

# Zurich Programs Claims Reporting Guide

## Claims Reporting Process

We know our customers need the ability to report claims anytime, anywhere. That's what Zurich HelpPoint™ is all about - offering customers a variety of options to make the claim reporting process as flexible and convenient as possible.

Claims are automatically assigned to the appropriate claims office and claims specialist upon receipt. This allows our experienced claims specialists to have immediate access to all claim information so claims can be processed quickly and efficiently – no matter what reporting option is used. Fast response to customer needs. That's Zurich HelpPoint™.

## Claims Reporting Options

- **Email:** To report a claim by email, send a claim report to [programs.claims@zurichna.com](mailto:programs.claims@zurichna.com). Confirmation and claim number will be sent within 24 hours.
- **Phone:** To report a claim by phone call (888) 680-8005 toll free. Confirmation and claim number will be given via claims specialist immediately.
- **Fax:** To report a claim by fax call (402) 963-5329. Confirmation and claim number will be sent via postal mail upon receipt and processing of claim.
- **Postal Mail:** – To report a claim by postal mail, mail your claim form to the address below. Confirmation and claim number will be sent via postal mail upon receipt and processing of claim.

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