

# Z Track

At Zurich, we view the claims process as delivering on our promise.

We are there when it matters most – helping you with a smooth and transparent claims experience.



Z Track is an easy, quick way you can find what you need to know about claims on Zurich policies.

Z Track gives you access to:

- Claims Enquiry where you can quickly and easily see how your claims are progressing
- **Z Fleet Navigator** a unique online service where fleet operators can monitor, measure, review and report on many areas of their fleet's performance
- Reports Claims Experience Reports that show the history of claims on a policy
- Workers Compensation reports on workers compensation claims, with detailed lists and graphics
- **Lodge a claim** a fast link to Zurich's online claims lodgement for motor or property claims.

Claims attached to a Motor, Fleet, Workers Compensation, Property and Liability policy are here for you in Z Track.

Z Track is accessible on a range of devices, around the clock.

### Sign up for Z Track

To access Z Track, go to www.zurich.com.au/ZTrack and log in.

To register as a new user, click on the Sign up link at the top right of the Z Track log-in page. Download the application form and follow the instructions there. Once you are registered, you will find it straightforward to get started.

Sign up today and start using this efficient tool to make managing claims easier.

### Focused on your needs

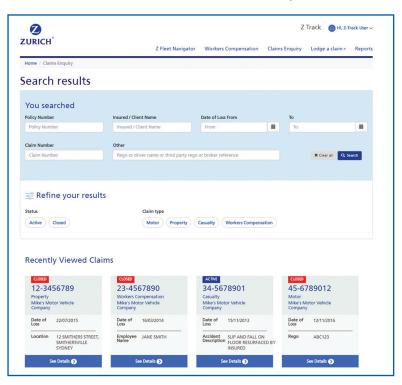
- A great-looking, customer-focused design that is intuitive to use and easy to read
- Fast access to the information that is most important to you
- Access on a range of devices Macs and tablets as well as PCs
- Emails when you ask to be told about when a claim passes key milestones
- Keeping the Zurich personal approach, by showing you the contact for each claim
- Powerful Z Fleet Navigator reports, helping you to target where to reduce risks
- Analytics in Z Fleet Navigator comparing your fleet on a de-identified and aggregated basis
- Valuable Workers Compensation reports, so you can analyse accidents, down to the cost centre and area level.

Z Track – simple to use, faster than a phone call and available anytime.

# ZU20912 - V6 04/18 - LWIN-013316-2018

## Claims Enquiry helps you track your claims

Insert customer details or claim number and track your claim online

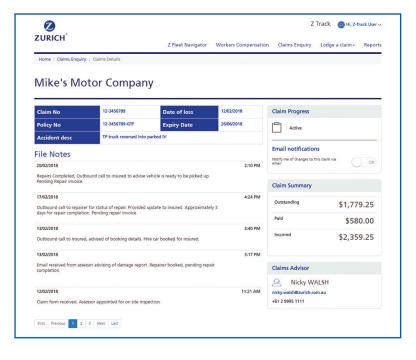


Claims Enquiry in Z Track is intuitive and simple to use. For example, when you open Claims Enquiry, you will see key information at the top of the screen.

If you lodge a claim online you will receive a claim number immediately that you can then use to monitor the progress of your claim in Z Track.

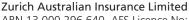
Because you can search for a claim in a range of ways, it is quick to find the one you need: not only by claim number but also by registration number, broker reference or other keywords, and you can filter search results.

Claims Experience Reports present your claims history as print-ready PDFs or as data extracts for exporting.



For each claim that has been lodged:

- Notes on a claim are shown
- You can choose to be emailed when a key milestone for a claim is passed
- You can see the person handling each claim, so you can get to the right person if you want to phone or email us



ABN 13 000 296 640, AFS Licence No: 232507 Head Office: 5 Blue Street, North Sydney NSW 2060

Client enquiries Telephone: 132 687 www.zurich.com.au

