Helping you manage risk by leading from the front

My Zurich is one of the leading customer portals in the commercial insurance space globally.

My Zurich

Since My Zurich was first launched in 2014 not only has the number of customers and brokers using the portal grown steadily but also the frequency and the way the portal is used is rapidly evolving, requiring new future oriented developments of the portal.

Today My Zurich enables customers and brokers to control their international insurance programs, claims, policy documents, employee benefit programs, as well as manage their risk engineering programs. In addition, it gives access to MIA, Zurich’s multi-award-winning database on local regulations and taxes, Borderaux reports, incoming and outgoing reinsurance payments and statements of account for captives.

My Zurich also incorporates actionable information about earthquake and storms overlaid with the customers’ locations providing valuable predictive capabilities. Last but not least, there is also the opportunity to integrate Zurich invoices, policies, claims, and risk engineering data with a customers’ own risk management systems through API.

While all these capabilities are highly valued by our customers and brokers, Zurich has the ambition to lead in the digital space of managing risk. This ambition is driving the efforts to develop My Zurich into a one-stop shop for commercial customers, putting them and their brokers in control of their risks.
This journey started on February 25, 2019 when existing My Zurich customer and broker users experienced a new look and feel on both their International Programs policy and claims screens as well as being able to access Zurich Risk Advisor – a leading risk assessment tool directly from My Zurich. These innovations brought:

- Improved claims insight views reflecting business KPIs, benchmarks and reserve data (where selected).
- Chart carousels and dynamic maps on both the claims and policy screens which allows the user to view their data in a more dynamic way.
- Interactive data charts that allow the user to drill down into the data they want to see.

More developments coming

Later in Q1 2019 we will be bringing further enhancements around Risk Insights which include:

- Integration of the Zurich Risk Room
- Geo-analytical map approach with different risk layers:
  - Nat Cat – earthquake and flood
  - Macro risks (as per risk room selection) at country level
  - Showing all your locations on the maps

We are also working on an exciting new approach, giving Brokers access to their entire Zurich international program portfolio through My Zurich for the very first time.

For more information visit www.zurich.com/myzurich

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