

Emergency helpline for leaseholders, owner occupiers and shared owners

Zurich buildings insurance

24 hour Emergency Helpline

You deliver an excellent service to your community, but you can't be there all the time. Now, the Zurich buildings insurance information pack lets your customers know that they can rely on a highly responsive service at any time of the day or night via our 24 hour Emergency Helpline.



Saving you time and money

The emergency helpline saves your housing association the expense of setting up and running its own out-of-hours service. Our panel of approved tradespeople offers a quality service that ensures repairs are carried out quickly and professionally. And, because we manage the claims directly with your customer, there's no time-consuming administration for you to deal with.

Providing excellent customer service round-the-clock

When customers call the helpline we can arrange for an approved tradesperson to make the necessary emergency repairs. The householder pays the contractor directly and then claims it back on their insurance policy. We send them a cheque for the claim minus any policy excess.

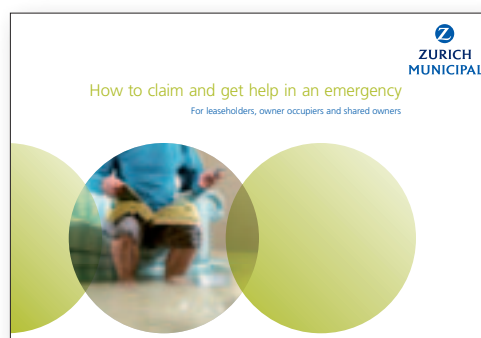
We are proud of our reputation for developing honest and productive relationships with housing associations.

The Zurich 24 hour Emergency Helpline is another example of our commitment to working together to create a better service. And the extra support you're providing your customers reflects well on your own association too.

The Zurich buildings insurance information guide

In addition to carrying details of the 24 hour Emergency Helpline, the guide also gathers policy information – how to claim, phone numbers, plus the benefits of the service – together in one place for easy reference.

If you'd like to take a closer look at the information pack, please visit www.zurichmunicipal.com where you can download it in pdf format.



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