

ZEER key benefits include:

- 365/24/7 call center for your environmental spill consultation to help reduce your liability
- Generate spill reports on your behalf to help meet regulatory requirements
- Dispatch environmental contractors for clean up at the site
- Online spill reporting
- Mobile phone app for incident reporting
- Customized, internal alert distribution for your organization for crisis management
- Access to our experienced environmental emergency response coordinators with an average of 30 years of experience in handling environmental spills and emergencies



Zurich

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Zurich Environmental Emergency Response



Zurich Environmental Emergency Response

Zurich Environmental Emergency Response (ZEER) was designed by Zurich's environmental underwriting and claims professionals, in collaboration with Spill Center, Inc.,* to help you deal with any spill that requires emergency environmental clean-up. The resources from the Spill Center® can expedite and execute release reporting, dispatch clean-up contractors, reduce costs and mitigate potential liability. This program is offered to Zurich qualified customers with environmental exposure.

Spill reporting simplified

If you are registered with the ZEER program, you can report a spill online or by telephone 24 hours a day, seven days a week. Upon registering for the service, enter all pertinent spill information. Your information is sent electronically to the alert distribution list identified in your enrollment profile.

Once your information is submitted, ZEER searches a database of more than 3,000 qualified contractors throughout North America who are skilled and equipped to react to particular types of spills, minimizing costs and liability. You will be provided with the names of several contractors to choose from. The scope of work for the spill is monitored in real time through the ZEER program to ensure that the work being performed is reasonable. Every release, no matter how small, can be identified, reviewed and recorded immediately. So even if a release doesn't require urgent attention, no reported spill falls through the cracks.

ZEER Mobile – faster, easier reporting

Zurich has developed a mobile app for Android, Blackberry and Apple devices, ZEER mobile, which enables users to report spills from anywhere. Location and user information is automatically recorded. This will make it easier for the ZEER program to instantly respond, report and help mitigate the loss. To download the ZEER Mobile App visit www.zurich.spillcenter.net.



There's more to it than clean-up

Zurich's service doesn't stop with response. ZEER also coordinates assistance in completing the required local, state and federal release reports.

Depending on the jurisdiction and type of spill, you may have to file up to a dozen different reports. With ZEER, vital event information is collected once, consolidated and provided to the appropriate authorities upon your approval. Because the Spill Center constantly reviews and updates regulatory requirements, it aims to have up-to-date environmental regulatory requirements at the time of loss. You can even arrange for notification of your internal spill team to make the process easier and more efficient.

In addition, you'll receive a full electronic data package with all of the outgoing correspondence generated by ZEER.

For emergency response contractors or environmental consulting companies, the benefit is that you can enroll in the ZEER Contractor Database — gaining potential opportunities to be selected by other Zurich insured's during an environmental emergency.

Reporting a claim

Reporting a spill to the online system does not constitute reporting a claim, nor does it guarantee that a spill is covered under your policy. ZEER is not intended to be a substitute for reporting claims as required by the policy terms and conditions.

To report a claim, please refer to the claims reporting provisions outlined in your policy or call Zurich's Claim Reporting Facility at 1-800-987-3373. Whether or not coverage is ultimately found to exist, ZEER is intended to help you effectively and efficiently mitigate these types of claims.

This program will help facilitate timely investigation of the facts and circumstances surrounding the event.

Sign up today!
It's simple, just call
888-SPILLHELP
(1-888-774-5543)

or by visiting us online at
www.zurich.spillcenter.net and
choosing "enrollment" to create
your password and ID.

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