

Help Point – always close at hand

We'll be there for you when it matters. We do everything we can to take as much as possible off your hands in the event of a claim. It's really quite simple: give us a call, drop in to your nearest Help Point, and we'll see to the rest. Your car will be in safe hands with us; meanwhile you'll be back on the road.



Who can use the Help Point claims service?

Anyone with car insurance from Zurich.

What does the Help Point claims service offer?

Our Help Points have been successfully helping you in the event of a claim, no matter where or when, for over ten years:

24h toll-free number

In the event of a claim, you can contact us 24/7 toll-free on 0800 80 80 80.

Switzerland-wide cover

One of our 126 Help Points can generally be reached within 15 minutes' drive.

Simple and uncomplicated

We deal with the paperwork and arrange all the repairs for you. There's no need for you to fill in a claims form.

Putting you back on the road

While your car is being repaired, we make sure that you can get straight back on the road; regardless of whether with a replacement car, taxi or public transport.

Fast claims service

As a rule, your car will be repaired and returned to you within two to three working days.

Life-long repair guarantee

Carefully selected partner garages carry out the repairs in line with our exacting quality standards.

This is why Zurich gives you a lifetime guarantee (in accordance with the guarantee certificate) on the repairs performed.

Your benefits at a glance

- A free service for Zurich customers
- 24-hour availability in the event of a claim
- No loss of mobility – even if your bodywork is damaged
- No-hassle claims filing
- The extent of the damage is assessed by our team of vehicle experts
- Repairs are carried out by qualified partner garages
- The quality of the repairs is checked by our team of vehicle experts
- Lifetime guarantee on repairs with the guarantee certificate
- Additional «Z Security Check»

Services

Our Help Point claims service is a free service included in our car insurance.

Replacement transport is guaranteed as follows:

- Assumption of ticket costs for public transportation
or
- Reimbursement of taxi fares
or
- Replacement car while your vehicle is being repaired

Your nearest Help Point

Call 0800 80 80 80 to find out where our Help Points or Help Point partner garages are located.



Using the Help Point in the event of a claim is easy

- Call the 24-hour toll-free number 0800 80 80 80 and make an appointment directly with the nearest Help Point
- Stay mobile – our Help Point experts will ensure that you get back on the road and organize the repair
- Prompt vehicle claims service – as a rule, you will get your car back within two to three working days

We will be happy to provide you with personal advice tailored to your individual needs. Simply contact your nearest Zurich agency, call us toll-free on 0800 80 80 80 or get in touch directly with your agent/broker. www.zurich.ch

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If the details in this fact sheet deviate from the respectively applicable terms and conditions of insurance, the latter shall take precedence.



Because change happenz.