

Zurich Fast Track Claims

At the heart of every business is service delivery. Speed and efficiency are the criteria on which we are measured by our customers. One of the most common complaints about insurance claims concerns the time it takes to settle a claim. Too often this takes an inordinate amount of time. To add to frustrations, this occurs even when the amount claimed is relatively small.

We are aware of this and have taken steps to rectify the situation by reintroducing our Fast Track Claims service. Going forward, these claims will be processed from our offices in Durban by a dedicated team of individuals.

What comprises a Fast Track Claim?

A Fast Track Claim is any non-motor claim under R20,000 (excluding liability and specialised policy claims such as Marine, Engineering etc.)

What documentation is required?

A completed claim form including the following details where applicable:

- Banking details
- ITC blacklisting reference number in respect of cell phones
- Customer's signature
- Premium confirmation
- Policy schedule cover sheet, especially GRP and GRC schemes
- Policy numbers, especially COM and IMP policies
- Quotation/damage report
- SAPS reference numbers
- Serial/model numbers, especially for laptops, cell phones, cameras, etc.

In order for this process to work effectively, it is extremely important that all of the information is received up front. The sooner we receive full details, the sooner we'll be in a position to settle the claim.

What is the process we follow?

When the claim has been submitted, there is a specific process that we adhere to:

- The claim is indexed using the policy number to fast track the process
- The claims handler checks the details, verifies the information, registers and confirms the premium
- He/she negotiates and informs the customer and the broker of the settlement, confirms banking details and requests an electronic payment
- The claim is then finalised

Please note: brokers and customers will receive automated written confirmation after registration and settlement.

What do you have to do?

You need to submit the claim, with all the relevant documentation, via e-mail fasttrack@zurich.co.za or fax 086 037 2023. Please do not copy of blind copy additional input channels as this will duplicate the claim and may cause unnecessary delays.