



## Helping your clients when they make a claim

Our bereavement guide is designed to help your clients when they make a claim on their life policy, at what we recognise is a key moment of truth.

We know that losing someone close is incredibly difficult.

The interactive guide provides a range of useful information beyond the basics of simply notifying a bereavement to Zurich. It includes practical guidance and signposting to help them navigate the often-challenging process of who to notify and what to do, as well as providing a range of emotional support services to help those recently bereaved deal with their loss.

Our new guide features:

- A step-by-step guide to notifying a claim with Zurich Life Protection.
- How to get in touch with agencies like HMRC or DWP using the Governments 'Tell us Once' service.
- Useful information about Zurich Support Services and other charitable organisations who can provide emotional support when dealing with grief.
- Where to find guidance around probate, postal redirection, and things like pension tracing or death in service benefits.
- Signposting to organisations who can help when dealing with debts or support for funeral costs.
- A jargon buster of technical terms and what they mean.

[Download the guide here](#)