

# Zurich Z Track

## Application for Registration

### 1 Your application

To register, please complete this form, save it on your computer and email it as an attachment to your local contact as noted at the bottom of this page. We will confirm your initial password via email to the email address you nominate below.

### 2 Please provide your details

Company name		AFSL Number	
Business address			
Suburb		State	Postcode
Email		Telephone	

### 3 Nominating those who will have access ('Nominated persons')

You request access for the following people to Zurich Z Track and confirm the details supplied and accept the Terms and Conditions attached.

Name for access	Email address

Signature	Date
	/ /
Name	Position

**Brokers** – Please note: If you wish to have your client obtain access to these reports they will need to complete and sign a copy of this form for access to be granted.

**Customers** – If we receive a request for access direct from a customer we will advise your broker.

### 4 Zurich Z Track contacts

**Brokers: For all new registrations please forward this form to [ebus.giadmin@zurich.com.au](mailto:ebus.giadmin@zurich.com.au)**

**Clients/Customers:** For any customer registrations or for general enquiries in regards to this system please contact your local Claims Account Manager.

**Gemma Churchill**  
 Claims Account Manager – NSW & ACT  
 Phone 02 9995 3864  
 Email [gemma.churchill@zurich.com.au](mailto:gemma.churchill@zurich.com.au)

**Jennifer Hammond**  
 Claims Account Manager – VIC & TAS  
 Phone 03 9940 6479  
 Email [jennifer.hammond@zurich.com.au](mailto:jennifer.hammond@zurich.com.au)

**Robert Stansfield**  
 Claims Account Manager – QLD  
 Phone 07 3864 6115  
 Email [robert.stansfield@zurich.com.au](mailto:robert.stansfield@zurich.com.au)

**Anthony Mills**  
 Claims Account Manager – WA  
 Phone 08 9261 1323  
 Email [anthony.mills@zurich.com.au](mailto:anthony.mills@zurich.com.au)

**Angela Gisa**  
 Claims Account Manager – SA & NT  
 Phone 08 8300 8612  
 Email [angela.gisa@zurich.com.au](mailto:angela.gisa@zurich.com.au)

**Mark Bossio**  
 Relationship Claims Account Manager  
 Phone 03 9940 6503  
 Email [mark.bossio@zurich.com.au](mailto:mark.bossio@zurich.com.au)

# Terms and conditions

You must read and accept these terms and conditions prior to using Zurich Z Track for Registration

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☐ I have read and accept the below Terms and Conditions.

☐ I do not accept the below Terms and Conditions.

## 1 Terms and Conditions for Zurich Z Track

**These Terms and Conditions apply to your use of Zurich's Z Track (also called the: "Application"). If you do not agree to these Terms and Conditions, you cannot use the Application.**

1. The content on the Application is made available by Zurich Financial Services Australia Limited (ABN 11 008 423 372) and its associated companies including Zurich Australian Insurance Limited (ABN 13 000 296 640), AFS Licence No: 232507 together referred to in these Terms and Conditions as "Zurich", "we" and "us".
2. All information on the Application relating to any products or services is only for the information of persons within Australia.
3. You must only access the Application for legitimate and lawful purposes and in accordance with any instructions or directions posted on the Application from time to time.
4. We may vary the terms on which you access the Application.
5. We may restrict, suspend, alter or terminate your access to or use of the Application at any time without cause and without notice to you.

### Registration and log in

6. As part of the registration process for the Application, we will issue each Nominated Person with a user name, initial password and two security questions. Each Nominated Person must select a new password and answer the two questions when first logging into the Application. The name, password and the answers to the security questions are together the Nominated Person's "User Identification Details". You must ensure all User Identification Details are confidential and secure against any improper or unauthorised use.
7. If the User Identification Details of any Nominated Person are given to another person, they may be able to access the Application. You are responsible for any action or instruction carried out in conjunction with the User Identification Details given to any Nominated Person and authorise us to act on any instructions that we receive in conjunction with the User Identification Details.
8. If you allow or authorise any person (such as an employee or representative) to use the User Identification Details of any Nominated Person to access the Application, you must ensure that their use is in accordance with these Terms and Conditions. You are responsible for ensuring that their access to the Application occurs only while you have authorised them to do so and that you change the password immediately that any such person ceases to work for you or as your representative.
9. If you become aware or suspect that:
  - (a) any User Identification Details (or any part of them) provided to you or a Nominated Person have been lost, stolen or misused;
  - (b) any unauthorised person has obtained knowledge of such User Identification Details;
  - (c) any person is accessing the Application without your authorisation; or
  - (d) the security of User Identification Details provided to you or a Nominated Person has otherwise been compromised,

### YOU MUST:

- (i) notify us immediately by telephoning Client Enquiries on 132 687 (or any other number that we advise from time to time); and
  - (ii) change the password for the relevant User Identification Details immediately.
10. You accept full responsibility and indemnify Zurich for any expense, loss or liability arising out of or in connection with any improper or unauthorised use of User Identification Details provided to you or a Nominated Person, except where you have previously notified us, in accordance with these Terms and Conditions, that the security of those User Identification Details has been breached.
  11. If you log in and there has been no activity or communication to our system for a period of time you may be automatically logged out of the application.

### Information may not be up to date and accurate

12. The information displayed in the application is updated regularly by Zurich. However, as the information about a claim is constantly changing, is in summary form and may have been provided by third parties, the information provided through the Application may not be accurate or up to date. It will not take account of certain transactions such as claims or payments not processed or those processed since the Application was updated. Accordingly subject to any law, we do not give any guarantee, representation or warranty as to the reliability, accuracy or completeness of the information on the Application. We also do not accept any responsibility or liability arising in any way (including by reason of negligence) for errors in, or omissions from, the information on the Application.
13. If you need information that is fully up to date and that needs to be relied upon, you must contact us directly and we will provide a separate confirmation to you.

## 1 Terms and Conditions for Zurich Z Track (continued)

### Intellectual property rights

14. All material available through the Application is owned by or licensed to Zurich and is protected by intellectual property rights. You agree not to access, download or otherwise use any material on the Application in any way not expressly authorised by us. You accept full responsibility and indemnify us for any expense, loss or liability that we incur as a result of any use by you of the material on the web site that is not expressly authorised by us.

### Links to third party sites

15. Links from the Zurich web site to pages on any other web site are provided for your convenience only and do not constitute a recommendation or endorsement by Zurich of the content of those pages. Use of these links and web sites is at your own risk. Zurich is not responsible for any information or material found on those linked pages, or any web sites of which they form a part. Each other website may have its own set of terms and conditions or policies for access.

### Disclaimers

16. Zurich will use reasonable endeavours to provide access to the Application at all reasonable times. However, subject to any law, Zurich does not give any guarantee, warranty or representation in relation to the availability or accessibility of the Application or any of the services available in the Application.
17. Use of the Application is at your own risk. To the extent permissible by law, Zurich excludes all warranties in relation to the information available from the Application, including all terms implied by statute, general law or custom and disclaims all liability arising out of, or consequent on, any:
- (a) access to, use of or reliance upon any information or material available through the Application;
  - (b) computer virus, communications failure, Internet access difficulties or malfunction in equipment or software affecting the Application, or your access to the Application or any information or material available in it;
  - (c) delay in the operation of the Application or any of the services or information available through the Application;
  - (d) disruption, unavailability or termination of access to the Application or any of the services or information available in the Application.
18. Zurich makes no warranty that the use or operation of the Application, or any aspect of the Application, will be uninterrupted or error-free, or that the Application or any of the services available on the Application or their functions are suitable for any particular purpose or have any performance, functionality or security features except as required by law.
19. Subject to any law, Zurich does not accept any responsibility, or owe any duty of care, to any person acting, or refraining from acting, as a result of any information or material in the Application.

### General

20. You agree not to attempt to disturb or damage in any way, any code, data or software associated with the Application or to otherwise adversely affect the operation of the Application.
21. Zurich may impose fees for use of the Application at any stage in the future.
22. These Terms and Conditions and your use of this Application are governed by the laws in force in the State of New South Wales, Australia. You agree to submit to the non-exclusive jurisdiction of the courts of New South Wales.
23. Any provision or any part of any provision of these Terms and Conditions that is invalid, illegal or unenforceable for any reason, will be ineffective only to the extent of such invalidity, illegality or unenforceability, without invalidating the remaining provisions of these Terms and Conditions.