



# ZURICH

## ZURICH NORTH AMERICA - CONTACT INFORMATION

To Report Losses: (On-Line, Phone, Fax or E-Mail)

### Care Center

Phone: 1-800-987-3373

Fax: (877) 962-2567 (Toll Free)  
(719) 262-2165  
(719) 262-2166  
(719) 262-2167

On-Line: Go to <http://www.zurichna.com>

- Select **Claims** from the top bar.
- To initiate the claim, select **ZA Online Claims** from the **Report a Claim** box in upper right.
- Select the applicable Line of Business (i.e. Workers' Compensation) for the claim you are reporting from the left hand column.
- Complete as many fields as possible  
**Note: \*Asterisked items are required**
- Once you have finished, hit the **submit claim** button at the bottom right.
- Tutorials are available as needed.

E-mail: [USZ\\_CareCenter@zurichna.com](mailto:USZ_CareCenter@zurichna.com)

Find Adjuster Via Web: Go to <http://www.zurichna.com>

- Select **Claims** from the top bar.
- Select **Claim Handler Location** from the menu in the left-hand column.
- Enter the date of loss and either the Claim Number or Incident Number and **Submit**.
- Adjuster name and phone will be displayed.

Call Routing

**1-877-246-3478**

(This number enables you to input your claim number and the system will route you automatically to the adjuster).

Customer Service Contacts:

Alison Johnson  
Customer Service Executive  
Zurich Global Corporate  
525 Market Street, 29<sup>th</sup> Floor  
San Francisco, CA 94105  
Phone: 415-538-7149  
Cell: 415-269-8089  
Email: [alison.johnson@zurichna.com](mailto:alison.johnson@zurichna.com)

Jim Schladweiler  
Zurich Global Corporate  
525 Market Street, 29<sup>th</sup> Floor  
San Francisco, CA 94105  
Phone: 415-538-7265/Cell 415-279-6451  
Email: [jim.schladweiler@zurichna.com](mailto:jim.schladweiler@zurichna.com)