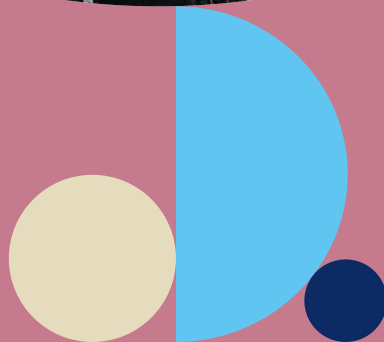


Supporting your recovery journey



Personalised wellbeing
and return to work services
to help you feel healthier



Personalised care when you need it most

We're here to partner with you on your journey towards better health.

We understand every recovery journey is unique. We're here to partner with you to feel healthier, and, where possible, we'll help with your return to work.

A study from the Royal Australasian College of Physicians shows that having a job can actually lead to better health¹. So, when you're ready, we can connect you with a range of support services that can help you reach your wellness and work goals. And the best part? All these services are chosen by our team of experts and provided at no additional cost to our customers on claim.

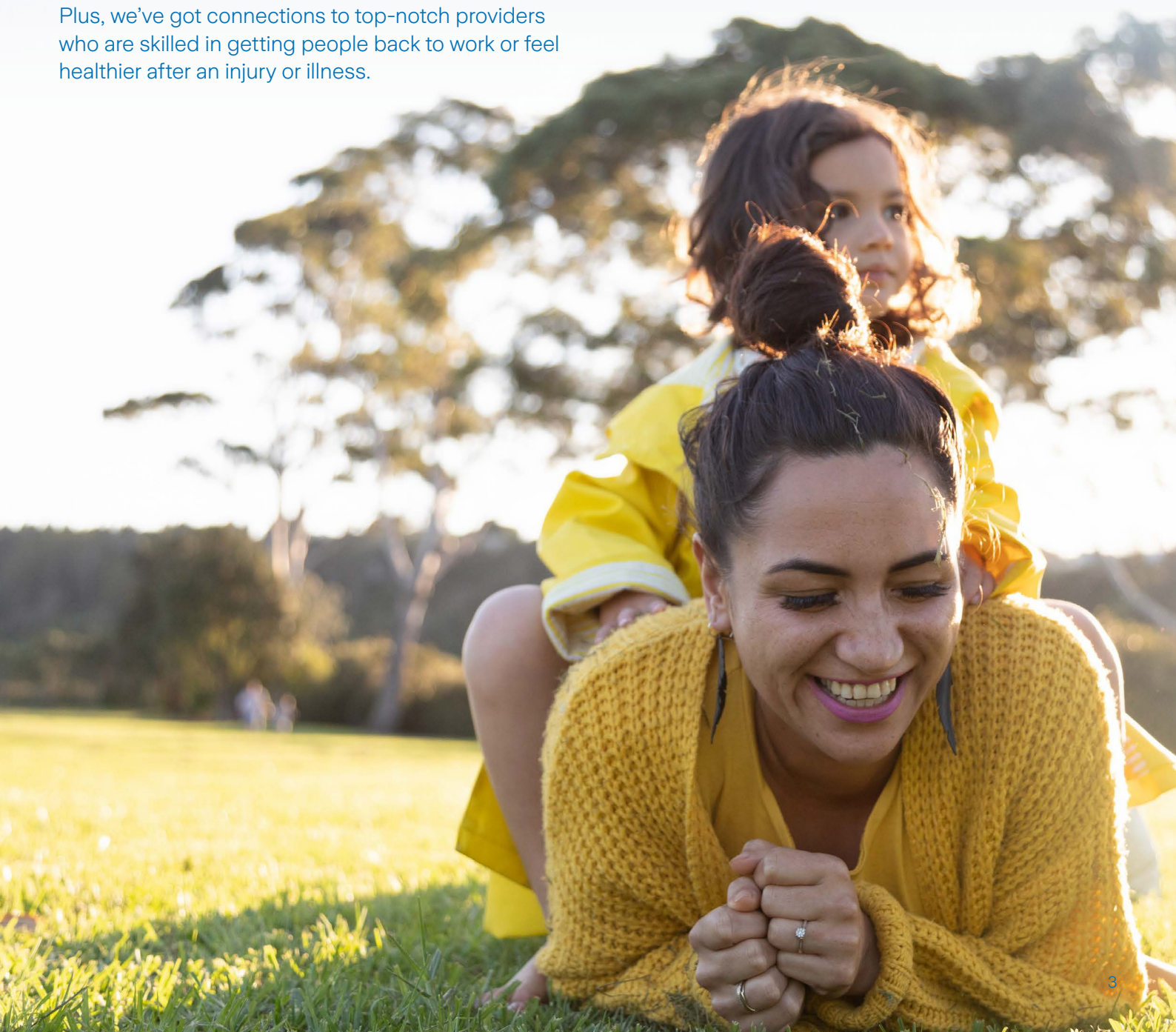
Of course, we understand that sometimes going back to work isn't the right goal for everyone, and that's okay. We'll still work with you to come up with a personalised plan to help you get to your best health.



You're in safe hands with our *expert* team

Our team is all about helping you achieve your recovery and work goals. We've got a great group of experts, including in-house claims, occupational rehab, and health specialists, who will work with you and your medical team to figure out the best plan of action.

Plus, we've got connections to top-notch providers who are skilled in getting people back to work or feel healthier after an injury or illness.



We take a whole, well-balanced view when it comes to your return to health.

A smooth transition back to work

We know that getting back to work after a serious injury or illness can be challenging. We're here to partner with you and your healthcare professionals, to find the right support service for you. Plus, we're here for you every step of the way, providing practical care that makes a real difference.

Depending on your specific needs, our support services may include:

| | |
|------------------------|---|
| Needs assessment | A check-in to understand which support services will be most helpful for you during recovery. |
| Work assessment | Evaluate on-site which job duties you can safely perform now or in the future. |
| Return-to-work program | Working with you and your employer to make sure you're coming back to work at a manageable pace. |
| Career counselling | Helping you explore different employment or retraining options if you can't go back to your previous job. |
| Job seeking support | Helping with your resume and interview skills. |
| Special equipment | Ensuring your return to work is safe and sustainable. |
| Business coaching | Finding ways to keep your business running smoothly during your recovery. |
| Executive coaching | Support to assist you back into an executive or management role. |



Thanks to Zurich's support, Tim was able to successfully transition to a new career and continue to provide for his family.

A practical example*

Tim, a 45-year-old builder and father of two, noticed a lump in his right arm and was subsequently diagnosed with a cancerous tumor. He had previously taken out an income protection policy with Zurich and his claim was accepted. Following surgery and chemotherapy, Tim's recovery was going well, but he was no longer able to perform all the physical tasks required of a builder.

To support Tim in his recovery and career transition, Zurich worked closely with him, his treating team, and a vocational specialist. Together, they explored potential new career options that would be better suited to Tim's current abilities. With Zurich's support, Tim decided to pursue a career as a project manager.

The vocational specialist also helped Tim gain work experience through internships and training programs and provided him with job-seeking assistance to help him secure a permanent position as a project manager.

*This example is hypothetical and is not meant to illustrate the circumstances of any particular individual. Before acting on this information, you should consider the appropriateness of the information, having regard to your needs, financial circumstances and objectives.



Steps for accessing our support services

- 1 We consult with you to understand your needs
- 2 We connect you with a suitable provider
- 3 Provider reaches out to you to discuss your return to health goals
- 4 Provider connects with your doctors to better understand your medical situation (with your consent)
- 5 Provider works with you and your healthcare team to help with recovery and safe return to work

To get started or find out more simply chat to your claims consultant or email: claims.rehabilitation@zurich.com.au



References

¹ RACP, Raising the Health Benefits of Work, 2015 - https://www.racp.edu.au/docs/default-source/advocacy-library/pa-health-benefits-of-work-evidence-update.pdf?sfvrsn=af75331a_6

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Important information

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