

# Contact channels and document guide

## Bahrain, Qatar and the United Arab Emirates

The table below provides you with the contact details for various requests you may have. To ensure quick turnarounds, please send your requests, queries, or requirements to the appropriate contact.

Service description	Contact details
All queries, new business requirements and policy service requests	UAE: helppoint.uae@zurich.com +971 4 363 4567 Bahrain: helppoint.bh@zurich.com +973 1756 3321/2 Qatar: helppoint.qa@zurich.com +974 4428 6322
For switch instructions	switch_helppoint@zurich.com

**Note: any email that includes more than one of the above addresses will cause duplication of tasks and therefore delay a response from Zurich.**

In order to process your new business or servicing applications, we can accept certain documents either as email requests or scanned letters/forms. The table below and overleaf lists the various categories and the appropriate form in which we will accept these requests.

Customer request/document	Email	Scanned	Original
Cancel from inception request	✗	✗	✓
Certifying signature form	✗	✓	✓
Credit card mandate	✗	✓	✓
High risk AML documentation (suitably certified)	✗	✓	✓
Illustration/Quotation (special terms)	✗	✓	✓
Illustration/Quotation (standard terms)	✗	✗	✓
Increase my Premium (increment/additional single premium)	✗	✗	✓
New business application	✗	✗	✓
Not taken up request	✓	✓	✓
Proof of address (suitably certified)	✗	✓	✓
Proof of identification (suitably certified)	✗	✓	✓
Source of funds questionnaire (UAE only)	✗	✓	✓
Standing order (not requiring action from Zurich)	✓	✓	✓
UAE/UK Direct Debit Form	✗	✗	✓

**Note: where a form/letter requires the customer's or suitable certifier's signature, this requirement will continue for scanned submissions.**

Customer request/document	Email	Scanned	Original
Add/Amend escalation	✓	✓	✓
Addition of Life Insured	✗	✓	✓
Advance Premium	✓	✓	✓
Bank standing order (for information only)	✓	✓	✓
Certifying Signature Form	✗	✓	✓
Change of agent	✗	✓	✓
Change of beneficiary*	✗	✓	✓
Change of currency	✓	✓	✓
Change of frequency	✓	✓	✓
Change of payor	✗	✓	✓
Conditional/Absolute assignment	✗	✓	✓
Contribution/Premium holiday	✓	✓	✓
Credit card update	✓	✓	✓
Duplicate policy documents	✗	✓	✓
Full/Partial/Maturity encashment*	✗	✓	✓
High Risk AML/KYC documentation (suitably certified)	✗	✓	✓
Personal Detail Update Form	✗	✓	✓
Policy term extension	✗	✓	✓
Restart my policy payments (Recommencement/Reinstatement)	✓	✓	✓
Refund request	✓	✓	✓
Removal or decrease in benefit/premium decrement	✓	✓	✓
Source of funds questionnaire (UAE only)	✗	✓	✓
Sustainability Quote	✗	✓	✓
Switch	✗	✓	✓
UAE/UK Direct Debit form	✗	✗	✓

\* Only accepted from the customer's registered email ID.

Note: where a form/letter requires the customer's or suitable certifier's signature, this requirement will continue for scanned submissions.

Please ensure that the policy number and type of request are included in the subject line of the email in order to avoid delays and ensure quick processing.

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