

# ZURICH

## MOTOR VEHICLE AND GLASS CLAIMS

The following Question and Answer sheet has been prepared by Marsh to assist you in the processing of your claim following a motor vehicle accident or glass claim.

To provide you with the most expedient process for notifying a motor vehicle claim, Marsh has in place an arrangement for you to notify your claim directly to your insurer, Zurich. For assistance and location of a Zurich-approved repairer:

EMAIL	claims@zurichauto.co.nz
VEHICLE CLAIMS	0508 987 424
GLASS CLAIMS	0800 10 35 35

The details below will assist you in the event of you needing to make a claim:

INSURED NAME	
POLICY NO.	
POLICY PERIOD	
YOUR POLICY EXCESS IS	\$

*Marsh is here to provide you with assistance and claims advocacy services so if at any time during the claim process you wish to talk to a member of the NZ Marsh Claims Team, please call us on 0800 887 123 or email [motordirect@marsh.com](mailto:motordirect@marsh.com)*

### CLAIMS PROCEDURES

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

1. Firstly, it is important that you do not admit liability.
2. Record details of the location, date and time of the accident, damage to all vehicles and any property (take photos if practical), the contact / vehicle information from any third parties and witnesses.
3. If any emergency services have attended, please send through the incident reference number.
4. As soon as practicable, contact Zurich to lodge a claim. Zurich will provide you with a claim number and the location of their nearest approved repairer.

#### Q. I HAVE A PROBLEM WITH THE CLAIM – WHAT SHOULD I DO?

1. If you are being approached by the third party in relation to the claim, firstly, it is important that you do not admit liability. Refer the third party directly to Zurich, who will deal with any demands. If you have received any correspondence from the third party, please forward this to Zurich.
2. If you are dissatisfied with the resolution of your claim, please contact a member of the NZ Marsh Claims Team on 0800 887 123 or email us at [motordirect@marsh.com](mailto:motordirect@marsh.com)