

## Postal delivery issues - 5 October 2015

As you are no doubt aware, An Post is currently facing issues with delivery, collection and the sorting of post. In the immediate future, An Post have asked customers not to send any post until further notice.

At Zurich we're determined to reduce the impact of the ongoing postal dispute and we have put in place additional measures to help you.

1. We will accept 'scanned' copies of all post. This includes encashment requests, switch forms, on-risk instructions.

In fact we can accept scanned copies of all documents with the exception of Grant of Probates and Death Certificates. Just send them to the relevant email addresses below

**Medical Claims - [claimsadmit@zurich.com](mailto:claimsadmit@zurich.com)**

**Protection New Business - [newbusinessrisk@zurich.com](mailto:newbusinessrisk@zurich.com)**

**Service Team - [serviceteam@zurich.com](mailto:serviceteam@zurich.com)**

2. Our team of Broker Consultants are available to help with urgent post. This includes the collection or delivery of urgent cheques and policy documents.  
Just speak to your Broker Consultant with any requests.
3. We are increasing our regular courier service (via DHL) to Dublin, Cork and Galway. We'll now have daily runs to each location and we'll be increasing the number of post items carried.

Other measures that you can take to reduce the impact

Contact us by phone with any queries:

**Medical Claims - 01 7992521**

**Protection New Business - 01 7992825**

**Service Team - 01 799 2602 / 01 799 2900**

Negate the need for a cheque - use our EFT service. All we need is your customer's bank account details and a copy of a bank statement (if we have not made a payment to the customer's account previously).

Use the PIBO service and generate policy documents in your own office

*We hope the ongoing dispute doesn't escalate any further and we are in constant contact with An Post. If we need to increase measures any further we will do so.*