

Stay ahead in the race to catch –
and keep – your customers

Virtual Consulting

Customer loyalty has a direct impact on your business' bottom line. To generate the depth of loyalty required to grow your business, you need to deliver service that is one step ahead of your competitors.

With our state-of-the-art Virtual Consulting system, we can help you distance yourself from the pack. Virtual Consulting provides customer-specific loss control reports for each of your customers' locations and operations. The report consists of a summary of exposures specific to their industry and loss control strategies to mitigate these risks. After your customers have assimilated the information contained in the report, they can access the Web site (www.zurichna.com), where they will find the report and further information to assist in reducing exposure to these risks.

To make it easy for your customers to find information relevant to their business, the data presented on Virtual Consulting's Web site is specific to their exposures. In addition to identifying the most common hazards businesses encounter in their industry, the site provides real-world solutions your customers can implement on their own.

Virtual Consulting is the most cost-effective way for you to provide your customers with access to the information and tools they need to improve worker and customer safety and reduce the risk of loss in their business. The site includes:

- Links to videos and computer-based training
- Sample policies and procedures
- Technical information on various risk topics
- Links to other useful Web sites

Your customers will feel a sense of satisfaction and empowerment, knowing they can find answers to their loss control questions any time of the day or night. At the same time, by helping your customers help themselves, Virtual Consulting reinforces your relationship with your customer by providing instant loss control expertise and tools to supplement what you already provide.

Launch Virtual Consulting with a click of a button

It's easy to add the Virtual Consulting system to your competitive arsenal. Contact either the risk engineer working with your client or contact virtualconsulting@zurichna.com. We'll be glad to ensure your customer has access to the system and its wealth of information.

How do you and your customers access the Virtual Consulting Web site?

Agents sign in through www.zurichna.com. Links are established many places on the site, but the easiest is under Online Services. After you select Brokers & Agents, click Your eBusiness Portfolio or More eBusiness Options to find a link for Virtual Consulting. Once you reach the site, click on Agents and Brokers and you will be prompted for the policy number, which will pull up the proper report.

Customers simply:

- Go to www.zurichna.com/virtualconsulting
- Click on Customers
- Enter the requested information

If the system doesn't contain their personalized report, the customer is directed to you to request a report.

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Zurich Services Corporation
Risk Engineering



ISO 9001:2000

Quality-Assured Solutions Provider

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