

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.

Claims Enquiry helps you track your claims

Insert customer details or claim number and track your claim online

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Z Fleet Navigator Workers Compensation Claims Enquiry Lodge a claim Reports

Home / Claims Enquiry

Search results

You searched

Policy Number: [Input] Insured / Client Name: [Input] Date of Loss From: [Input] To: [Input]

Claim Number: [Input] Other: [Input]

Refine your results

Status: Active Closed Claim type: Motor Property Casualty Workers Compensation

Recently Viewed Claims

CLOSED 12-3456789 Property Mike's Motor Vehicle Company Date of Loss: 22/07/2015 Location: 12 SMITHERS STREET, SMITHERSVILLE SYDNEY	CLOSED 23-4567890 Workers Compensation Mike's Motor Vehicle Company Date of Loss: 16/03/2014 Employee Name: JANE SMITH	ACTIVE 34-5678901 Casualty Mike's Motor Vehicle Company Date of Loss: 15/11/2013 Accident Description: SLIP AND FALL ON FLOOR RESURFACED BY INSURED	CLOSED 45-6789012 Motor Mike's Motor Vehicle Company Date of Loss: 12/11/2016 Rego: ABC123
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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.

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Z Fleet Navigator Workers Compensation Claims Enquiry Lodge a claim Reports

Home / Claims Enquiry / Claims Details

Mike's Motor Company

Claim No	12-3456789	Date of loss	12/02/2018
Policy No	12-3456789-GTF	Expiry Date	26/06/2018
Accident desc	TP truck reversed into parked IV		

File Notes

- 20/02/2018 2:10 PM: Repairs completed, Outbound call to insured to advise vehicle is ready to be picked up. Pending repair invoice.
- 17/02/2018 4:24 PM: Outbound call to repairer for status of repair. Provided update to insured. Approximately 3 days for repair completion. Pending repair invoice.
- 13/02/2018 3:40 PM: Outbound call to insured, advised of booking details. Hire car booked for insured.
- 13/02/2018 3:17 PM: Email received from assessor advising of damage report. Repairer booked, pending repair completion.
- 12/02/2018 11:21 AM: Claim form received. Assessor appointed for on site inspection.

Claim Progress

Active

Email notifications

Notify me of changes to this claim via email: Off

Claim Summary

Outstanding	\$1,779.25
Paid	\$580.00
Incurred	\$2,359.25

Claims Advisor

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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