

## Customer Service Executives enhance claims service

At Zurich, our customers' claims-handling needs are as diverse as their individual operations.



While most claims can be effectively managed using traditional processes and resources, others require extra special attention.

It is for these exceptional accounts that Zurich developed the role of Customer Service Executives (CSEs).

Zurich's Customer Service Executives are dedicated to ensuring the claims of our more complex customers are handled according to their needs. Their first step in achieving this goal is to identify the distinct claims service requirements of each of these accounts. Once all parties' interests have been established, the Customer Service Executives use their expertise to develop and implement a claims-handling strategy that meets the needs of the customer, broker, underwriter, claims handler and any others involved on the account.

The key to maximizing the value of our Customer Service Executives is getting them involved in policy discussions as early as possible. Such participation enables the Service Executives to set expectations and establish relationships with an account's stakeholders prior to the filing of a claim. This allows the Customer Service Executives to build any unique workflows and ensure exceptional service throughout a customer's relationship with Zurich.

You may have already experienced the value-added services offered by our Customer Service Executives. If you have not yet been introduced to one of our CSEs, contact Zurich to discuss how you may be able to benefit from their leadership and expertise.

### To report a claim:

Prompt claim reporting is critical to our shared goal of bringing claims to a successful resolution. Our website, [www.zurichcanada.com](http://www.zurichcanada.com), features instructions and notice of loss forms, which should be completed and forwarded to Zurich immediately following a loss. Claims can be reported via e-mail, phone, fax or postal mail.

Online: [www.zurichcanada.com](http://www.zurichcanada.com)  
E-mail: [claims@zurich.com](mailto:claims@zurich.com)  
Phone: 866-345-3454  
Fax: 877-977-8077  
Mail: Zurich, Claims Department  
Attention: New Claims  
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Zurich  
416-586-3000  
[www.zurichcanada.com](http://www.zurichcanada.com)

This is intended as a general description of certain types of insurance and services available to qualified customers through Zurich Insurance Company Ltd in Canada. Your policy is the contract that specifically and fully describes your coverage. The description of the policy provisions contained herein gives a broad overview of coverage and does not revise or amend the policy.

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