



Protective measures against Coronavirus with a strong focus on our customers

As the impact of the novel Coronavirus (COVID-19) increases, we hope you and your loved ones are well protected. We encourage you to stay up-to-date and conform to the guidance provided by relevant health authorities such as [Dubai Health Authority](#), [State of Qatar Ministry of Public Health](#), [Kingdom of Bahrain Ministry of Public Health](#) and [World Health Organisation](#).

We continue to monitor the situation as it unfolds to manage the wellbeing of our employees, while ensuring business as usual for our customers.

With this intent, we will be working remotely on a temporary basis from **Monday 23 March 2020**, while being fully accessible and operational across our digital and mobile channels.

In order to provide you with service and support during this period, we will remain operational via telephone or email during normal working times, from **8am to 5pm, from Sunday to Thursday**. As we endeavour to manage the well-being of our colleagues while delivering on your expectations, please be informed that it might take a bit longer to respond to your requests. We appreciate your understanding in the matter.

You can also access and manage your policy through our online portal [ZIO \(Zurich International Online\)](#) and carry out transactions such as online switching and change of contact details. Click [here](#) to log in or register. Please note that during this period, we will be unable to accept cheque payments towards your policy premiums. You are welcome to make your payments through an alternative method such as Telegraphic transfer, Direct Debit, Credit Card or Bank standing order.

Our chatbot, Zuri, on our [website](#) is also available for claims support and service-related queries.

Our contact details are:

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For complaints

Read our Complaints Procedure or

Email us at mecustomercomplaints@zurich.com

If you're facing financial challenges due to COVID-19, please let us know. We will do our best to help you maintain your policy without any additional burden to you or your loved ones.

Amid these extraordinary times, we would like to express our gratitude to you for being a Zurich customer. We are also indebted to our colleagues who have been very supportive in these challenging circumstances. Together, we would like to take the opportunity to assure you that you can count on us to be #ready for life.

Zurich International Life Limited is registered in Bahrain under Commercial Registration No. 17444 and is licensed as an Overseas Insurance Firm – Life Insurance by the Central Bank of Bahrain.

Zurich International Life Limited is authorised by the Qatar Financial Centre Regulatory Authority.

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