

A brighter future together

Further to our newsletter sent in March we wanted to provide you with a further round up of the changes that have been introduced to My Zurich in recent months along with a sneak peak of what will be coming soon.



Certificates for Corporate Accident & Business Travel

We are excited to announce that we have introduced the certificates functionality for our Corporate Accident & Business Travel (CABT) customers. **This will enable you to create your own travel certificates in only a few steps.**

Travel certificates are often time critical and with this enhancement you are no longer dependent on Zurich to create those Certificates. Instead, you can login to MyZurich and create it yourself. Once created, the certificate will be sent to your email address. **The new self-service capability – easy and fast.**



User Management Capabilities

With our latest release we have introduced new capabilities for User Management for the account administrators.

Within the account administration section, the administrators can now **search users** based on user settings, like products or applications. As Customer Administrator you can additionally search by Risk Location, as Broker Administrator by Offices.

We have also implemented an **automatic reminder email** feature for new invited users. If a user has not completed the registration, they will receive 3 automatic reminders.

In case of a change of **Terms&Conditions** (T&Cs) in future for your account, we have introduced a **grace period** of 30 days. This gives the administrator 30 days to accept the new T&Cs before users would be blocked accessing MyZurich for this account until the new T&Cs are accepted.



Risk Insights

The Risk Insights application has been enabled for all our MyZurich customers. From now on you will be able to view the interactive map with Flood and Earthquake overlays along with real time Storm data and alerts.

Utilising the capabilities of the Risk Insights app we are now able to display your property locations on demand, allowing you to see which of your locations may, for example, be impacted by an incoming storm. If this is something that you are interested in, please get in contact with our [MyZurich Support Team](#).



Increase your MyZurich knowledge

To support your learning, we have released new training content in different forms including Videos, Walk Me Through content and Application User Guides. Furthermore, we held live clinics in Q1 and Q2 where we focused on the applications Policy, Documents, Claims and Zurich GPS tool.

The User Guides and the short videos about MyZurich functionalities are available in the Walk Me Through and the [Help](#) section.



Small Improvements for Policy, Claims and Risk Engineering

Throughout the last couple of months, we have introduced some small improvements within the Policy, Claims and Risk Engineering applications.



In the policy application we have introduced a **new graph** called "Invoice payment status" which allows you to get a quick overview on all the 'invoices due'. You can also use the graph to filter out the outstanding amounts and navigate to the invoice details tab which will display all the relevant invoices.

Furthermore, if you have policies in China, you would have noticed in the past that multiple contracts were showing. We have now introduced a change for policies from China that regardless of the number of contracts only one policy is shown.



In the claims application there is a new button "Show daily rates". When switched on, the financial amounts will be exchanged using the **daily rate**. If you turn it off, the yearly rate as used before will be applied.



In the risk engineering application, we have introduced two additional assessment sources "Exposure Review" and "Other". Furthermore, within the Risk Gradings tab you now have the possibility to filter out more than one assessment source at a time.

In addition, we introduced a new peril "Wildfire" following updates to the Risk Engineering assessment guidelines. This will provide you with even more insights into your risks. The existing peril "Aircraft" has also been changed to "Aircraft Impact". This is to adhere to our new reporting guidelines and ensure consistency across all our platforms. Finally, we are reordering the Location Exposure Perils, which will harmonize the sequence across all customer facing outputs ensuring true consistency for you.

What's Coming...

We are planning to enhance the following functionalities in Q4 2021:



For ColInsurance contracts we are introducing the possibility for you to select if you want to see the 100% financial amounts or just the Zurich Share within Policy & Claims. In addition, we are reallocating the already introduced "Show Agreed Rates" and "Show Daily Rates" toggles in the same settings section in both Policy and Claims apps.



If you have any questions on the above or further feedback you would like to provide then please contact us at myzurich@zurich.com



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