

Z.streamXpress **Specified Items in Transit**

Broker Reference Guide



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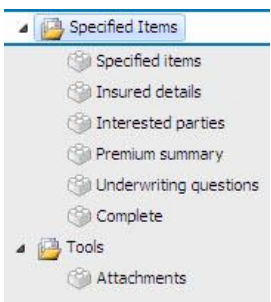
Introduction

Z.streamXpress has been developed to provide a simple and sophisticated method for you to transact on Zurich’s Specified Items in Transit product.

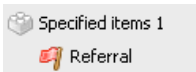
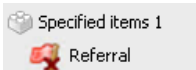
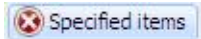
This reference guide has been developed to give you a detailed explanation of the functionality available within the system. Should you have any questions that are not covered in this reference guide, please speak with your Zurich representative.

Navigation, Functions and Alerts

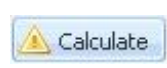
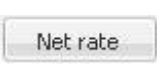
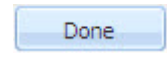
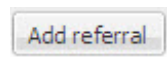
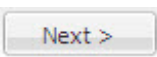
Navigation around Z.streamXpress couldn't be easier. Below you will find an introduction to the Navigation menu together with the common alerts and buttons relating to system functionality.

	The left hand navigation panel (referred to as the Navigation menu) is where you will find the various screens and sections that relate to the product. The 'Specified Items' section contains various screens relating to the policy and its coverage. The 'Tools' section allows you to add attachments in the policy.
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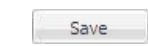
Alerts. Various alerts will be displayed in the navigation menu based on mandatory information requirements and referral triggers.

	A red asterisk highlights the mandatory fields required to complete the transaction.		The red  flag in the navigation menu indicates that a referral has been generated in that particular section and requires further underwriting consideration.
	The green  flag in the navigation menu indicates that the referral has been approved.		The red flag with an X  in the navigation menu indicates that the transaction has been declined.
	The  icon in the navigation menu alerts you to mandatory information that is missing. Where this appears in the navigation menu a more detailed explanation will be shown at the top of the respective screen. For example: 		

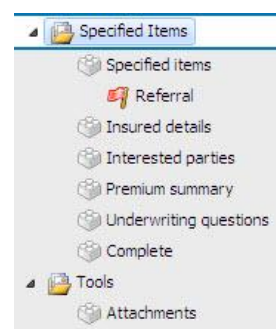
Bottom Panel. At the bottom of the screen, you will find another menu containing a number of functional and navigation options.

	A yellow alert  indicates a calculation is required. Press 'Calculate' to refresh or calculate the premium.		Allows you to net rate the quote/policy.
	Select 'Done' to complete the transaction. This will automatically take you back to the policy home page/ broking system		Allows you to re-apply standard commission to the quote/policy.
	Allows you to delete a risk.		Allows you to return to the previous screen.
	Allows you to add a manual referral.		Allows you to move to the next screen.

Saving and Exiting. Users can choose to select the 'Done' button shown above, or they can use the 'Save' & 'Exit' buttons at the top right of the Z.streamXpress screen.

 	The 'Save' option allows you to intermittently save your work without exiting. This exits the transaction – any unsaved data will be lost. Note: If you press 'Save' and 'Exit' you will be taken back to the policy home page/ broking system where the transaction will be in an incomplete status.
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Referrals

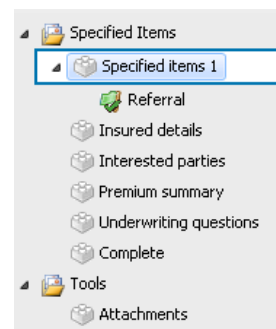


When a red referral flag is shown on the left hand navigation panel the transaction must be referred to Zurich for manual rating. To review the referral details, click on the 'Referral' icon and you will be presented with the 'Referrals' pop up window. See below.

The 'Referrals' pop up window contains current and historic referral information.

The 'Referrals' window has a title bar 'Referrals'. It contains a 'Message' section with a 'Decision' dropdown and a text area showing a message about debris sum insured. Below is a 'Referral comment' section with a text area for 'Comment on this referral' and an 'Add comment' button. At the bottom is a 'History of comments on this referral' table with columns 'Decision', 'Type', and 'Comment'. The table is currently empty. At the very bottom are 'Save' and 'Cancel' buttons.

- You can review detailed information relating to an individual referral and the referral decision within the Message section of the 'Referral' pop up. If a risk is declined, you will not be able to proceed with this risk.
- Broker referral comments and the Underwriter's decision can be included for referrals. This can be a useful way to record underwriting information relating to each referral and can assist Zurich in making an underwriting decision. **Note:** These comments will not print on policy documents.
- System generated referrals cannot be removed.



The green referral flag shown on the left hand navigation panel indicates that the referral has been approved. No further action is required.

Policy Specified Items

1

Specified Items

Quote import

Do you wish to import from an existing quote? [?](#)

No

2

Policy details

Account*

Account name

Policy wording*

Policy period

Effective date

Valid to

Transaction date

Zurich Wording

11/04/2013 to 11/04/2014

11/04/2013

11/05/2013

11/04/2013

Name of holding underwriter?*

Select...

Are you the holding broker?*

Select...

3

Insured details

Client ref

Insured name*

Broker Training

4

How many Specified items risks do you wish to insure? [◀](#) [▶](#)

0

< Previous

Add referral

Add page notes

Next >

1

Do you wish to import from an existing quote? Where a quote has been manually provided by Zurich, you can import the quote details to avoid re-entering the data. To use this option, select 'Yes', enter in the quote number and click on 'Import quote details'.

This doesn't give you the exact quote – it only provides the data associated with the imported quote. You will still be required to recalculate and finalise the quote.

2

Account. If only one account exists, this will be added by default into this section. If more than one account exists for the brokerage, you will need to select an account from the drop down list. All accounts will have account descriptions.

Account name. Once you have selected the account, then the account name is automatically populated within this field.

Name of holding underwriter? Select the name of the holding underwriter from the drop down list.

Are you the holding broker? Select either 'Yes' or 'No' from the drop down list.

3

Client ref. This is the reference used to identify the client.

Insured name. Enter the full name of the Insured.

4

Adding Specified Items risks. Select the number of Specified items risks that require cover. You can add multiple risks to the quote/policy.

Specified Items

Specified items 1

1

▼ Risk details

Type of Goods*
Select...
Insured goods*

2

▼ Coverage details

Insured's Location*
Search suburb or postcode...
Radius of transit*
Removal of debris*
Sum insured*

3

▼ List of Specified Items

Description	Model	Serial No.	Sum Insured (\$)

Add/Remove

4

▼ Endorsements

Add/Remove

4

Optional Extensions

Static Extension Required ?
Covers goods at Insured's own residential premises:

5

Underwriting questions ?

Will goods be left in vehicles overnight?*

6

▼ Excess

Excess* ?

7

Financial summary

Base	\$
Total Payable	\$

< Previous Delete risk Add referral Add page notes Calculate Next >

1

Type of Goods. Select the type of goods from the drop down list.

Insured goods. This is a free form field that allows you to accurately describe the insured goods of the client's business. This information prints on the policy schedule.

2

Insured's Location. Select the suburb, state and postcode pertaining to where the insured is located. **Note:** Once the policy has been accepted, the postcode cannot be changed for the duration of the period. In the case the client changes postcodes, the risk will have to be cancelled and a new risk added.

Google Maps. Enter the risk location, select the Google Maps icon and Google Maps will show you the risk location on the Google Maps website.

Radius of transit. Select the radius of transit from the drop down list.

Sum insured. This is the total market value of all of the items to be covered by the risk.

3

List of Specified Items. Individual items valued at more than \$1,000 should be detailed. The remaining amount not specified will be noted as pertaining to items valued at less than \$1,000.

4

Optional Extensions. Refer to the policy wording for full details of the optional extensions of cover.

Static Extension Required. If 'Yes' is selected, additional questions relating to the cover of goods at the insured's business premises need to be completed. If cover is not required, the sum insured and excess default to set amounts:

Optional Extensions	
Static Extension Required [?]	Yes v
<i>Covers goods at Insured's own residential premises:</i>	
Is cover also required for goods at the Insured's business Premises?	No v
Static extension sum insured*	\$
Static extension excess*	\$ 0

If cover is required to extend to the insured's premises, then the address needs to be entered:

Optional Extensions	
Static Extension Required [?]	Yes v
<i>Covers goods at Insured's own residential premises:</i>	
Is cover also required for goods at the Insured's business Premises?	Yes v
▼ Insured's business premises for Static cover	
Unit No / Floor / Building	
Street No / Name	
Suburb / State / Postcode	Search suburb or postcode... 🔍 🌐
Static extension sum insured*	\$
Static extension excess*	\$ 0

Note: Due to the taxes and duties that may be applicable to the policy including the static extension, there is a requirement that the nominated business static location matches the same taxes and duties area as the base of operation. In the case of Victoria, this extends to not only the same state but also the same Fire Brigade District.

5

Underwriting questions. All underwriting questions have to be answered. If 'Yes' is selected for 'Will goods be left in vehicles overnight?', then an additional underwriting question needs to be answered e.g.

▼ Underwriting questions	
Will goods be left in vehicles overnight?*	Yes ▼
Do you have any security when goods are left in or on vehicle overnight?*	No ▼

If 'Yes' is selected for 'Do you have any security when goods are left in or on vehicle overnight?', then additional underwriting questions relating to the types of security need to be answered e.g.

Do you have any security when goods are left in or on vehicle overnight?*	Yes ▼
Alarm*	Select... ▼
Immobiliser*	Select... ▼
Locked premises/compound*	Select... ▼
Trailer lock*	Select... ▼
Other*	Select... ▼

6

Excess. This is the total excess/deductible for all events for this risk. The value is expressed in dollars only. You may accept the standard excess or enter a voluntary excess.

7

Delete risk. Select to delete the risk.

Add referral. If you need any aspect of your policy to be reviewed, add a manual referral by selecting the 'Add referral' button.

Add page notes. If page notes are added, they will print on the policy schedule. Page notes will require acceptance by Zurich.

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Insured Details

1

Insured details

Client reference
Broker Training

▼ Insured details

Search Australian Business Register

ABN ?
Insured name*
ABN
ACN ?
State business register no.
State of registry

Search
Advanced ABR Search
Search ASIC

Trading as

Mailing address

Insured mailing address:
c/o intermediary
Suburb / State / Postcode
Unit No / Floor / Building
Street No / Name

No
Search suburb or postcode...
Search street name...

▼ Insured contact details

Contact name
Email address
Website
Business phone
Private phone
Fax

< Previous
Next >

1

Client reference. Details default from the Specified Items policy details screen.

ABN. If an ABN exists for the client, enter the ABN number (11 digit number) in the ABN field. To validate the ABN select the 'Search' button. This will populate various fields.

Alternatively, to search for a company/ABN select the 'Advanced ABR Search' link which will open an external website for searching for ABNs. **Note:** Once you have found your ABN, you must copy the ABN from the external website and paste the number into the ABN field within Z.streamXpress and validate by selecting 'Search'.

Insured name. Details default from the Specified Items policy details screen.

ACN. Does the insured have an Australian Company Number? If you have the 9 digit number, enter it in this field. If you do not have the ACN, select 'Search ASIC' which will open an external site for searching. Australian company numbers can be located from this link using the insured's details.

Insured mailing address: c/o intermediary. If you select 'Yes', the mailing address of the intermediary is populated into the relevant address fields. If 'No' is selected, then the mailing address of the client is populated into the relevant address fields.

Google Maps. Enter the location, select the Google Maps icon and Google Maps will show you the location on the Google Maps website.

2

Insured contact details. Some details are populated by the system. However, you are able to add new or additional information as desired.

Interested Parties

1

Interested parties

▼ Interested parties ?

Name

Add Party

< Previous

Next >

1

Do you wish to add any additional names to this policy (other than trading name)? By selecting 'Add Party', this section will allow you to nominate the name of any additional parties.

Premium Summary

Premium summary

1

Premium summary?

Specified items

	Base	FSL	GST	Stamp Duty	Total pay...	Comm.	Comm. GST	Net premi...
Transit	\$923.52	\$0.00	\$92.35	\$0.00	\$1,015.87	0 %	\$0.00	\$1,015.87
Total	\$923.52	\$0.00	\$92.35	\$0.00	\$1,015.87		\$0.00	\$1,015.87

2

Policy

	Base	FSL	GST	Stamp Duty	Total pay...	Comm.	Comm. GST	Net premi...
Total	\$923.52	\$0.00	\$92.35	\$0.00	\$1,015.87		\$0.00	\$1,015.87

Stamp duty exempt details

Stamp duty exempt? No

Please attach the insured's stamp duty exemption forms Attach

3

< Previous

Standard commission

Net rate

Calculate

Next >

1

Risk Reference. Indicates premium per risk and total premium per risk.

Policy. Indicates total policy premium.

Commission. If you wish to alter the standard commission, amend the required % and recalculate.

2

Stamp duty exempt. Is this client exempt from stamp duty? If so, attach stamp duty exemption form(s) and complete exemption details. **Note:** Zurich acceptance will be required.

3

Standard commission. Allows you to re-apply standard commission to the quote/policy.

Net rate. Allows you to net rate the quote/policy.

Underwriting Questions

Underwriting questions

1

Underwriting questions ?

General Underwriting Questions

1. Has any insurer declined insurance or imposed special conditions in the past three years?*
2. Has any insurer cancelled or refused to renew your insurance in the past three years?*
3. Has the insured ever been in liquidation?*
4. Has the insured incurred claims over the past five years totalling more than \$1,000 or are there any claims or actions pending or outstanding against the insured?*

Select... ▼

Select... ▼

Select... ▼

Select... ▼

< Previous

Next >

Policy Complete

1

2

3

Complete

▼ Policy details

Closing number [?]

Close Now? ^{*}

Yes

▼

Documents available to print

☐ Policy Schedule (PDF)	On Accept
☐ Certificate of Currency (PDF)	Customise On Accept
☐ Transition Letter (with policy schedule...	On Accept
☐ Proposal (PDF)	On Complete

▼ Policy status

Policy stage

New Business

Underwriting status

Complete

< Previous

Done

1

Closing number. Enter the closing/reference number in this section.

Close Now? This option relates to producing a Cover Note or a New Business policy. Selecting 'No' will leave the New Business as a Cover Note. Selecting 'Yes' will change the transaction type to a New Business policy once it has been accepted/ confirmed on the policy home page/broking system (i.e. skipping the Cover Note stage).

2

Documents available to print. Based on the transaction type and status, the system will present you with a list of documents available to print. When exiting the product you will be able to select/retrieve the documents you want to print/send from the policy home page/broking system.

3

Policy status. This shows you the transaction type and status.

Tools

Attachments

Add attachments ?

Name*

Type*

Description*

Attachment*

Select...

Browse...

Attach

Adding attachments. Relevant documents e.g. claims experience, declarations, quote slips, etc, can be attached to the policy transaction via the attachments section.

1	Enter the name of the document.
2	Select the document type from the drop down list.
3	Enter a description of the document.
4	Select 'Browse...' to attach a document from a directory on your PC.
5	Click 'Attach' to complete the process. The document will then be available for viewing by Zurich.

To view a previously added document, select the attachment and double click to open.

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