



Zurich Corporate Risk is a division of Zurich Assurance Limited which is part of the Zurich Financial Services Group (Zurich). Zurich is an insurance-based financial services provider with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Founded in 1872, the Group is headquartered in Zurich, Switzerland. It employs approximately 60,000 people serving customers in more than 170 countries.

Zurich has global presence, experience and capabilities with capacity underlying financial strength and stability. Despite challenging market conditions Zurich maintains strong financial ratings\*:

**Standard & Poor's** = AA- (very strong),

**Moody's** = A1 (good),

**Fitch** = A+ (strong),

**A.M. Best** = A (excellent)

\*Source: Zurich Financial Services Group 11.12.2008.

## Underwriting overview

### Sharing a commitment to employee benefits

**Philosophy:** We aim to be flexible enough in our approach to offer full, unrestricted and competitive cover to the maximum number of employees possible, and to be consistent in the quality, speed and accuracy of the service we provide.

#### Temporary cover

- Although we actively manage the underwriting process, we recognise that some delays may be outside the employee's control so, in the majority of cases, we offer 90-day temporary cover to allow for the underwriting process to be completed.
- Temporary cover ends after 90 days or as soon as the underwriting decision has been communicated, if earlier.

#### Benefits above the Automatic Acceptance Limit (free cover limit)

- Since one of our key goals is to minimise employee inconvenience, we have developed a detailed health and activities questionnaire which is designed to reduce the need for further requests for information and subsequent medical evidence.
- To make the disclosure process as easy and convenient as possible, we offer the employee the option of providing personal health and activities information over the phone with the assistance of a qualified nurse.
- Telephone data collection means we are less likely to need to ask for additional information at a later date. To help speed up the process we will only ask relevant questions during the call.
- Should a full medical examination prove necessary, we will consider using any one of the following, depending on the employee's preference:
  - their own GP
  - a surgery-based examination carried out by an independent examiner appointed by us
  - a home or workplace visit by a qualified nurse
  - a company or private health care medical examination if undertaken during the previous six months.

#### Telephone data collection

- Our chosen Tele Underwriting partner, MorganAsh, is recognised as a market leader in providing telephone interviewing services.
- The telephone interviews are conducted by registered nurses.
- The Tele Underwriting journey we have devised makes it easier for employees (see overleaf).

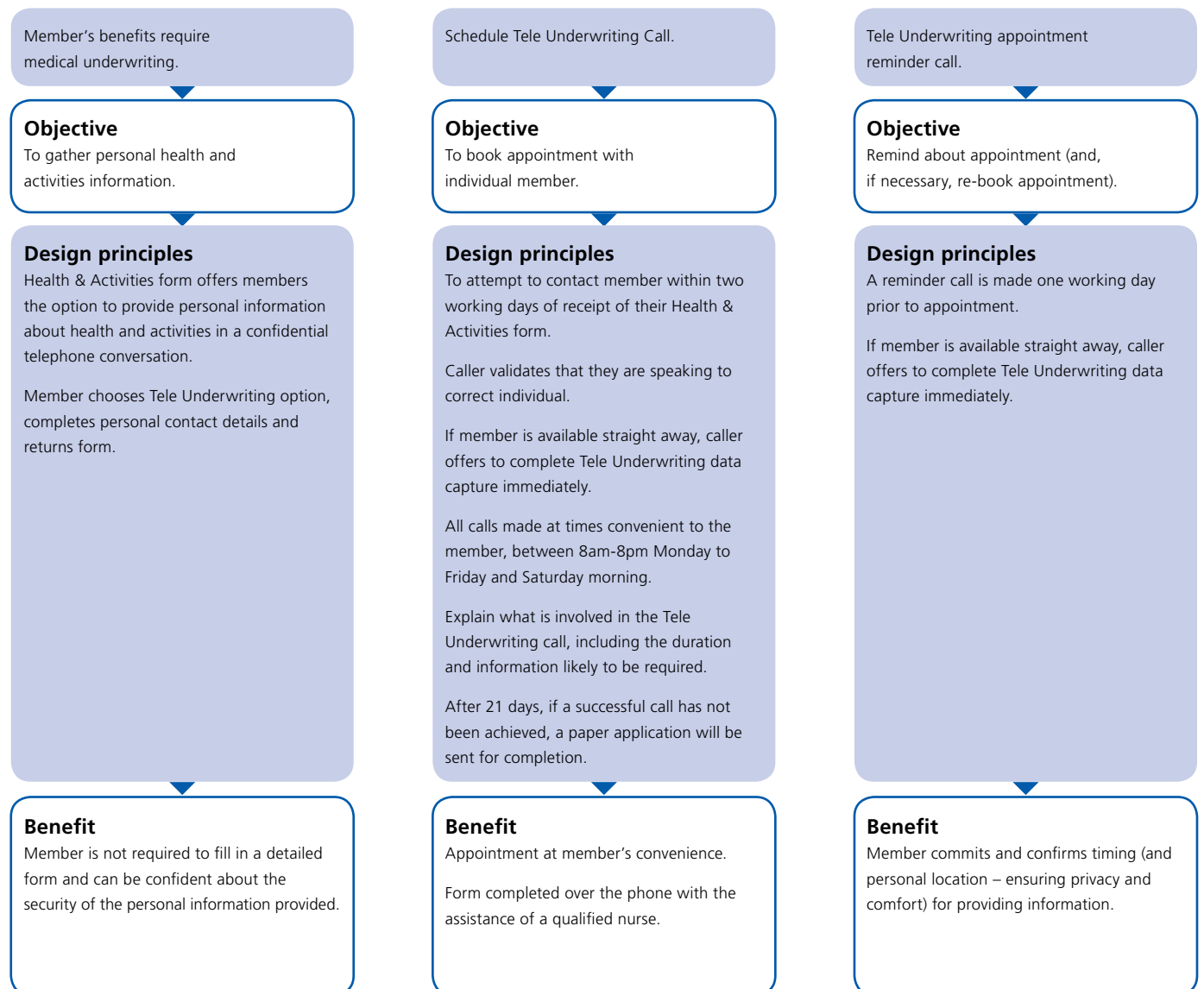
#### Forward underwriting

- We offer automatic increases in cover once an employee has been fully underwritten.
- We offer forward underwriting for a wide range of non-standard risks.
- Absolute maxima of £3,000,000 for Group Life and £300,000 p.a. for Group Income Protection.

# Tele Underwriting Customer Journey

At Zurich Corporate Risk, we are dedicated to providing a flexible, dependable and, above all, highly responsive service for our customers. In most cases, our Group Risk insurance provides cover under automatic acceptance. However, there will also be circumstances where an individual plan member is eligible to be covered but doesn't qualify for automatic acceptance of all or part of their benefit. Step-by-step, this Tele Underwriting Customer Journey factsheet explains the process for underwriting each member's benefit where information concerning health and other selected details is required.

Our chosen supplier for undertaking Tele Underwriting is MorganAsh.



Tele Underwriting appointment.

**Objective**

To gather information so appropriate underwriting can progress.

**Design principles**

Calls are recorded.

Caller validates that they are speaking to the correct individual.

Calls made at times convenient to the member, between 8am-8pm Monday to Friday and Saturday morning.

Member can suspend the call at any time if necessary.

All individual calls will be completed no later than 8pm.

Member updated about the next steps.

**Benefit**

Single, secure event for collecting all relevant information which avoids having to clarify details at a later date.

Summary of Tele Underwriting Appointment.

**Objective**

Confirm factual information provided during Tele Underwriting call.

**Design principles**

Member's personal information is kept secure and confidential.

Member can review information to make sure it's accurate and correct any mistakes.

Proceed with additional medical evidence.

**Benefit**

Much quicker compared with the standard approach to member health declarations.

Experience suggests that an underwriting decision will be made for the majority of members at this point.

Proceed with additional medical evidence

or

Communicate Medical Underwriting decision

**Benefit**

Significant reduction in elapsed time to this point, when compared to standard approach to member health declarations.

Experience suggests that an underwriting decision will be made for the majority of members at this point.

Zurich aims to create a great reputation for service innovation,  
exceptional people and service delivery in the Corporate Risk market.  
**Zurich Corporate Risk – always working for your business**

**Zurich Assurance Ltd**

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