

# What happens when you make a **critical illness** claim?



Being diagnosed with a critical illness can be a traumatic experience, so **making a claim with Zurich is designed to be as stress-free as possible**. This guide explains how to make a claim and what you can expect at each stage of the process.



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## Tell us about your claim

At this point, you'll only need to provide basic information – **your name, policy details and the nature of your claim**. One of our claims specialists will arrange to call you back to progress your claim.

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## We'll be in touch

**We'll contact you** at the time arranged to collect all the details we need. This **includes any medical information**, such as copies of any letters you've received from your consultant. Most customers prefer to do this bit over the telephone (it's quicker and more personal), but we can also send a claim form by post.



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## Assessing your claim

After this call, or once we have received a completed claim form, your claims specialist will collect **any other information required** to assess the claim. This could include information from your **GP, your consultant or an independent medical specialist**. We'll keep you up to speed by phone, email or text (whichever you prefer).



4

## Your claims decision

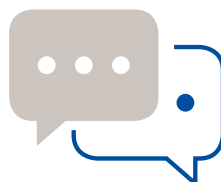
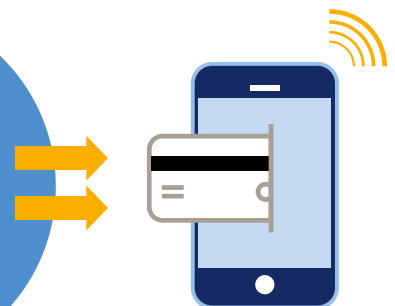
Once we have all the information we need, **we'll make a decision on your claim** and let you know **within five working days**.



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## Claim payment

Once a claim is accepted, we will arrange **electronic payment** into your bank account.



## How to claim

To make a claim, call our UK-based claims team on **0370 243 0827**. Our claims specialists are available Monday to Friday, between 9am and 5pm.

You can also email us at [technicalclaims@uk.zurich.com](mailto:technicalclaims@uk.zurich.com) or find our claim forms on our website ([www.zurich.co.uk/life-insurance/manage-my-life-insurance/make-a-life-insurance-claim/critical-illness-claim-form](http://www.zurich.co.uk/life-insurance/manage-my-life-insurance/make-a-life-insurance-claim/critical-illness-claim-form)).