

The accident was my fault



You tell us about your accident

How to notify a claim to Zurich:
Call Zurich on 01 609 1436 or
Email claimsnotification@zurich.ie



We'll ask you some questions about:

Your vehicle, what happened, who was involved, any injuries, how would you like to fix your vehicle.



You can choose to use one of the wide network of Zurich approved repairers, or if there's a garage you'd prefer to use then just let us know.

Use one of our repairers



You can choose the most appropriate garage for you. They'll be in touch to arrange the repairs. They can provide a basic courtesy vehicle such as a Opel Corsa.



The garage will complete an estimate which Zurich will approve. The garage will then arrange a date for the repairs to be completed.*

Your choice of garage



You contact your garage for an estimate. If you need a courtesy vehicle you'll need to hire and pay for this yourself.



The estimate and images of the damage must be forwarded to the Independent Assessor and they'll discuss and agree the repair costs with the garage.

Once everything is in order, we'll contact you to give the go ahead for the repairs to be completed and issue the formal offer.



We will cover the cost of repair.

We may need you to complete an accident report if the third party rejects liability.

*Subject to the vehicle being repairable. Policy excess will apply where applicable.

During the claims process you have the right to appeal decisions made by Zurich Insurance Europe AG. Should you wish to do so, please contact your claims handler to discuss the matter further.

Zurich Insurance Europe AG is authorised by the Federal Financial Supervisory Authority (BaFin) in Germany and is regulated by the Central Bank of Ireland for conduct of business rules.