

## My Zurich Broker Concierge FAQs

Question	Answer
What is My Zurich Broker Concierge?	My Zurich Broker Concierge is a self-service digital platform that provides on-demand access to information on policies, submissions, loss runs and more to help you manage your clients with Zurich.
What are the benefits of My Zurich Broker Concierge?	Brokers who use My Zurich Broker Concierge will benefit from: <ul style="list-style-type: none"> <li>• 24/7 <b>real-time updates</b></li> <li>• The ability to <b>obtain instant access to loss runs</b></li> <li>• Access to Zurich <b>contact information</b> at the account and individual policy/submission levels along with one-click email accessibility</li> <li>• On-demand access to <b>policy documents</b> with ability to search by policy number and insured name</li> <li>• Submission <b>status updates</b> available on demand</li> <li>• Transparency into open <b>subjectivities</b> on active submissions and policies with the ability for brokers to provide information needed to close out a subjectivity directly from the platform</li> <li>• A <b>Middle Market P&amp;C Industry Guide</b> that allows search by SIC code or industry keyword</li> <li>• <b>Notifications</b> that can be customized at the account level</li> </ul>
What business units are in scope for this platform?	The platform includes data across both our U.S. Middle Market and U.S. National Accounts business units.
How often is information in the platform updated?	Information is updated in real time. This means that you have virtually instant access to the latest information on your clients.
What do brokers need to do to get started?	The first step is to work with your Zurich representative to schedule an introductory meeting and identify the key individual(s) at your firm who should attend the introductory meeting.
How is access managed for my account?	Access to your My Zurich Broker Concierge account will be managed by the employee(s) at your company that you define as administrator(s). This administrator role has the ability to add and remove users as well as customize widget-level access levels.
Who do I contact if I want to have an account set up?	Please reach out to your <b>Territory Leaders and/or Regional Executives</b> with requests to get a new My Zurich Broker Concierge account created for your office.
Will it be mandatory to use the platform to do things like request loss runs?	Use of the platform will not be mandatory, and you will still be able to receive information/data in the same manner you do today. My Zurich Broker Concierge helps simplify doing business with Zurich by providing you a channel to access real-time updates 24 hours a day, seven days a week.

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Who do I contact if I have questions about My Zurich Broker Concierge	Please reach out to your <b>Territory Leaders and/or Regional Executives</b> with questions regarding My Zurich Broker Concierge.
Who do I contact if I have technical issues?	If you have technical issues with your account (not related to adding or removing access for individuals to an existing account), please contact Zurich's Application Support Center at 877-263-0583 or <a href="mailto:usz.application.support.center@zurichna.com">usz.application.support.center@zurichna.com</a> .
Can I expect to see other features in this tool in the future?	Zurich is committed to continuing to improve the customer experience and providing you an excellent digital experience. We will continue making enhancements to the platform, prioritizing those items that we hear are most important to you.
How can I give feedback on the tool (including requesting enhancements)?	Please reach out to your <b>Territory Leaders and/or Regional Executives</b> to share enhancement requests.