

We'll be with you when the
unexpected happens

Zurich Assist



At Zurich we work hard to manage change and hence we provide a great many services beyond the norm. Zurich Assist is one such service that gives our customers the comfort of knowing that there is help 24/7, 365 days a year.

Personal health assistance

Your quality of life is very dependent upon your health. However, life has a habit of bringing the unpredictable into the equation and medical emergencies, whatever form they take, always make us re-evaluate our priorities.

At Zurich we understand the importance of being able to interact with trained medical personnel in times of trouble. Skilled people are able to comfort and assure and bring enormous peace of mind. Of course, it is not always possible to see a doctor or get to a hospital immediately and this is why we have created our Zurich Assist service. The service takes a number of forms:

Telephonic helpline

This is a telephonic medical health advice line that is manned by qualified doctors and nurses. It is operational 24 hours a day, 7 days a week, 365 days a year, so you're never far from help when you need it.

Our nurses all have more than 10 years experience so they are able to enlighten you on most medical matters. Perhaps your child has fallen and injured himself or your baby has a raging fever, or you would like to talk to someone about the details of a medical procedure. Our nurses will put your mind at rest. Moreover, they have access

to a comprehensive database of medical information and can store all customers' details for follow-up calls.

Trauma counselling

We offer a valuable trauma counselling service. It is no secret that we live in a violent society and that a large percentage of South Africans have experienced violence in one form or another. Our counsellors will lend a professional and confidential ear to any Zurich customer who needs some advice and wisdom on anything from terminal illness to armed robbery. The nurse will also assess the needs of the caller and recommend additional professional counselling or treatment if needed.

Tax assistance

The tax laws and their demands are complex and continually being reviewed and changed. Our tax advisory service is manned by a team of experts who are available from 08h00 to 16h30 every day.

Roadside assistance

A breakdown at any time is inconvenient and potentially dangerous. The Zurich roadside assistance line will arrange tow truck services, ambulance services, emergency accommodation and car rental services for you. Please note that these services will be for the policy holders cost.

Household assistance

Every household faces unexpected emergencies. The list of possibilities is extensive ranging from burst geysers and electrical failure to losing a key or having a child with a finger stuck in a plughole. We have a vast range of services at our fingertips and the Zurich Home Assist line will arrange for emergency services, whatever they may be – locksmiths, glaziers, plumbers – to get you out of jam. Some of the charges may be covered by your insurance policy, but please check with your broker or nearest Zurich office.

Legal assistance

Zurich Legal Assist line is available 24 hours a day to inform, guide and advise you on the course of action to take. If necessary, the lawyer can give you access to a free 30 minute consultation with a practising attorney.

About Zurich in South Africa

Zurich in South Africa is a short-term insurance company headquartered in Johannesburg and listed on the Johannesburg Stock Exchange. Founded in 1965, it offers insurance products and services that respond to the needs of individual, commercial and corporate customers. It has a network of sales areas and a series of service outlets across the country, and employs approximately 1,000 people. In addition, it has subsidiaries locally as well as in Botswana and Zimbabwe. Zurich in South Africa is a member of the Zurich Financial Services Group.

Zurich is a Fortune 100 company and insures more than half of the Fortune 100 companies. Zurich aims to become the leading global insurance group in the general and life insurance markets by evaluating change and helping customers manage change in their lives and their businesses.



Zurich Assist Helpline

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