

# MOTOR CLAIMS

The following Question and Answer sheet has been prepared by Marsh to assist you with general enquiries that may occur following a motor accident. To speed up the processing of your claim Marsh has agreed a process so that Zurich Insurance can receive your motor vehicle claims directly. Zurich Insurance can be contacted on:

Phone: 0508 987 424 (0508 ZURICH)  
Fax: (09) 928 8200  
Email: [claims@zurichauto.co.nz](mailto:claims@zurichauto.co.nz)

Zurich New Zealand can process your claim over the phone. Please contact Zurich New Zealand on 0508 987 424 for assistance. Alternatively you can download the claim form [here](#) and email to Zurich, or access the claim form at [www.zurich.co.nz](http://www.zurich.co.nz). Zurich New Zealand will also direct you to the most convenient preferred repairer.

For glass claims ask the repairer to phone 0800 20 35 35

## CLAIMS PROCEDURES

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### Q. WHAT SHOULD I DO FOLLOWING A MOTOR VEHICLE ACCIDENT?

Please do not admit liability. As soon as practicable contact Zurich New Zealand on 0508 987 424 or [claims@zurichauto.co.nz](mailto:claims@zurichauto.co.nz). For damage to your own vehicle the base policy excess is \$ \_\_\_\_\_. If the damage is under \$ \_\_\_\_\_ and there is no other party involved the repair cost will be charged back to \_\_\_\_\_ – no claim needs to be lodged.

If there is a third party involved you will need to:

- Contact Zurich New Zealand on 0508 987 424 or [claims@zurichauto.co.nz](mailto:claims@zurichauto.co.nz) to lodge a claim. Zurich New Zealand will also provide the location of their nearest approved repairer. **Please ensure that you contact Zurich New Zealand as soon as possible so that there is no delay in the claim being processed.**
- If your driver is at fault and your repairs are under \$ \_\_\_\_\_, an assessor is not required.

#### In all other situations:

- Tell the repairer that you are insured with Zurich New Zealand and ask that an assessor be appointed. Your policy details are:
  - Insured name:
  - Policy No:
  - Policy period:

### Q. WE ARE BEING APPROACHED BY THE THIRD PARTY. WHAT SHOULD WE DO?

- Please do not admit liability. Refer the third party directly through to Zurich New Zealand, who will deal with any demands.
- If you have received any correspondence from the third party, please forward this to Zurich New Zealand.

Marsh will continue to monitor your motor vehicle claims and provide assistance and advocacy for those not so straightforward claims i.e. where liability for the accident is disputed or coverage is in question.

If at any time during the claim process you wish to talk with your Marsh representative please contact us on 0800 887 123 or email [motordirect@marsh.com](mailto:motordirect@marsh.com).