

My Zurich

Now you can keep an eye
on your risks from one place



At the heart of your risk management

My Zurich is a secure risk management center that helps you control how your business and your employees are protected across the globe. It combines real-time data, market intelligence and analytics – all helping you to make the right decisions, and is accessible 24/7 online wherever you are.

My Zurich at a glance:

- Your global risk management center providing – real-time** information related to your insurance solutions with Zurich.
- Transparency and detailed information on your insurance cover, employee benefits, claims and risk assessment.
- Access to global Risk Engineering expertise and risk improvement actions.
- Alignment with local regulations by accessing our award-winning Zurich Multinational Insurance Application (Zurich MIA).
- Possibility of integration with your own risk management systems (API).



Live global monitoring

My Zurich shares globally consistent, comparable, risk management information in real time, directly from Zurich's internal systems. No matter where you are, you can manage your International Programs **claims, policy updates, renewals, notifications and risk actions, keep track of global and local regulations, as well as view and download your reinsurance documents if you are reinsurer** – from one central place.

Dynamic insights

My Zurich combines broad and dynamic macro-analytic capabilities, that allow you to pinpoint specific information about your international insurance and employee benefits solution.

Monitor, manage and mitigate your risks

You can monitor and update the progress of your risk improvement actions for allocations, and view your risk management history and retain audit trails in line with the International Standards Office (ISO).

Align with local regulation around the globe

My Zurich gives you direct access to our award-winning Zurich MIA tool.* This enables you to remain up-to-date with local insurance regulations and premium tax requirements around the globe, for out-of-territory general insurance coverage.

My Zurich is one of the most intuitive and dynamic risk management centers – enabling you to explore, manage and react to your risk information and global regulations, all from one place.

Developed to help meet individual needs



Source: My Zurich visual – business locations and the risk grading overlaid with the earthquake map from ©Mapbox ©Open Street Map

Managing your insurance and employee benefits solutions

By drawing together real-time overviews of your insurance programs or employee benefits solutions**, including all International Programs policies, claims and risk engineering actions, you can drill down to review specific details such as a single policy document or an employee benefit solution.

This interconnectivity of information enables you to monitor:

- Policy, invoice issuance and premiums by country or insurance program.
- The implementation status of insurance programs or policies.
- Claims linked to particular policies.
- Policy premiums in program and local currencies where relevant.
- Documentation for download, including policies, invoices and certificates.
- The membership status in your pension solution and contributions paid.

You can make more informed decisions with policy content based on historical, current and upcoming underwriting years.

Claims management

View the status of all current claims, and review the complete International Programs claims history of your organization, from a global overview right down to specific claims detail:

- All claims for one country or globally, and by different criteria.
- Claims values in the program (where available) and local currencies.
- Insights into the frequency and severity of claims, by country or location.
- Financial or geographical comparisons enabling overall cost reduction for general insurance.
- Details of all regular claims payments, including next payment and assessment dates for employee benefits.

Risk engineering

Helping you manage various risk improvement actions relating to your business:

- View and analyze your fire risk assessment data regardless of whether performed by Zurich Risk Engineer or another person
- The progress of risk improvement actions for all locations.
- Direct communication with Zurich Risk Engineers.
- Information basis for your investment decisions to help reduce risk.
- Tracking of your risk management history, retaining an audit trail in compliance with the International Standards Office (ISO).

Content flexibility allows you to manage the way information is delivered, enabling more efficient and relevant analysis and reporting:

- Manage risk exposures by having access to relevant data by line of business.
- Benchmark risks by location and region, by type of risk or by risk grading level.
- Explore the data from broad overview to very detailed document level.
- Your reinsurer may have possibility to view and download Bordereaux reports, incoming or outgoing reinsurance payments and statement of account*** whenever needed. This may lead to faster reinsured claims payments.

Zurich MIA*

Help your international general insurance programs remain in line with local regulations around the globe through our award winning online application, Zurich MIA. You can remain in control, through continuously updated information about insurance and tax regulations, in countries where the insurer is not licensed or otherwise authorized to conduct insurance business.

Zurich MIA* enables you to:

- Align your insurance solutions with local conditions.
- Access the latest information about insurance and tax regulations in all countries.
- Gain a clear real-time understanding of your situation.

Maps solutions

Maps solutions that overlay your locations with earthquake maps or live storm maps can help you make better decisions for global presence or protect your property or employees in case of a storm.

Data protection and privacy

The protection of your data and privacy is critical to us. We put the following measures in place:

- State-of-the-art firewall technology and techniques.
- ISO certified data center.
- Two-way user authentication; the standard in many e-banking applications.
- Regular external and internal security monitoring and testing.

An enhanced user experience:

Flexible management of user rights:

My Zurich is designed to give you the control to define user rights and permissions based on criteria like territories, policies or topics.

An intuitive and user-friendly interface

enables you to present data in more digestible formats, including dynamic charts and graphical data.

By setting notifications,

you can obtain an overview of all activities that have occurred during a given period of time.

We are steadily improving

My Zurich. For the latest information visit:
zurich.com/myzurich

* Not covering employee benefits

** For employee benefits My Zurich contains up to date data.

*** Available for EMEA, Latin America and Asia Pacific countries

Award winning:

My Zurich



Business Insurance 'Innovation Award 2015' in North America



L'Argus d'Or 2015 Award for Best Innovation in France



Best's Review 'Innovation Showcase' January 2014 in North America

Zurich MIA



L'Argus d'Or de l'assurance 2013 Innovation Prize



Business Insurance 'Innovation Award 2012' in North America



'Highly Commended Insurance Innovation of the Year' Insurance Times Awards 2012

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