



Zurich Accelerate Case Studies



Zurich Accelerate Peace of Mind

As more claims come in for our Accelerate product, we're noticing a common theme: how quickly customers can see a consultant, get investigations underway, and feel reassured. Speed and peace of mind matter—and we're here to deliver both.

Click on the scenarios below to find out more about the journeys of some of our customers*

[Lucy - Presented with gynaecological symptoms](#)

[Sarah - Presented with visual problems](#)

[Kate - Presented with lump in breast](#)

[Luke - Presented with unexplained bleeding](#)

*Names have been changed and photos are for illustrative purposes only



Lucy

Lucy (35) presented with her General Practitioner (GP) with unusual gynaecological symptoms in the first week of December.



The GP recommended investigations to rule out cervical cancer.



A claim under Accelerate was raised on 10th December.



A consultation with the Consultant Oncologist was organised and her investigations were conducted on 19th December.



Lucy was told on 19th December that there was no cancer. This was followed up with a consultation to confirm there was nothing to worry about and to speak to her GP if she has any further or new symptoms.



Sarah

Sarah (40) presented to her GP with visual problems in the second week of April.



She raised a claim under Zurich Accelerate and was advised that we need a copy of the referral letter from the GP to the oncologist.



Sarah received her referral letter from her GP on 19th May and sent it across to us. Her virtual consultation was booked for 23rd May.



On 2nd June, Sarah had an MRI which revealed a 7mm lesion.



The oncologist reviewed the MRI and was confident it was a benign Pituitary Adenoma. He suggested that, to be certain, Sarah should be reviewed by a Consultant Endocrinologist.*



The Endocrinologist consulted with Sarah on 4th June and confirmed it was a benign Pituitary Adenoma not requiring any surgery, and she would need a review if she gets any further symptoms.



* A consultation with an Endocrinologist is not usually covered by Accelerate but here it was, because the Oncologist thought it to be necessary.

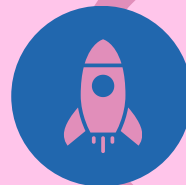
Kate



Kate (42) presented to her GP with a lump in her breast on 24th September.



On 28th September she raised a claim under Zurich Accelerate and provided a copy of the referral letter from the GP to the oncologist.



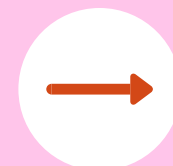
At the first Virtual Consultation on 1st October 2025, Kate told the consultant that she had a breast lift procedure in Belarus in June 2025.



Kate had full diagnostic tests, including a biopsy, on 3rd October. The biopsy results were shared with Kate on 17th October.



The biopsy results confirmed that the changes in Kate's breast were benign and could be a result of her breast lift procedure.



Luke



Luke (45) presented to his GP in late May after he noticed some blood on the paper after using the toilet, he raised a Zurich Accelerate claim on 3rd June and was advised we would need a copy of the referral letter.



The referral letter to a Consultant Gastroenterologist was received on 20th June and a consultation was booked for 27th June with a Gastroenterologist.



He recommended a colonoscopy be performed and this was organised 14th July, with a follow up virtual consultation on 24th July



A follow-up consultation was held on 24th July when Luke was informed that all the investigations were normal and that he didn't have cancer.





Want to find out more?

For more information, please visit:
[zurichintermediary.co.uk/accelerate.](https://zurichintermediary.co.uk/accelerate)



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