

Zurich Tele-Interview Service

Helping protect you during the current COVID-19 period



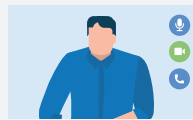
At Zurich, we remain committed to protecting you through uncertain times. As part of our promise to help you stay in control of your financial future during this period, we have introduced Zurich Tele-Interview.

With the Zurich Tele-interview service, a medical practitioner will complete the underwriting form required for your life insurance application on your behalf allowing you to get the right level of cover quickly and easily.

This service is applicable on International Term Assurance and Decreasing Term Assurance products for mortgage and facility-related cases only, with evidence of loan offer letter or conditional assignment.

Fast and easy arrangement

- ✓ A Zurich Tele-Interview representative will contact you to set up an appointment time, which will be confirmed with you on the day prior.
- ✓ Interviews can start between 8.00am and 5.00pm, Saturday to Friday.
- ✓ At the agreed time, a Zurich medical practitioner will contact you and conduct the phone interview.



Seamless process

- ✓ The interview will only take between 20 and 30 minutes to complete.
- ✓ For verification purposes, the interviewer will request for confirmation of phone number, email address and ID number (EIDA or Passport number).
- ✓ In the phone interview, questions such as family medical history, details of current height and weight, personal medical history and doctor's details will be asked. Keep this information at hand to help you answer these questions.

Next steps

- ✓ All the information collected during the interview is sent back to you to check and agree to the disclosures made. All responses will be sent to Zurich Helppoint: helppoint.uae@zurich.com.
- ✓ If any details are incorrect, incomplete, or omitted, relevant changes or additions will have to be done and sent back to Helppoint.
- ✓ If further information is required following the interview, your financial adviser will be advised.



We hope you find this service helpful in these unprecedented times. Stay safe and be Ready For Life.

Important Notice – Information provided by Tele-interview

The information provided by you in this tele-interview will be documented/recorded and used to assess your application for insurance cover. Your duty of disclosure will apply during the course of this tele-interview.

You must check the written copy of the information we recorded for any errors or omissions and advise us of any changes in medical or physical conditions, and of any visits to medical service providers. This means that you must advise us of any changes to the information provided in your application (including information provided in the course of a tele-interview) up until the date that we confirm that the application has been accepted or declined. Kindly inform us of any correction, omission or additional information within 5 working days to comply with your duty of disclosure.

Your Privacy

The personal information requested is collected and used by Zurich International Life Limited (the Company) as Data Controller in line with the Data Protection Policy. Full details can be found online at <https://www.zurichinternational.com/en/zurich-international-life/about-us/privacy> or contact us for a copy.

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. Zurich International Life Limited is registered (Registration No. 63) under UAE Federal Law Number 6 of 2007, and its activities in the UAE are governed by such law. Zurich International Life is a business name of Zurich International Life Limited which provides life assurance, investment and protection products and is authorised by the Isle of Man Financial Services Authority. Registered in the Isle of Man number 20126C. Registered office: Zurich House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QZ British Isles. Telephone +44 1624 662266 Telefax +44 1624 662038 www.zurichinternational.com

