



## Claims Reporting Center

The Zurich North America Claims Reporting Center makes the reporting process fast and simple.

### **One central facility with multiple points of access**

Customers can report a claim through toll-free phone and fax numbers, Internet, email, FTP or US mail, 24 hours a day, 365 days a year. Our professional, highly motivated representatives work to ensure that your claim is processed quickly and efficiently.

Once we collect your information, our technologically advanced systems automatically assign the claim to the appropriate center of expertise or one of our 37 field claim offices. Your claim number is then available immediately, and the assigned adjuster receives notice of the new claim electronically with the information obtained. This prompt access to claim information improves our ability to respond to your needs quickly so we can manage the loss effectively.

### **To report a claim via the telephone**

General Toll Free Number: 800-987-3373  
Construction Business Unit: 877-ZBUILD1 (877-928-4531)\*  
SAFE Business Unit: 866-488-2508\*

### **To report a claim by fax**

General Toll Free Number: 877-ZNA CLAIMS (877-962-2567)  
Accident & Health claims: 631-845-2235\*  
Construction Business Unit: 866-691-7068\*  
SAFE Business Unit: 866-691-7069\*  
Specialties Business Unit: 866-633-6295\*  
Short Term Disability: 631-845-2235\*

\*While all claims can be reported via the general toll-free claims telephone and facsimile numbers, some Zurich Business Units have established specific toll-free numbers for their customers, as listed above.

**To report a claim via email**, use the following address: [usz\\_carecenter@zurichna.com](mailto:usz_carecenter@zurichna.com)

**To report a claim using the Zurich North America website**, use the following address: [www.zurichna.com](http://www.zurichna.com); from the home page, click on the 'Claims' button

### **To report a claim by US Mail, send to:**

Zurich North America  
PO Box 49547  
Colorado Springs, CO 80949

**To report claims via FTP (File Transfer Protocol)** for more information regarding benefits and setup, please call Drew Kandrak at 719-590-8770 or 719-262-2164

*Zurich North America*

*For more information contact  
Jack Dawson, Director of  
Claims Reporting Center  
719-590-8777*