



5★ Prizes for 5★ Service

Zurich Life aims to support you and your clients with 5★ Service, have you a good example to share with us?

Tell us your story & you could win a 5★ luxury weekend.

See overleaf for more...



ZURICH®



5★ Prizes for 5★ Service

Is there a person in Zurich Life who you feel has gone that extra mile?

Or a team that provided world class service when it mattered most?

Exceptional support can take many forms...

A **Sales Support** team member who called out to your client with a cheque which was needed urgently.

A **Compliance** person who helped you with the latest anti-money laundering changes.

A call to the **Underwriting Helpline** that enabled you to process an urgent case with a complicated medical history.

A **Group Pensions** administrator who has built an excellent relationship with the employer.

A **Broker Consultant** who provided you with a successful business generating idea.

A **Claims** assessor who pro-actively followed up on a medical diagnosis in a case where the client was unaware that they could make a Serious Illness claim.

You have your own experiences and we would love you to share them with us...

Tell us your story

The person who submits the best 5★ Service story each month from November to February (as judged by an independent panel) will win a 5★ luxury weekend break for two. The winning Zurich Life employee or team will also win a 5★ prize!



All you have to do...

All you have to do is email 5starservice@zurich.com and tell us your story by **2nd December 2011** for the November 5★ prize.

Supporting Brokers with a personal service

At Zurich Life we believe that customers need the professional advice that only an Independent Broker can guarantee. Your customers look to you for the best service, so it is vital that we support you with a 5★ Service.



We will take the winning 5★ Service experiences and share their spirit of quality personal service throughout Zurich Life to inspire our teams to further improve our service - personally delivered to you.

Thank you for your continued support.

David Madegon

Operations Director
Zurich Life

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