

Z Track

At Zurich, we view the claims process as delivering on our promise.

We are there when it matters most – helping you with a smooth and transparent claims experience.



Z Track is an easy, quick way you can find what you need to know about claims on Zurich policies.

Z Track gives you access to:

- **Claims Enquiry** – where you can quickly and easily see how your claims are progressing
- **Z Fleet Navigator** – a unique online service where fleet operators can monitor, measure, review and report on many areas of their fleet's performance
- **Reports** – Claims Experience Reports that show the history of claims on a policy
- **Workers Compensation** – reports on workers compensation claims, with detailed lists and graphics
- **Lodge a claim** – a fast link to Zurich's online claims lodgement for motor or property claims.

Claims attached to a Motor, Fleet, Workers Compensation, Property and Liability policy are here for you in Z Track.

Z Track is accessible on a range of devices, around the clock.

Sign up for Z Track

To access Z Track, go to www.zurich.com.au/ZTrack and log in.

To register as a new user, click on the Sign up link at the top right of the Z Track log-in page. Download the application form and follow the instructions there. Once you are registered, you will find it straightforward to get started.

Sign up today and start using this efficient tool to make managing claims easier.

Focused on your needs

- A great-looking, customer-focused design that is intuitive to use and easy to read
- Fast access to the information that is most important to you
- Access on a range of devices – Macs and tablets as well as PCs
- Emails when you ask to be told about when a claim passes key milestones
- Keeping the Zurich personal approach, by showing you the contact for each claim
- Powerful Z Fleet Navigator reports, helping you to target where to reduce risks
- Analytics in Z Fleet Navigator comparing your fleet on a de-identified and aggregated basis
- Valuable Workers Compensation reports, so you can analyse accidents, down to the cost centre and area level.

Z Track – simple to use, faster than a phone call and available anytime.

Claims Enquiry helps you track your claims

Insert customer details or claim number and track your claim online

The screenshot shows the 'Search results' page in the Z Track system. At the top, there's a navigation bar with 'Zurich' logo, 'Z Track', and user information. Below it, a breadcrumb trail shows 'Home / Claims Enquiry'. The main section is titled 'Search results' and contains a 'You searched' section with search criteria: Policy Number, Insured / Client Name, Date of Loss (From/To), and Claim Number. A 'Refine your results' section allows filtering by Status (Active, Closed) and Claim type (Motor, Property, Casualty, Workers Compensation). Below this, a 'Recently Viewed Claims' section displays four claim cards. Each card shows the claim status (Closed or Active), claim number, policy number, date of loss, location, employee name, and accident description. A 'See Details' button is provided for each claim.

Claim Status	Claim Number	Policy Number	Date of Loss	Location	Employee Name	Accident Description
Closed	12-3456789	12-3456789	22/07/2015	12 SMITHERS STREET, SMITHERSVILLE SYDNEY	JANE SMITH	TP truck reversed into parked IV
Closed	23-4567890	23-4567890	16/03/2014			
Active	34-5678901	34-5678901	15/11/2013			SLIP AND FALL ON FLOOR RESURFACED BY INSURED
Closed	45-6789012	45-6789012	12/11/2016			

Claims Enquiry in Z Track is intuitive and simple to use. For example, when you open Claims Enquiry, you will see key information at the top of the screen.

If you lodge a claim online you will receive a claim number immediately that you can then use to monitor the progress of your claim in Z Track.

Because you can search for a claim in a range of ways, it is quick to find the one you need: not only by claim number but also by registration number, broker reference or other keywords, and you can filter search results.

Claims Experience Reports present your claims history as print-ready PDFs or as data extracts for exporting.

The screenshot shows the 'Claims Details' page for 'Mike's Motor Company'. The page header includes the Zurich logo, 'Z Track', and user information. The breadcrumb trail is 'Home / Claims Enquiry / Claims Details'. The main section is titled 'Mike's Motor Company' and contains a table with claim details: Claim No (12-3456789), Policy No (12-3456789-GTF), Date of loss (12/02/2018), and Expiry Date (26/06/2018). Below this, the 'Accident desc' is 'TP truck reversed into parked IV'. The 'File Notes' section shows a list of notes with timestamps, including 'Repairs Completed, Outbound call to insured to advise vehicle is ready to be picked up.' and 'Email received from assessor advising of damage report. Repairer booked, pending repair completion.' The 'Claim Progress' section shows the claim is 'Active'. The 'Email notifications' section has a toggle switch for 'Notify me of changes to this claim via email'. The 'Claim Summary' section shows 'Outstanding' (\$1,779.25), 'Paid' (\$580.00), and 'Incurred' (\$2,359.25). The 'Claims Advisor' section shows 'Nicky WALSH' with contact information.

Claim No	Policy No	Date of loss	Expiry Date
12-3456789	12-3456789-GTF	12/02/2018	26/06/2018

Accident desc: TP truck reversed into parked IV

File Notes:

- 20/02/2018 2:10 PM: Repairs Completed, Outbound call to insured to advise vehicle is ready to be picked up. Pending Repair invoice.
- 17/02/2018 4:24 PM: Outbound call to repairer for status of repair. Provided update to insured. Approximately 3 days for repair completion. Pending repair invoice.
- 13/02/2018 3:40 PM: Outbound call to insured, advised of booking details. Hire car booked for insured.
- 13/02/2018 3:17 PM: Email received from assessor advising of damage report. Repairer booked, pending repair completion.
- 12/02/2018 11:21 AM: Claim form received. Assessor appointed for on site inspection.

Claim Progress: Active

Email notifications: Notify me of changes to this claim via email (Off)

Claim Summary:

Outstanding	Paid	Incurred
\$1,779.25	\$580.00	\$2,359.25

Claims Advisor: Nicky WALSH
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+61 2 9995 1111

For each claim that has been lodged:

- Notes on a claim are shown
- You can choose to be emailed when a key milestone for a claim is passed
- You can see the person handling each claim, so you can get to the right person if you want to phone or email us

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