

## A helping hand for your customers

We want all our customers to have the best possible experience when interacting with us, so we've developed our new [Helping Hand](#) online form.

Accessible from our customer website, this enables your customers to tell us **quickly, easily, and discreetly**, of any communication or accessibility needs they'd like us to be aware of when interacting with them about their Zurich Life protection policy.

From requesting documents in an alternative format, to access to a range of interpreting services like RELAY or SignLive, our new form is designed to help your clients **do insurance, their way**.

And since there's no pre-set formula or boxes to tick, it provides the flexibility for customers to **tell us in their own words** what support they need, so we can do our best to make sure they always receive a great experience.

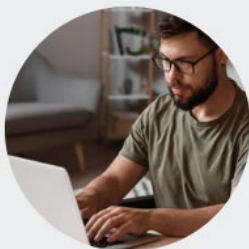
What's more, all our online forms offer the additional overlay of live chat support too, meaning we're always on hand, whenever your client's need us, whatever channel they choose.

### Helping hand

We want all our customers to have the best possible experience when interacting with us.

Helping Hand enables you to tell us quickly, easily, and discreetly, using our online form, of any communication or accessibility needs we should be aware of when interacting with you regarding your Zurich Life protection policy.

This could include things like needing documents in large print, to interpreting services like [SignLive](#) or [Relay](#) - helping you do insurance your way.



### What happens with the information I provide?

- ✓ Once you've completed the online form our team of customer wellbeing experts will update your records to note the additional support you require when you contact us.
- ✓ If we identify additional information or resources we think might be useful, we'll send these to you via your preferred communication channel.
- ✓ We'll keep the information you provide to support the servicing of your policy, in line with our [Fair Processing Notice](#).
- ✓ You can let us know at any time if you'd like us to change our records to update or remove the additional support details recorded on our system.

[Notify us online](#)

## Need more information about customer wellbeing?

There's a broad range of support available for your clients wellbeing needs on our customer website right [here](#) or check out everything you need to know about Zurich Support Services by downloading the brochure.

Zurich Assurance Ltd.

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