

Process

A typical rehabilitation case



· Incident occurred on site

· Injury is of a type likely to benefit from injury management



ZURICH'S RCM NOTIFIED

- Customer notifies Rehabilitation Case Manager (RCM) of the incident via mmc@uk.zurich.com or via https://liabilityclaims.zurich.co.uk/index.html
- •The RCM will liaise with all parties to establish full information surrounding the injury

If case is not suitable for injury management the RCM will advise insured site co-ordinator and the claims handler

If injury case is suitable for injury management the RCM will agree a treatment plan with the injury party and advise insured site co-ordinator

If treatment is already being provided (e.g. by the NHS) the RCM will monitor the case and consider intervention at a later date if necessary



The RCM will liaise with all parties throughout to update on progress etc. If treatment via the NHS is appropriate and timely the RCM may withdraw from the case if no further support is required.

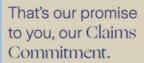
Learn more about our rehabilitation proposition













Zurich Insurance Company Ltd.

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15.7.17

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 950113

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

© Copyright – Zurich Insurance Company Ltd 2023. All rights reserved. Reproduction, adaptation, or translation without prior written permission is prohibited except as allowed under copyright laws.