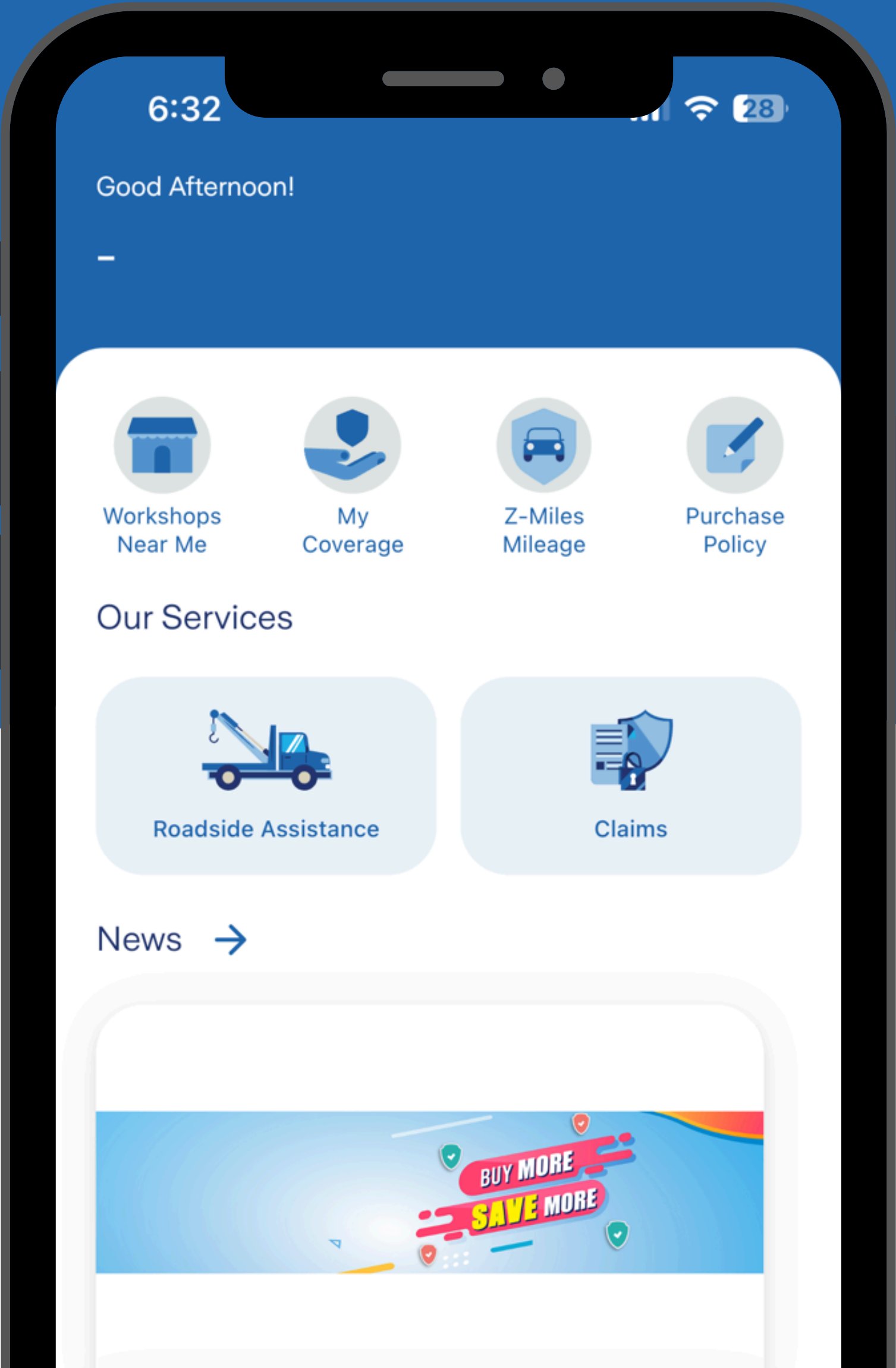
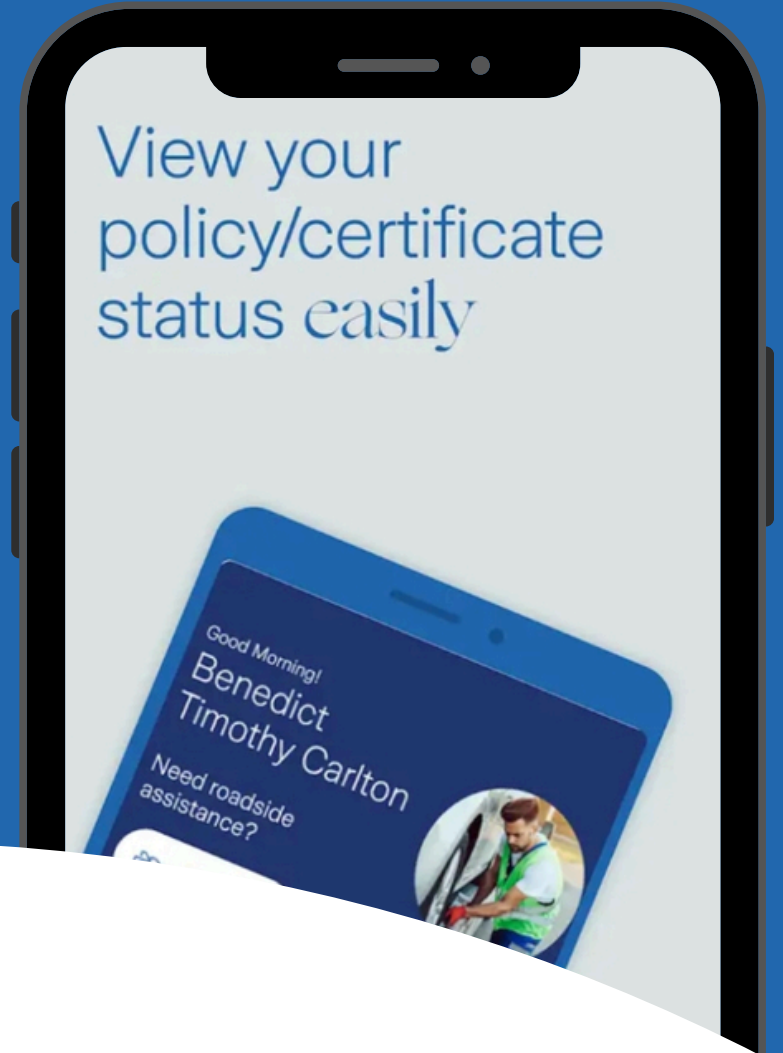


MyZurich App

Mobile app guide



MyZurich App



Content

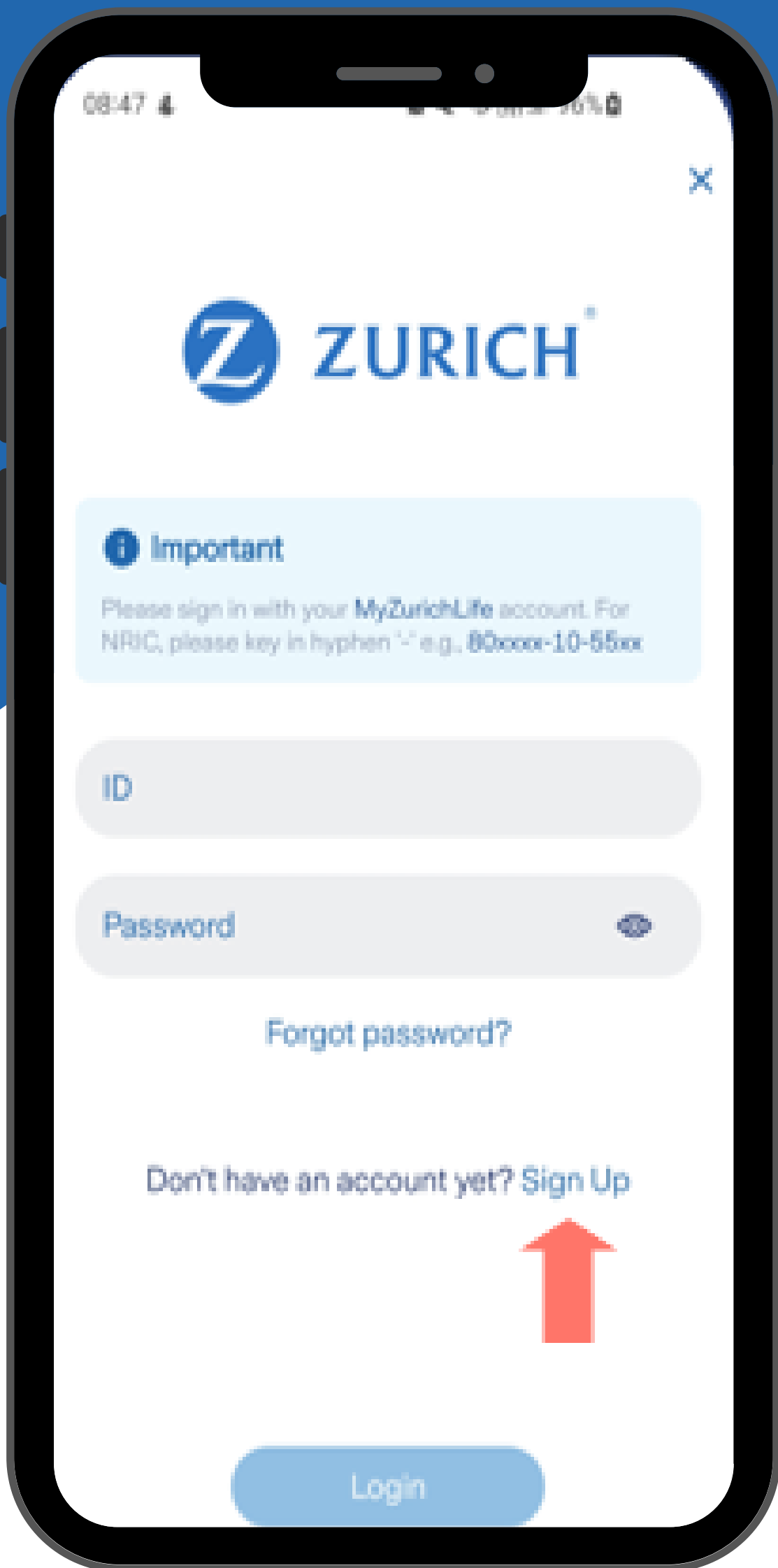
- MyZurich App Benefits
- How To Sign Up / Login
- Features of MyZurich App
- Requesting Digital Roadside Assistance
- Notify Motor Claims & Check Claims Status
- Renewal Reminder




Benefits


- ✓ Conveniently access your GI & GT policy / certificate
- ✓ Get 24/7 Digital Roadside Assistance with enhanced features:
 - Share current location to roadside assistance service provider to ensure location's accuracy
 - View real-time movement of the tow truck
 - Select preferred panel workshops
- ✓ Submit motor claim notifications, view the status and get updates via in-app push notification
- ✓ View nearby panel workshops
- ✓ Receive reminder on your upcoming renewal

➤ How to sign up ? ◀



08:47




 ZURICH®

i Important

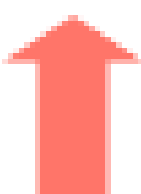
Please sign in with your **MyZurichLife** account. For NRIC, please key in hyphen "-" e.g. 800000-10-5500

ID

Password 

[Forgot password?](#)

[Don't have an account yet? Sign Up](#)



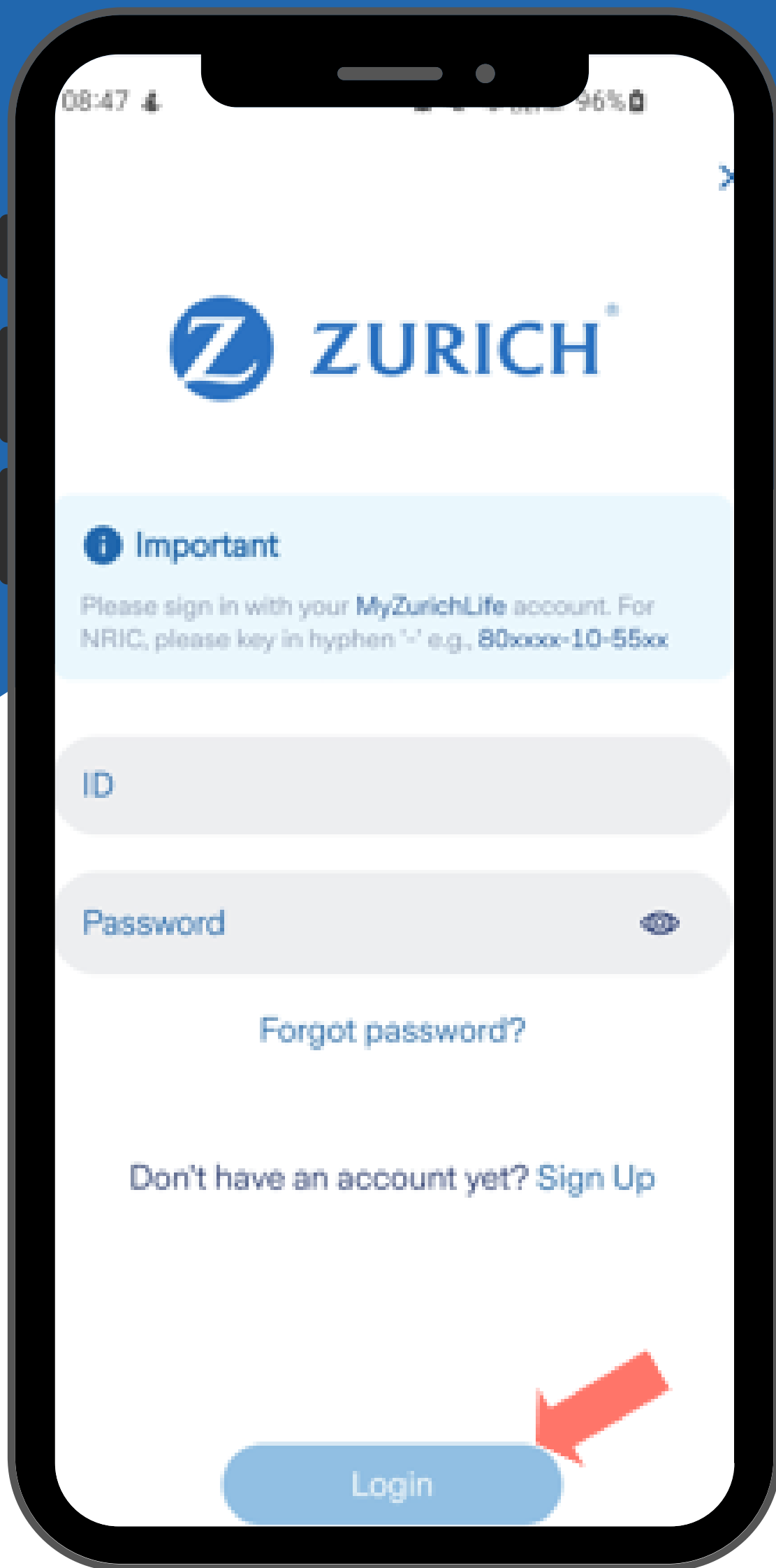
[Login](#)




**For New
User**

1. Select and enter the ID (NRIC or Passport) used when you purchase your policy / certificate purchase
2. Create your password & SecureWord
3. Enter your preferred name, email address and mobile no (this must be the same mobile no when you purchase your policy / certificate purchase)
4. Enter OTP for validation
5. That's it, you're done and you can proceed to login!

➤ How to login ? ◀




08:47 96%

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i Important
Please sign in with your **MyZurichLife** account. For NRIC, please key in hyphen '-' e.g., 80xxxx-10-55xx

ID

Password 

[Forgot password?](#)

[Don't have an account yet? Sign Up](#)



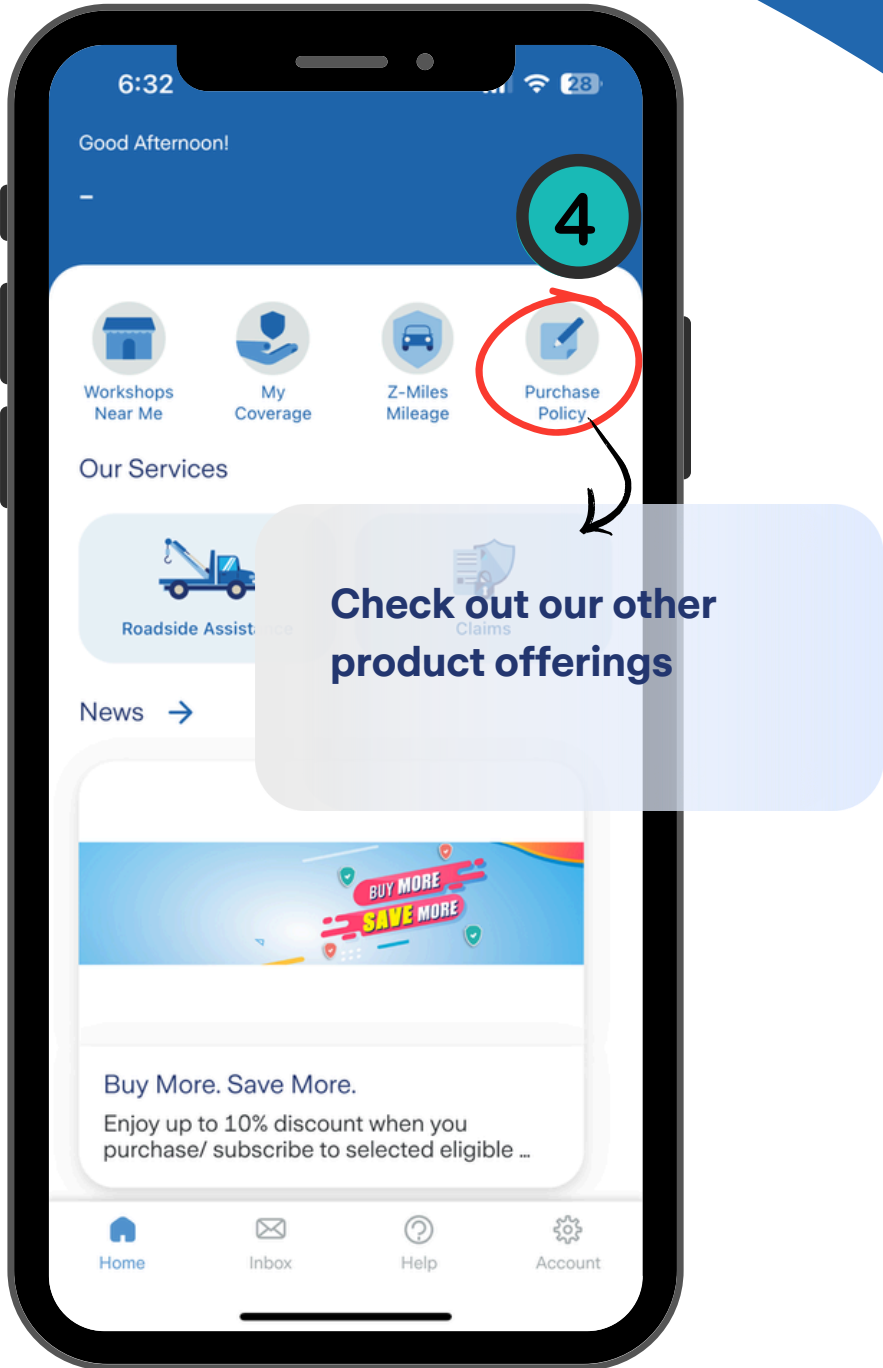
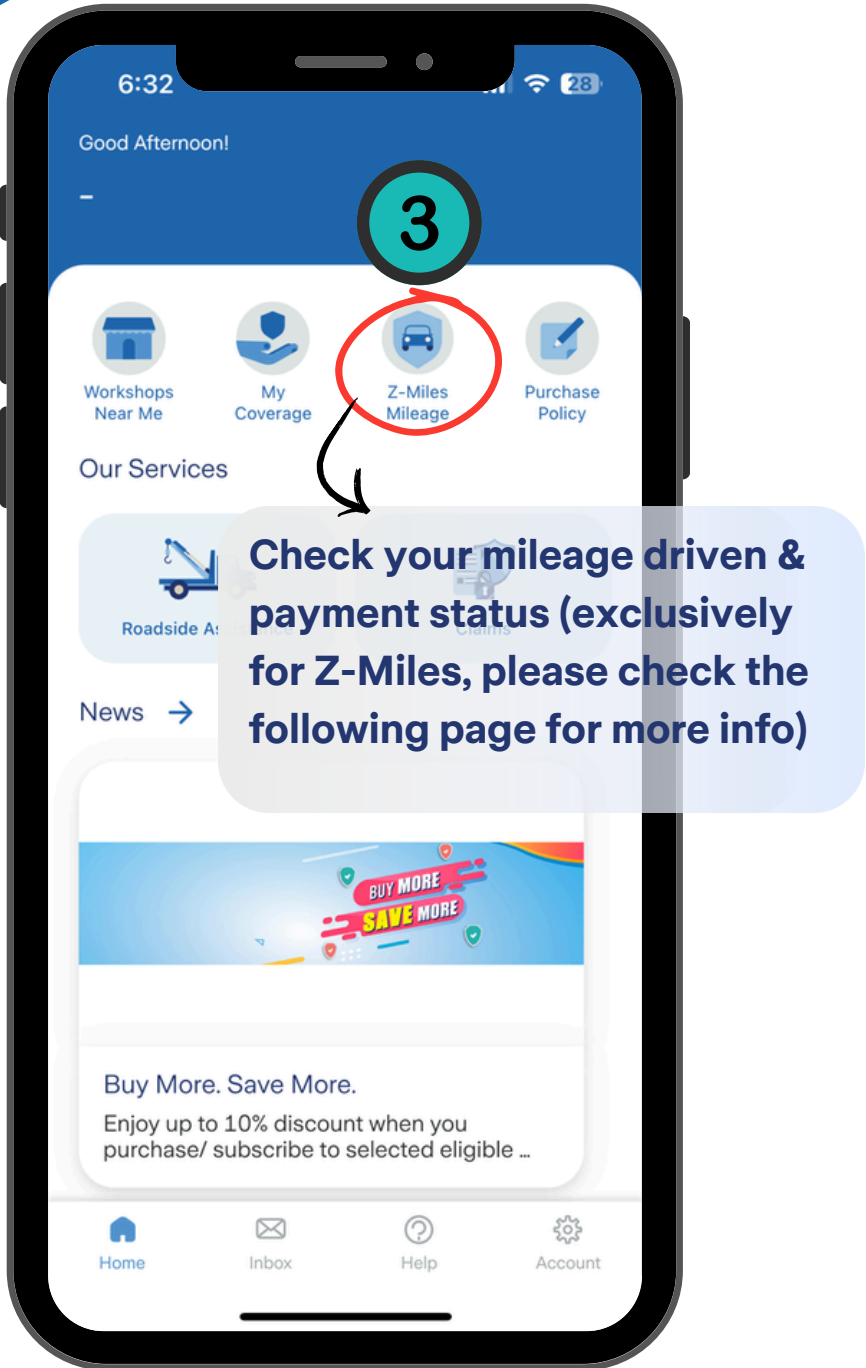
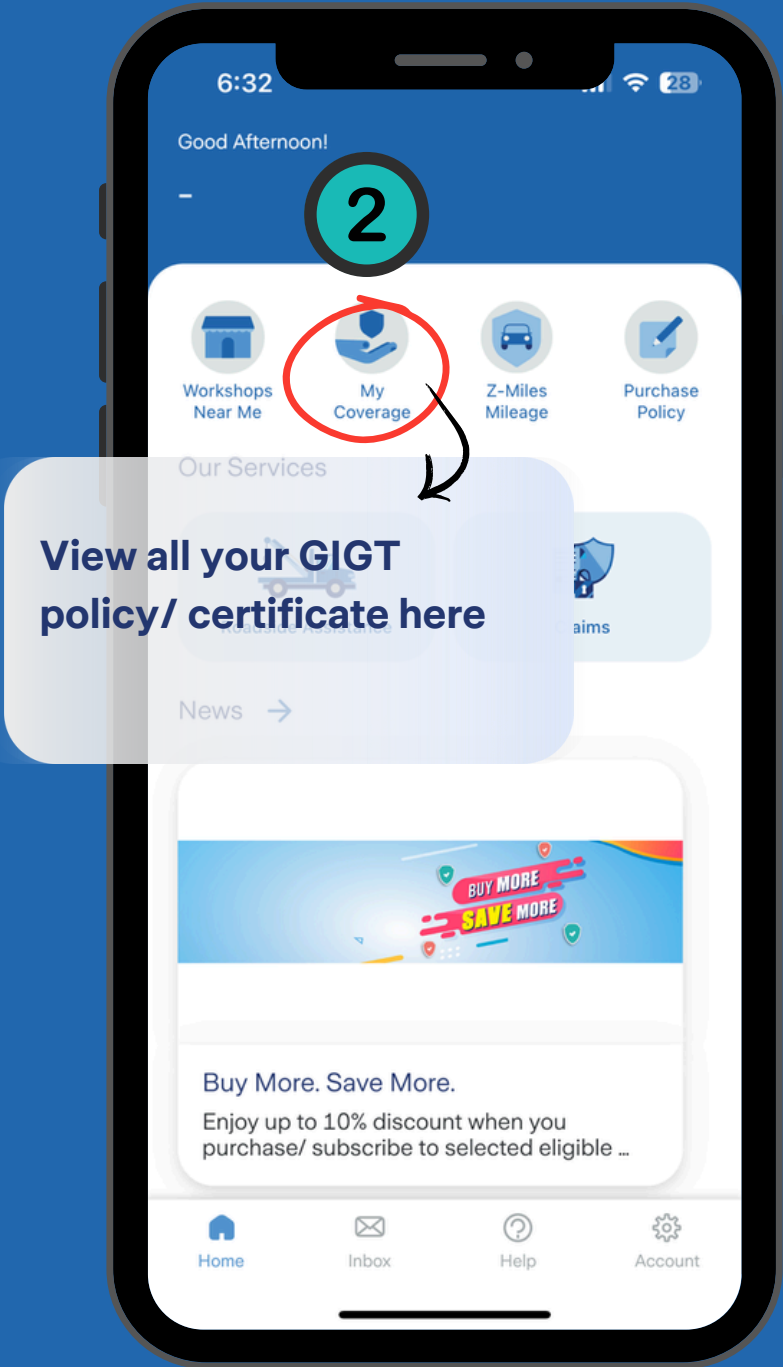
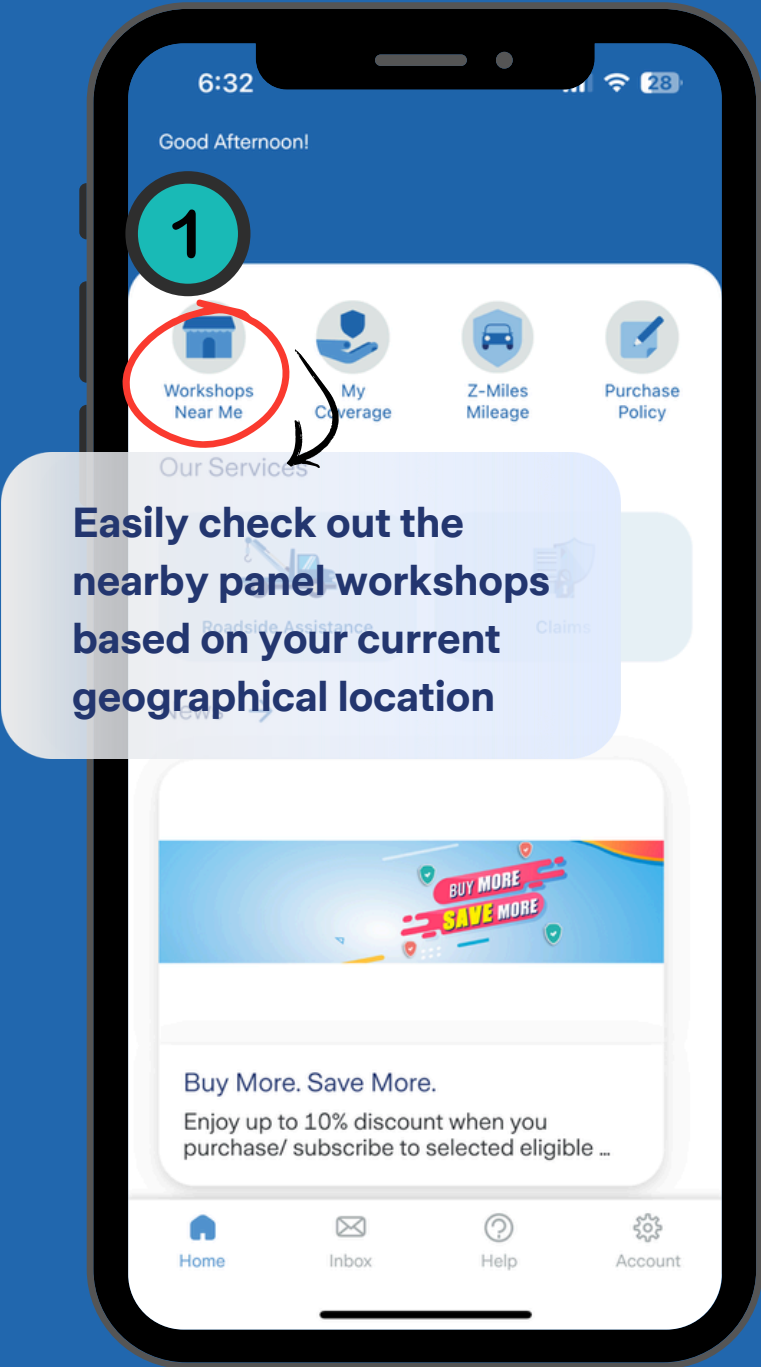
Login



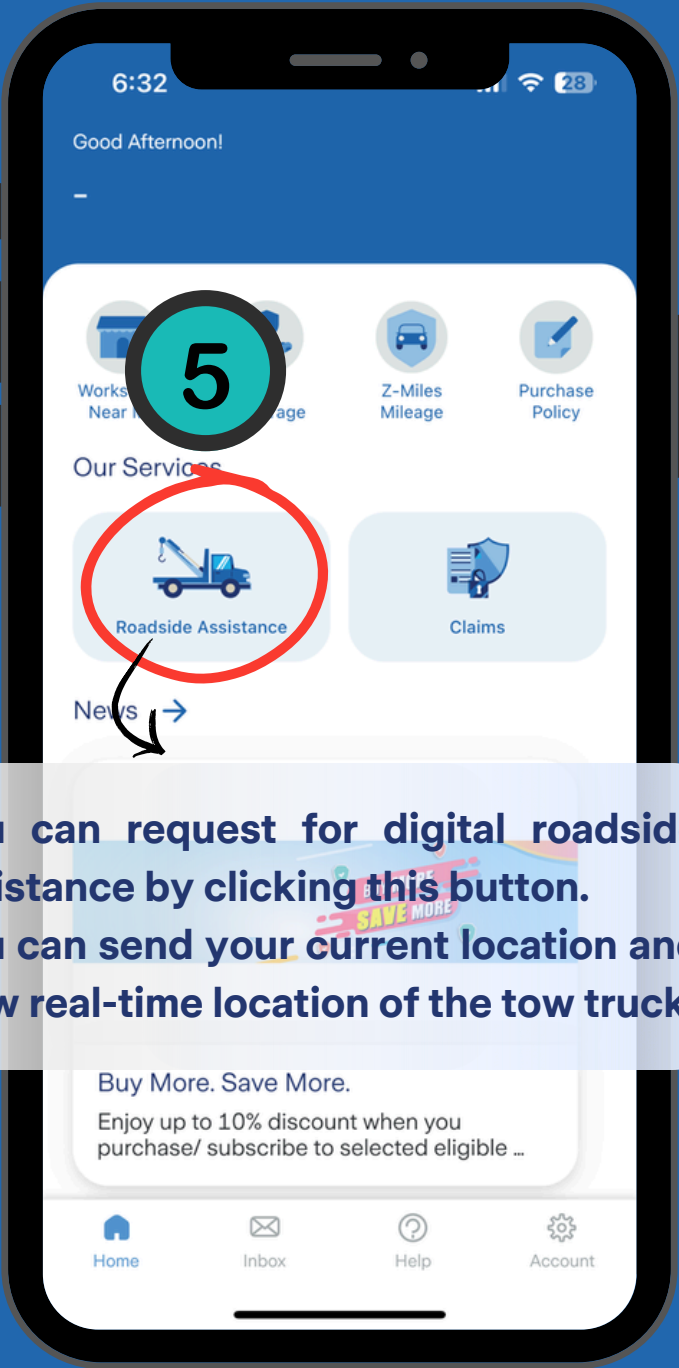
**For Existing
MyZurich
Life User**

1. Enter your **MyZurichLife** login ID (NRIC / passport) and password. If you are using NRIC, please ensure you key in the hyphen (e.g. 80xxxx-xx-xxxx). If you didn't, no worries, the hyphen will be automatically added!
2. Enter OTP for validation
3. That's it, you can now view your GIGT policies/ certificates!

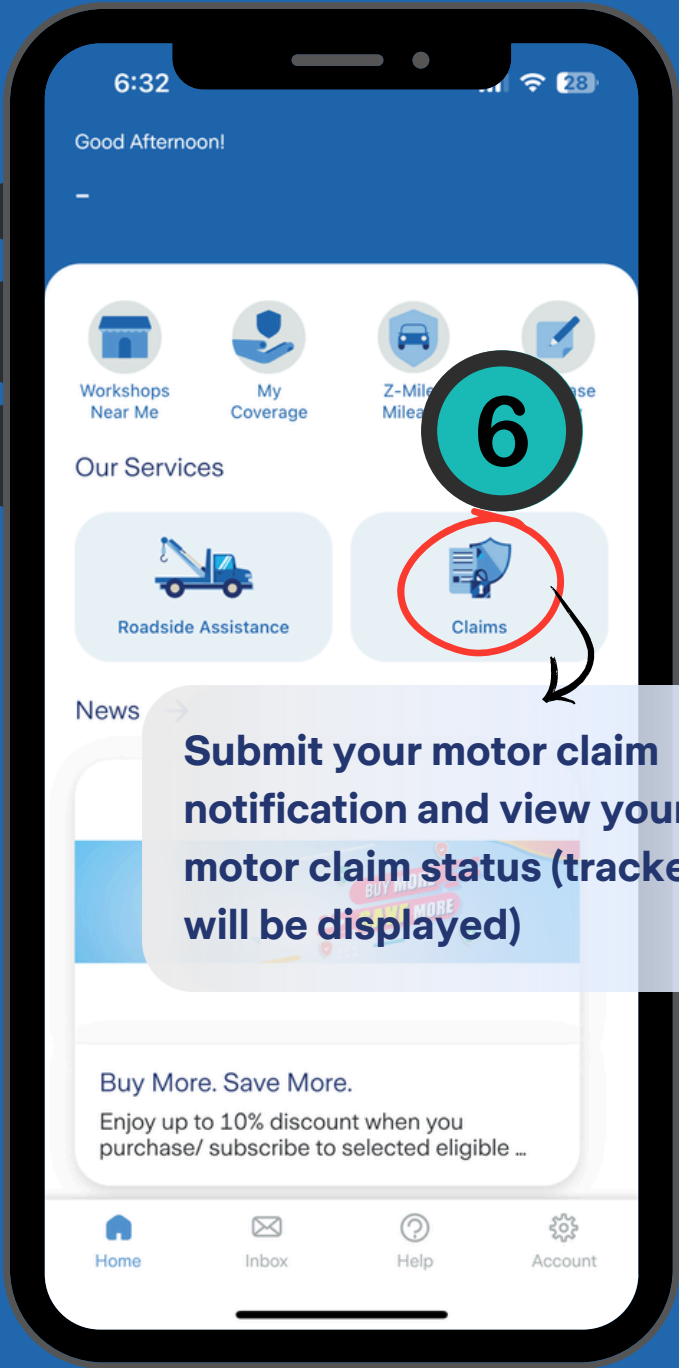
➤ Features of MyZurich App ◀



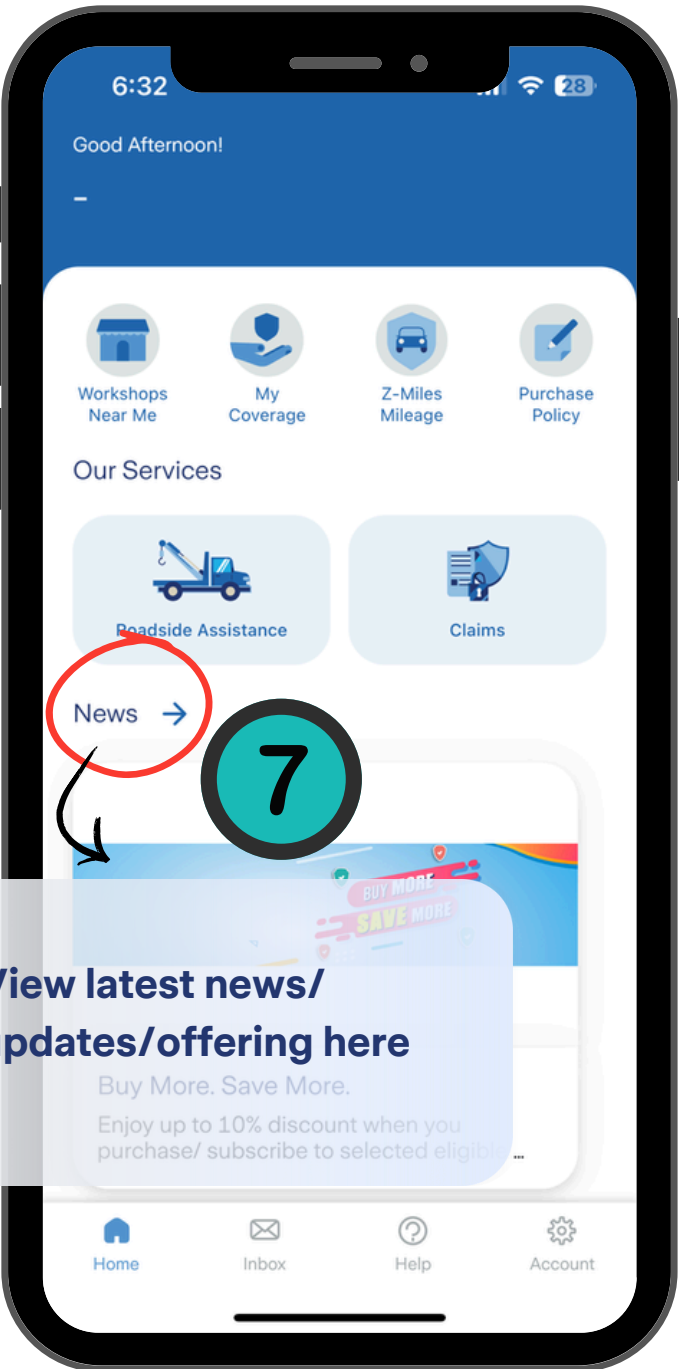
➤ Features of MyZurich App ◀



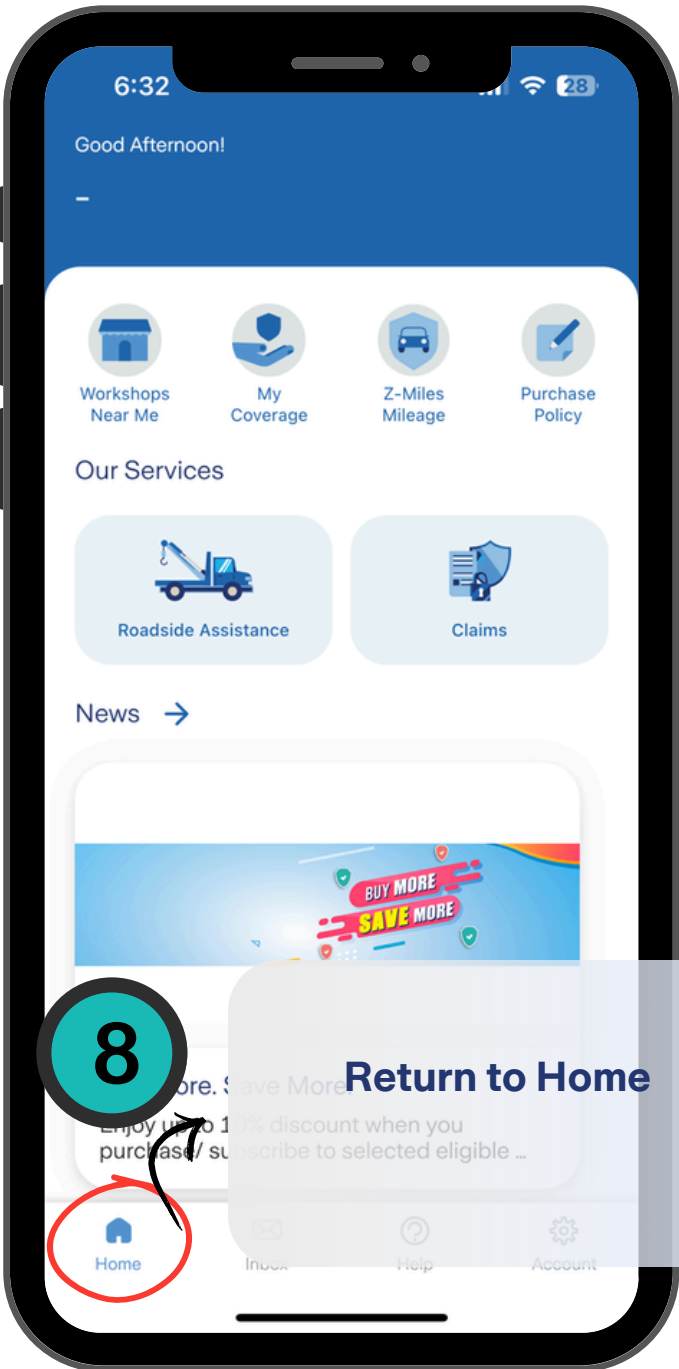
You can request for digital roadside assistance by clicking this button. You can send your current location and view real-time location of the tow truck.



Submit your motor claim notification and view your motor claim status (tracker will be displayed)

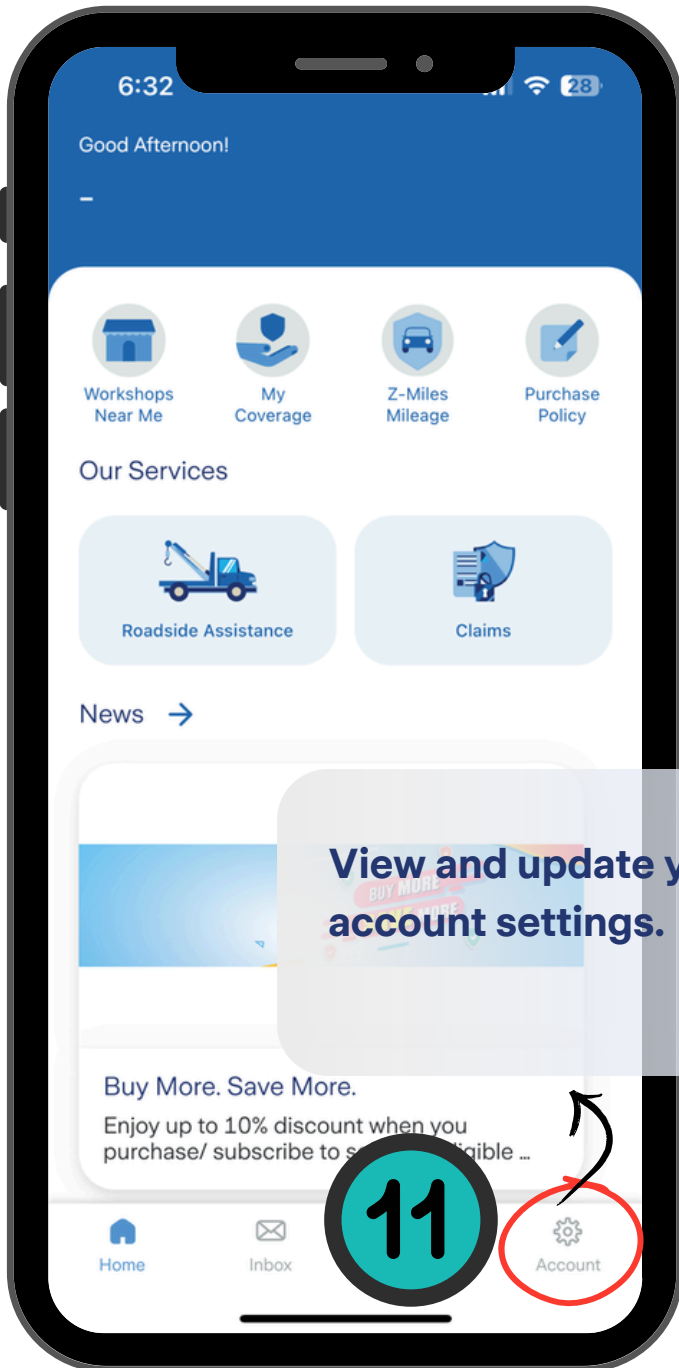
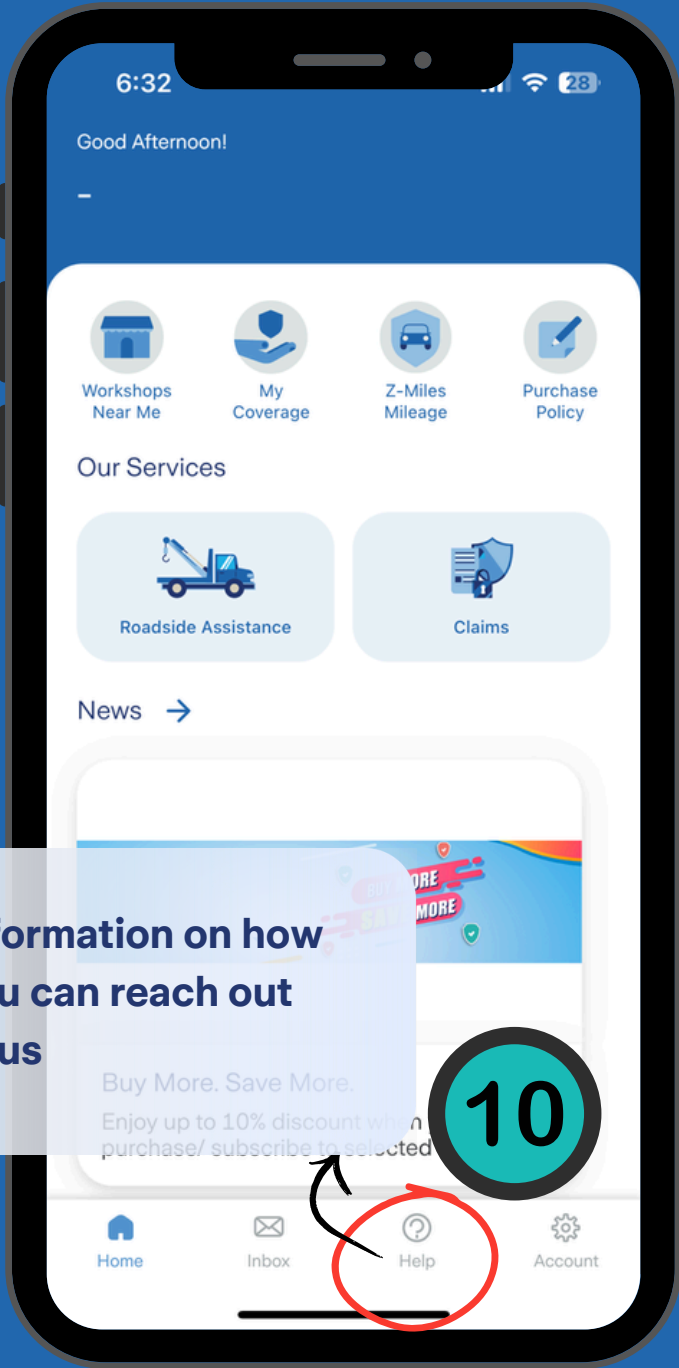
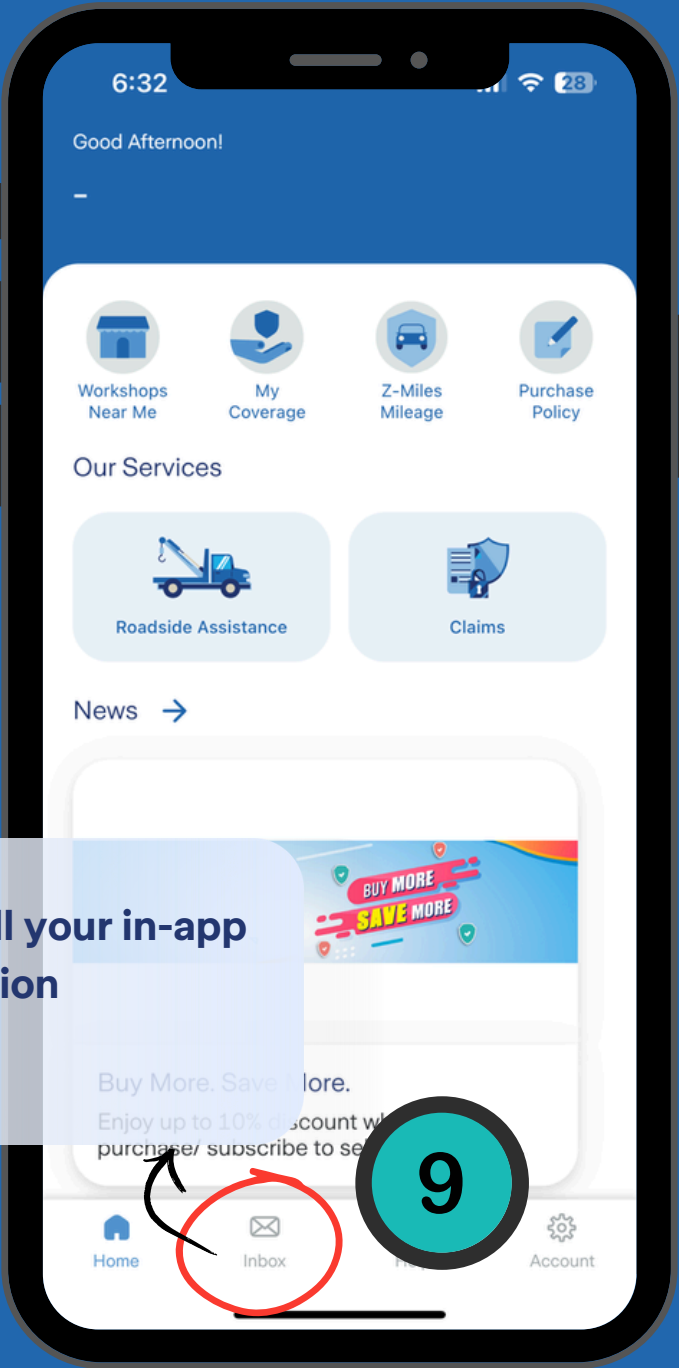


View latest news/ updates/offering here

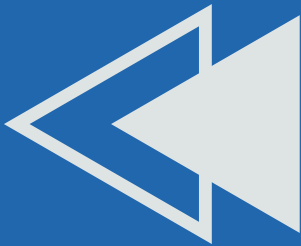
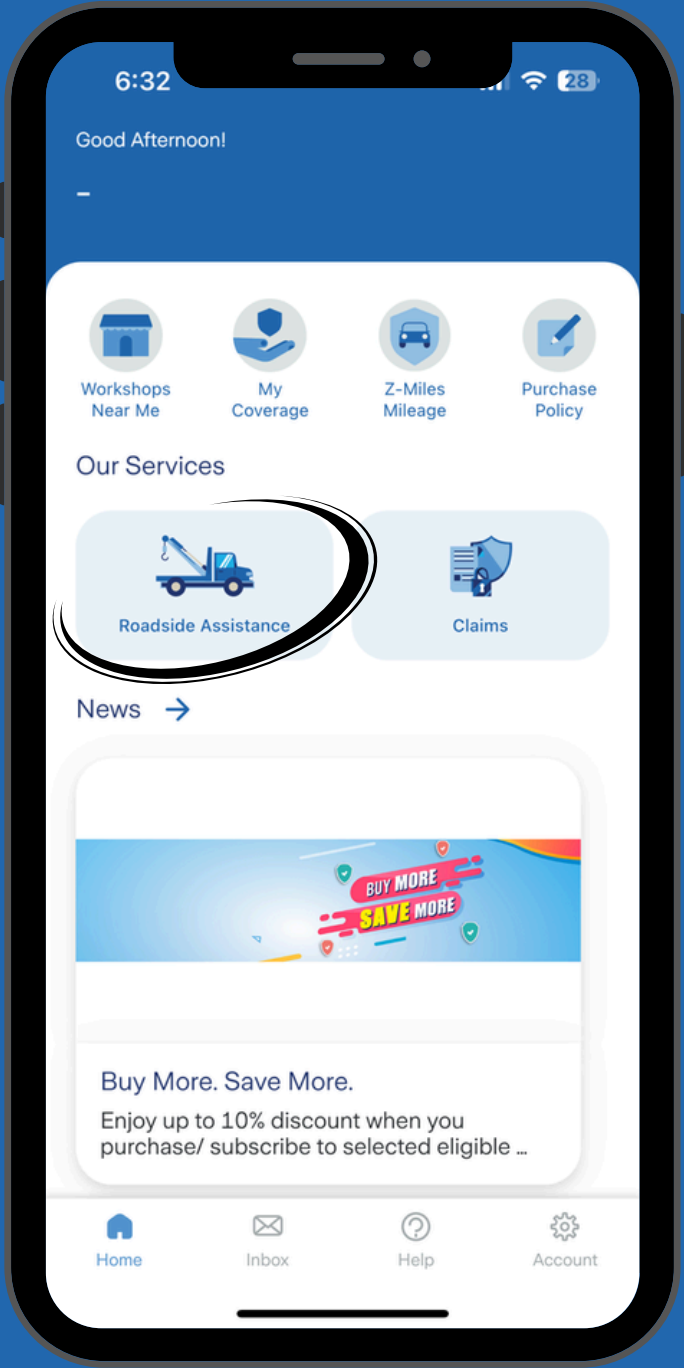


Return to Home

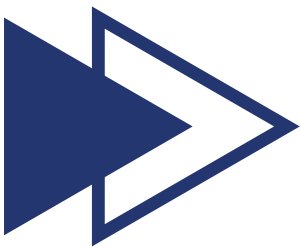
Features of MyZurich App



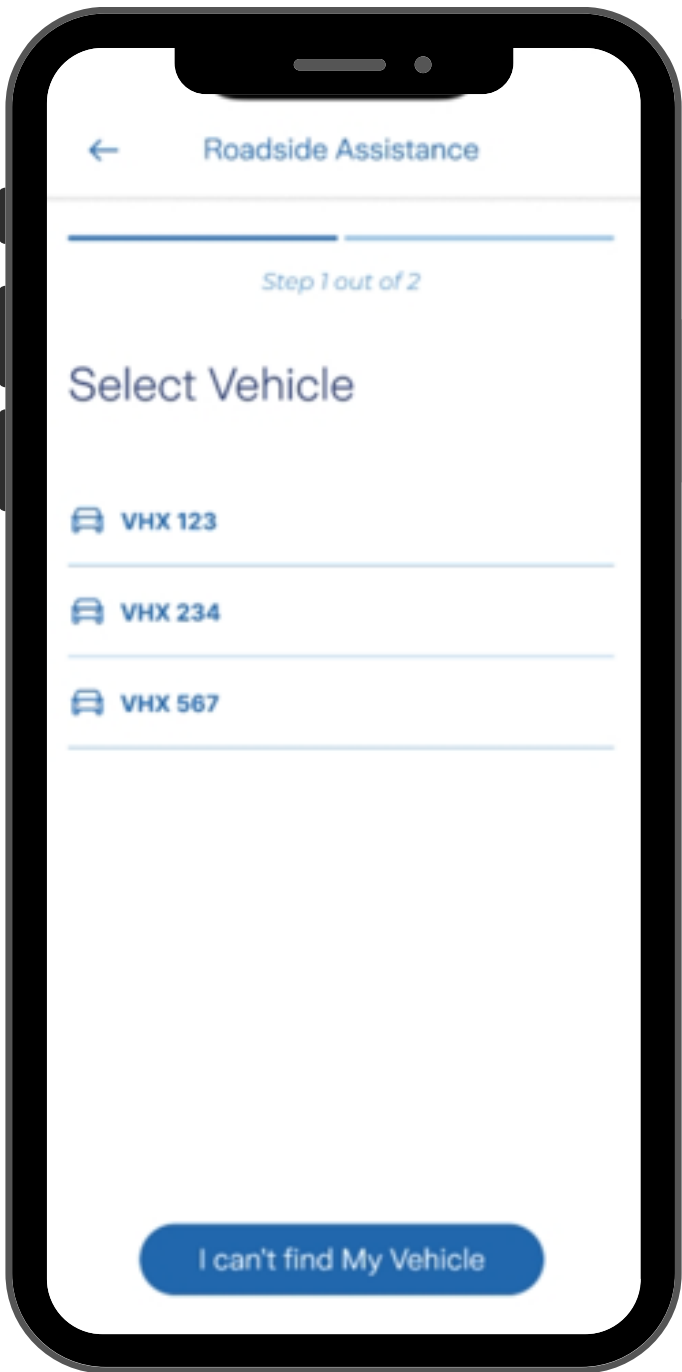
➤ Requesting Digital Roadside Assistance ◀



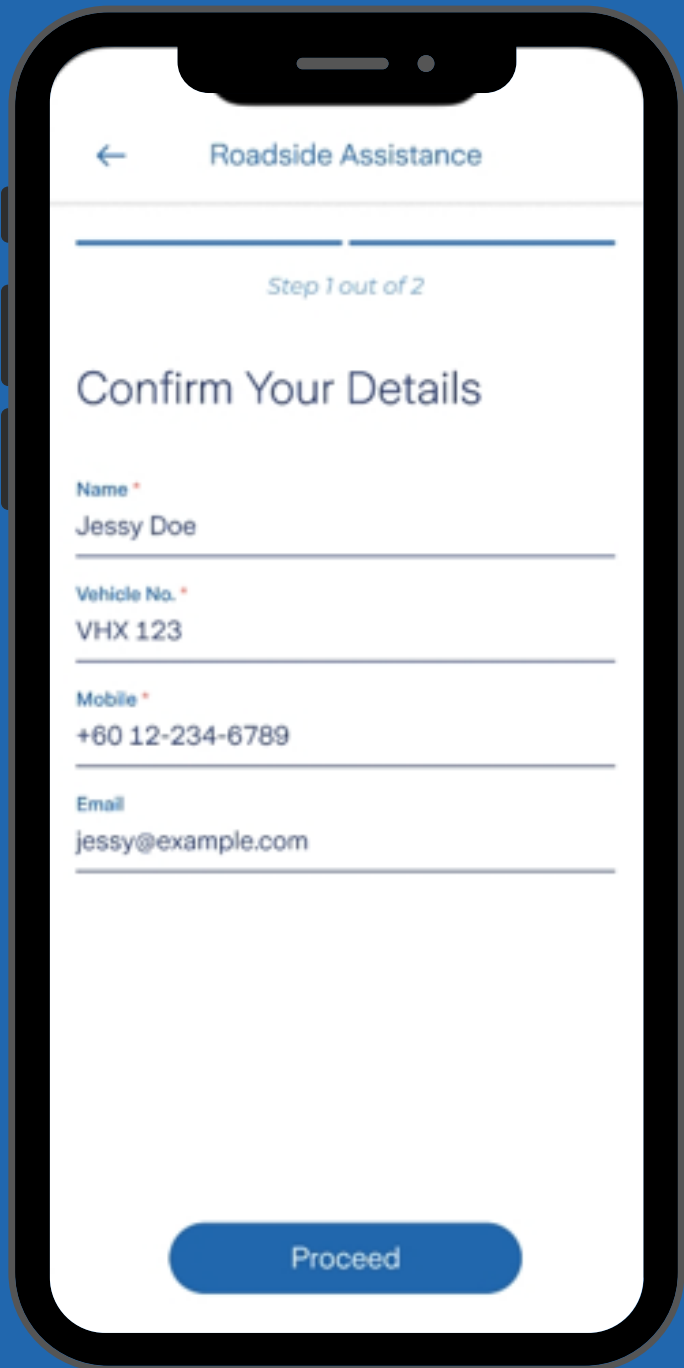
Click to request for 24/7 Zurich Roadside Assistance



Your vehicles will be automatically displayed for you to select



➤ Requesting Digital Roadside Assistance ◀



← Roadside Assistance

Step 1 out of 2

Confirm Your Details

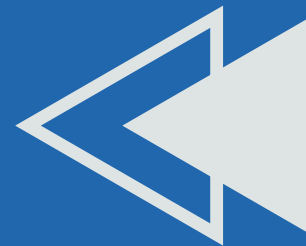
Name *
Jessy Doe

Vehicle No. *
VHX 123

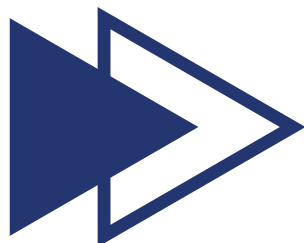
Mobile *
+60 12-234-6789

Email
jessy@example.com

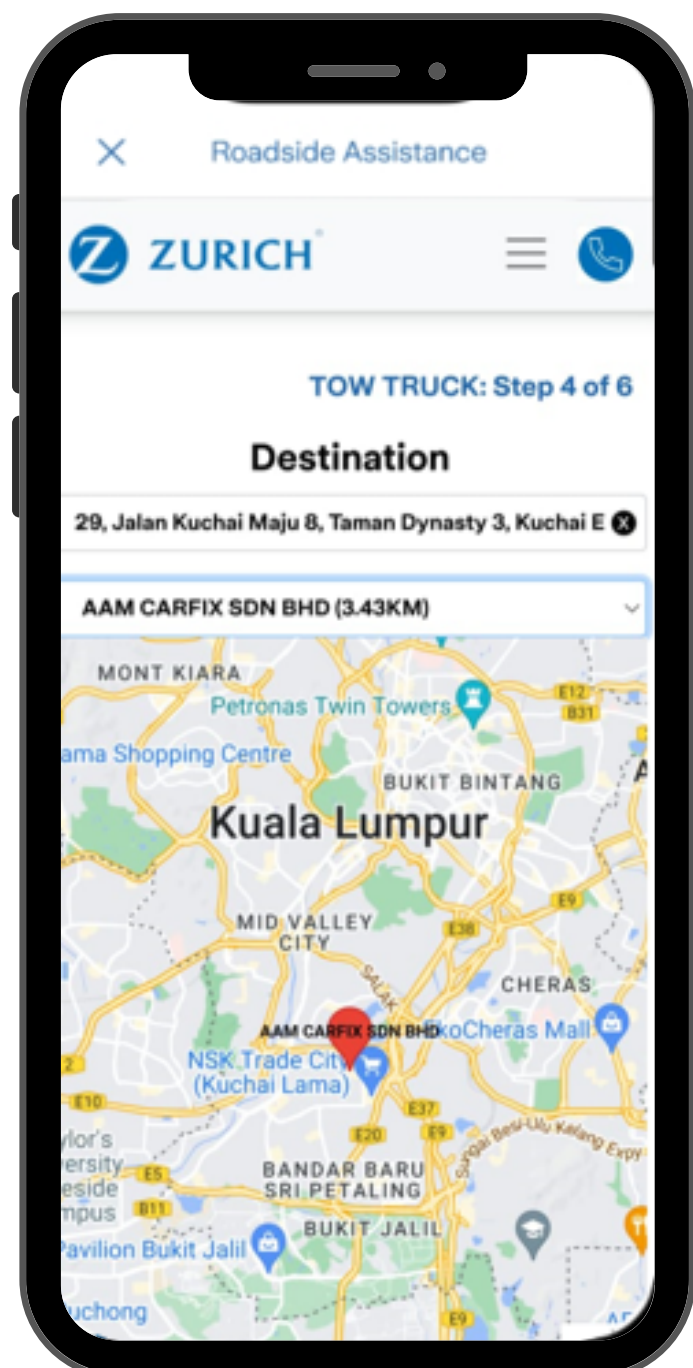
Proceed



**Your information will be
auto populated**



**Once you select the
assistance required, share
your current location and
let us know your preferred
towing destination**



✕ Roadside Assistance

ZURICH®

TOW TRUCK: Step 4 of 6

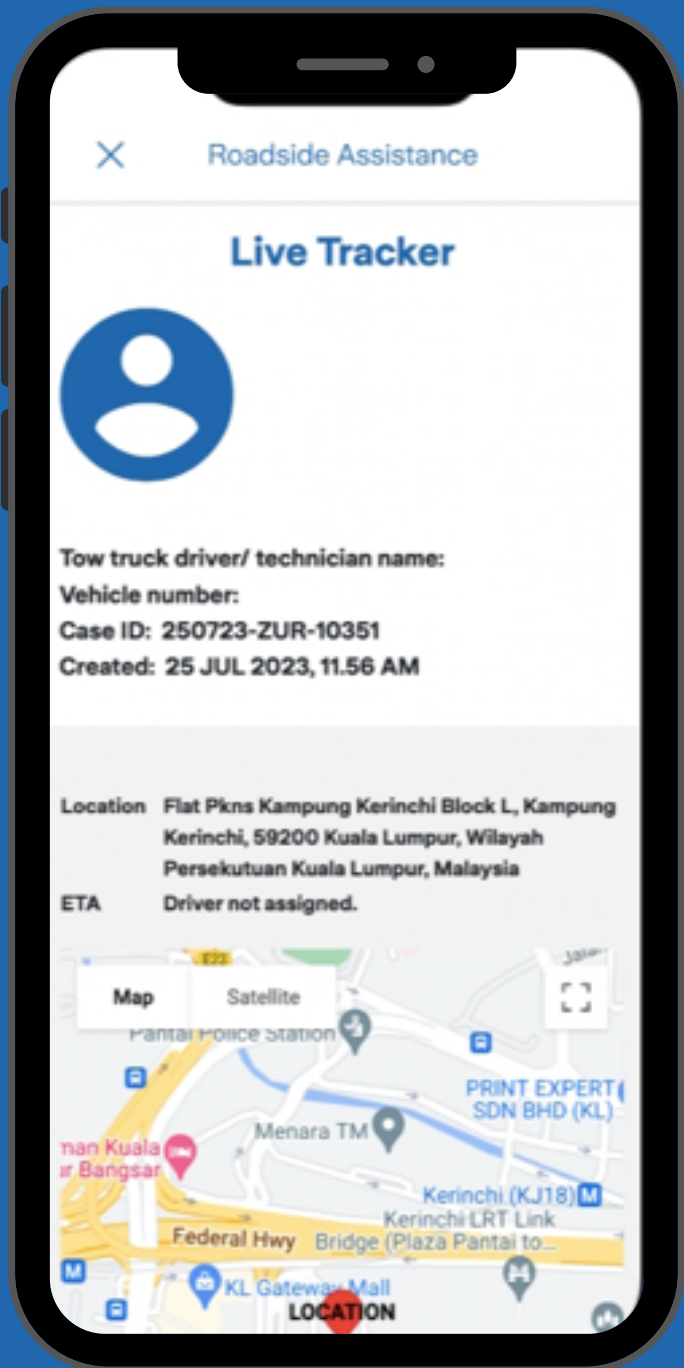
Destination

29, Jalan Kuchai Maju 8, Taman Dynasty 3, Kuchai E

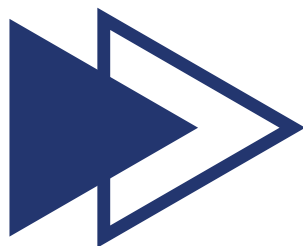
AAM CARFIX SDN BHD (3.43KM)

Map showing Kuala Lumpur area with a red pin at the current location and a blue pin at the destination.

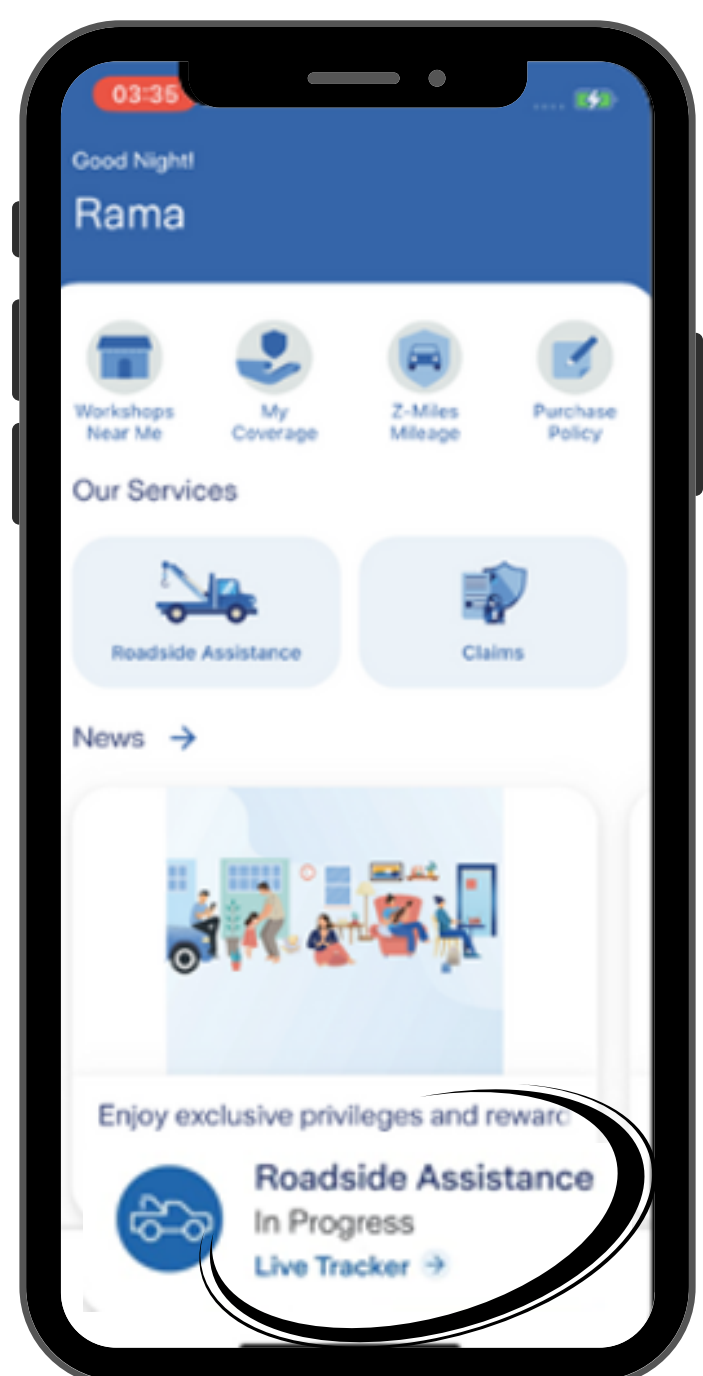
➤ Requesting Digital Roadside Assistance ◀



Hang tight, we're on our way!
You'll also receive a live tracker link so you'd know the real-time location of the tow truck.



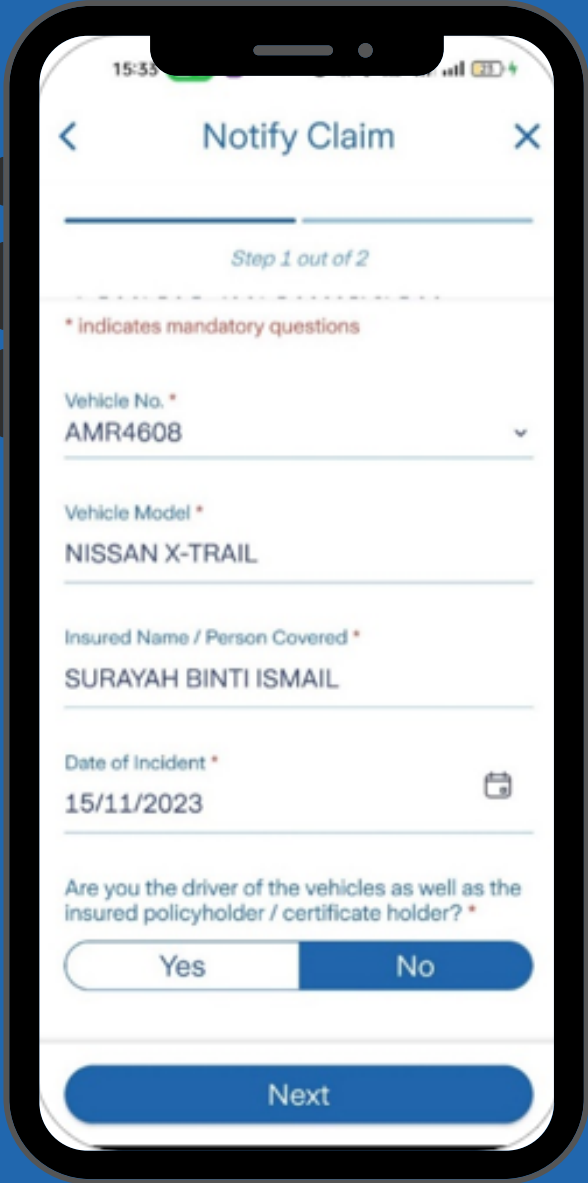
You can still access the Live Tracker from Home



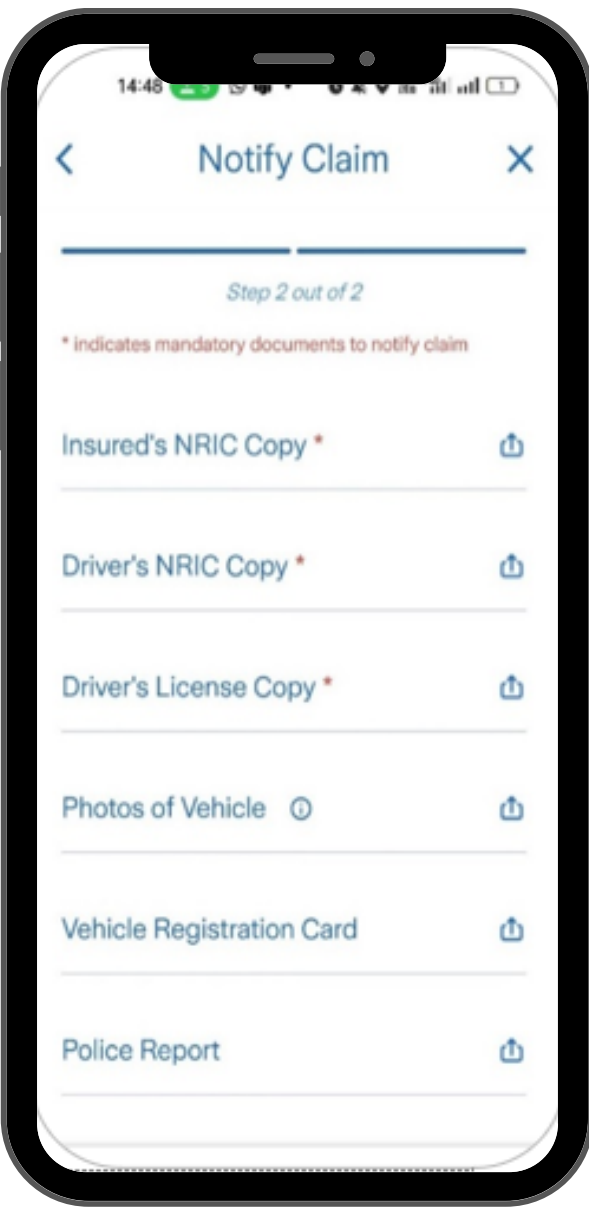
Notify Motor Claims & Check Status



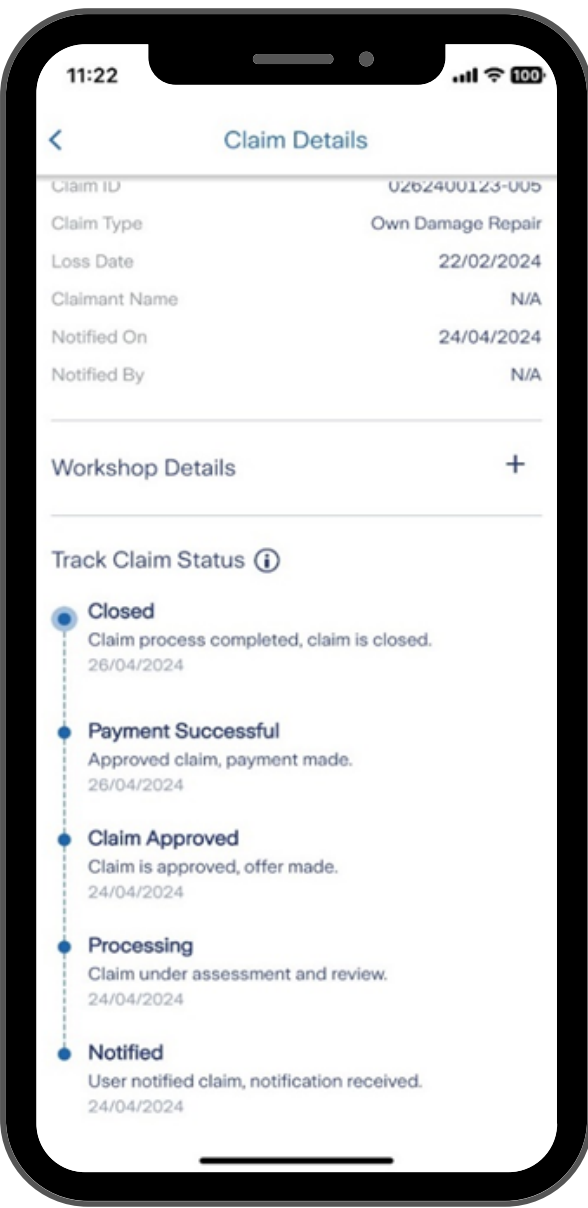
Click “Claims”



Vehicle list is auto-populated. Select the vehicle and insert the incident date

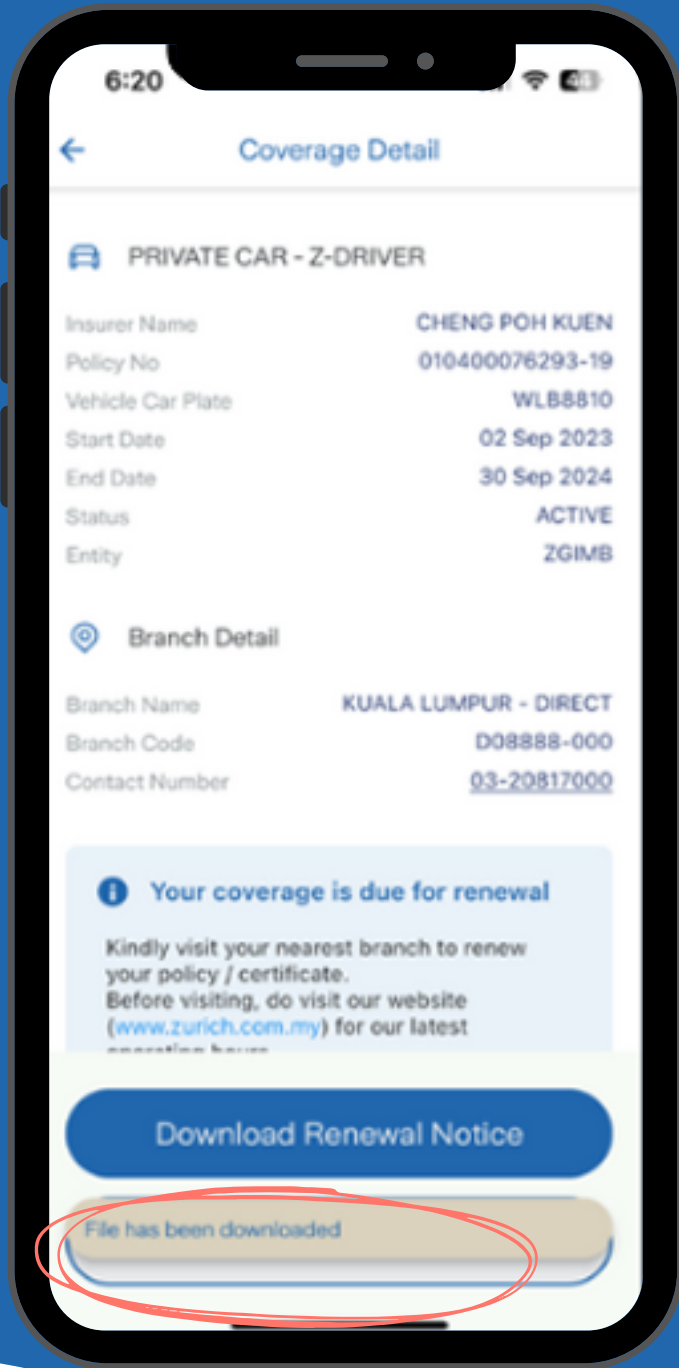
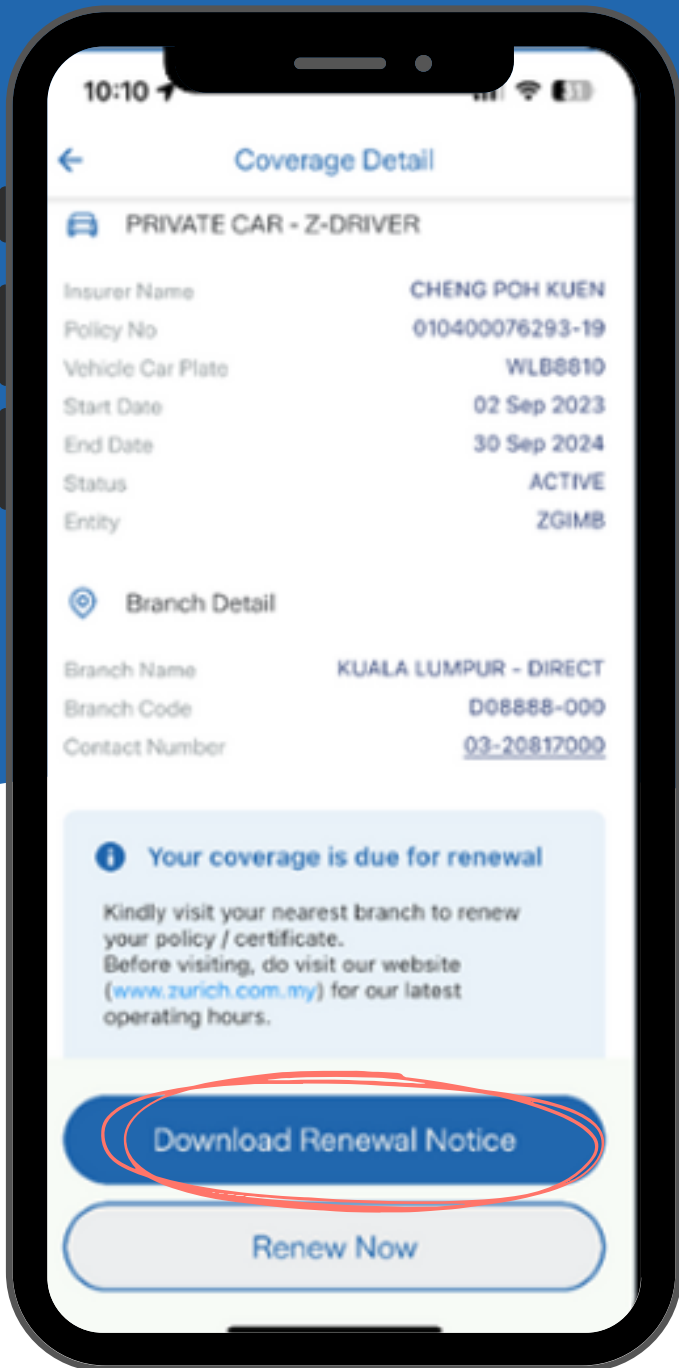
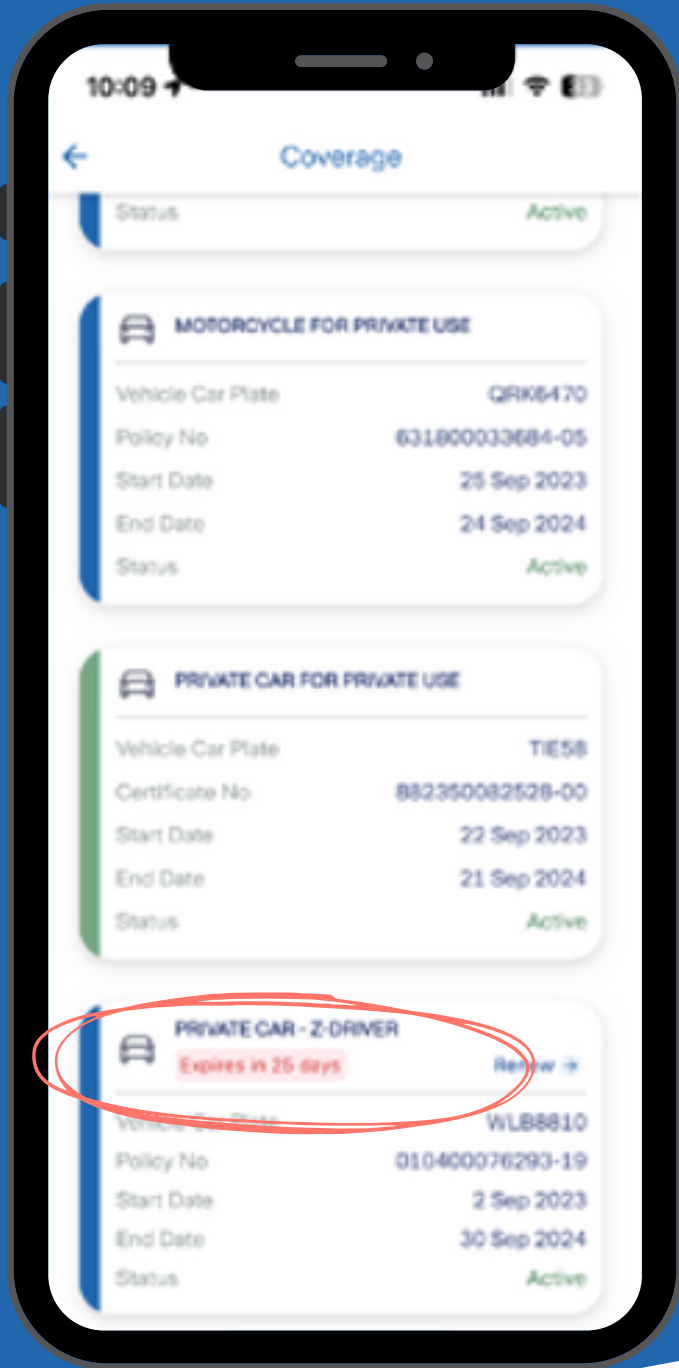


Upload documents as guided



Status is shown on the tracker. Similar details will also be displayed in MZL. Claim status tooltip is also available

➤ Renewal Reminder ⬅



Prompt will be displayed 2 months before coverage expires. Customer can download renewal notice and renew via Microsite

Powering Up Your Journey with Us

