

# Zurich Claims: Driven to Deliver

Delivering first-rate claims solutions is the driving force behind Zurich's Transportation Claims department. We strive every day to provide high quality service, knowledgeable, customer-focused staff, and the lowest total cost results for a customer's book of business.

Each member of Zurich's dedicated Transportation Claims team is a specialist in the transportation industry, offering more industry insight, cost management strategies and a willingness to go the extra mile.

## What sets Zurich's Transportation Claims team apart?

- The members of our claims teams have previous experience working in the industry, giving them the hands on experience that allows them to more effectively address a wide range of claims:

Auto liability	No-Fault (PIP)
General liability	Total Loss
EMT/Paramedic Malpractice	Major Case Unit (for large liability files)
Comp/Collision	
Cargo	Pollution

- Claims Supervisors have worked for Zurich for a minimum of 10 years with intimate experience handling claims related to ambulance and paratransit insureds.
- Zurich's Special Investigation (Fraud) Case Handlers average 26 years of law enforcement/investigation experience.
- Zurich's Major Case Unit File Handlers average more than 20 years experience giving you peace of mind that any claims over \$100,000 are handled by our most experienced supervisors.
- On average, 75% of Zurich's claims that have gone to trial have received a defense or favorable verdict, compared to the national average of 48%.

- Our First-Party Physical Damage Claims Team has extensive experience handling and adjusting ambulance repairs.
- The Mechanical Claims Unit works alongside our Claims team to verify any allegations regarding faulty car parts or repairs as cause of an accident.

### Did you know?

96% of Zurich's customers have stated that Zurich paid their claims "fairly" and "promptly".

In fact, 77% of first-party physical damage claims are closed within 15 days and 91% within 30 days

### Find out more

To learn more about Zurich North America Commercial's claims organization, visit [www.Zurichna.com/claims](http://www.Zurichna.com/claims).

Zurich

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