puts people first.





Support for every health journey

Health and wellbeing coaching tools

We recognise health impacts us all differently. That's why Zurich is here for you in good health as well as times of need. Whatever your health journey, we can help you live a healthier life and put your wellbeing first.

On **My Wellbeing Hub**, you can access helpful guides and resources on mental wellbeing, healthy eating, community involvement and partner programs.

Plus, we can also provide proactive coaching and support for chronic health conditions.

Visit zurich.com.au/mywellbeinghub

"We're not just looking after our customers during the claim point and getting them back to wellness, we proactively help customers look after their wellbeing."

Mel Ware, Head of Marketing and Brand



Make everyday more rewarding

Lifestyle and entertainment rewards

Everyday expenses and family fun-days are more affordable with Zurich Loving Life. Access over 4,500 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

You never know when you might need your insurance details. So we've made it simple for you to manage your policy on the go, on any device, at any time.

With My Zurich, you can track your claim 24/7, download statements, update your contact and payment details, and save time with instant payment processing. You can also access useful information packs and contact details.

Visit zurich.com.au/myzurich



Personalised care you can depend on

Claims and rehabilitation services



When the life you love is interrupted, you want to get back on track as soon as you can, without the added stress of financial worry. That's why our award-winning claims team provides one of the fastest and highest claims payment rates in Australia – paying income protection 14 days sooner than any other insurer.

And our care and support goes further – you'll also have access to a dedicated team of rehabilitation professionals with solutions personalised to your health journey, including occupational therapists, exercise physiologists, rehabilitation counsellors and psychologists. From helping you rebuild your confidence, to building your physical strength, we're here to help you improve your health so you can return to the life you love.

"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 2021 we paid 9 out of 10 claims¹.

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

Our Wealth Protection and Active product suites offer a broad range of covers that can be tailored to the needs of individuals.

To get further details on your current products, you can refer to the PDS or talk to our Customer Care team. Explore all of our products online.

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 support Raise Foundation and Beyond Empathy, and created an award-winning initiative in partnership with the AFL Players' and Coaches' Associations, 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 are also committed to helping solve the world's biggest risk and resilience challenge – climate change. The planet is one of our stakeholders, and we aim to reduce our remaining greenhouse gas emissions by 50% by 2025 and be a net-zero emissions business by 2050.

"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-6pm AEST weekdays)

Visit zurich.com.au

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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.

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