

# Our 'philosophy of care'

We stand by our claims philosophy and our commitment to paying claims.



## Zurich claims 2022

We've helped 11,813 insured Australians who have life insurance cover.

We're paid over

**\$1.3**

billion in claims



We treat customers how we would like to be treated.



We assess and pay claims in a fair and timely manner.



We show empathy and respect when customers are medically, financially or emotionally vulnerable.



We assess each claim on its merits with guidance from appropriate specialists.



We operate within a clearly defined risk management and governance framework and the highest quality standards.



We manage disability claims in a way that supports the customers' return to wellness.