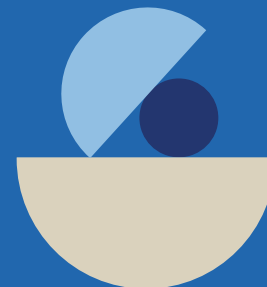




Guide to completing Z Alert

<https://travelandpa.zurich.co.uk/link/customer/universityofleeds>

Lauren Porch
November 2022



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Step 1 – Choose which type of claim you need to make (Will generally be Travel)

The screenshot shows a web browser window with the URL travelandpa.zurich.co.uk. The Zurich logo is at the top left. The main content area is titled "Z-Alert" and features two prominent white cards with blue borders. The left card is for "Travel" (including overseas medical expenses) and the right card is for "Personal Accident". Both cards have a "Start Claim" button. The background of the page is a blurred image of a blue suitcase and a doorway. At the bottom, there is a footer with the Zurich logo and a list of links: Contact Us, Modern Slavery Act, Legal, Privacy, Cookies, and Accessibility.

ZURICH



Z-Alert

Travel
(including overseas medical expenses)
[Start Claim](#)

Personal Accident
[Start Claim](#)

© Zurich [Contact Us](#) [Modern Slavery Act](#) [Legal](#) [Privacy](#) [Cookies](#) [Accessibility](#)

Step 2 –Complete the first screen

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Claim Information

Organisation

University of Leeds

7509094

Affected Person


Full Name*

Address*

Postcode*

Telephone*

Email*


Please choose Student / Staff accordingly* 


Travel Information

Is this claim for a University course or work related trip? No

Country travelling from*


Country travelling to*

Date of Departure* 

Date of Return* 

Trip/course details

Enter details here. *



Claim Approval



If 'Student' is selected:

The screenshot shows a form for 'Student' selection. On the left, a dropdown menu is open, showing 'Student' as the selected option. Below it is a 'Location*' dropdown menu. At the bottom of this section is a toggle switch for 'Are you claiming for yourself?' set to 'Yes'. On the right, the 'Claim Approval' section contains the instruction: 'Students please input insurance@leeds.ac.uk. Staff/Other, please provide the University of Leeds email address of your line manager or person who agreed to your travel on University business.' Below this instruction are two text input fields, both containing 'insurance@leeds.ac.uk'. At the bottom of the form are 'Cancel' and 'Next' buttons. A blue callout box on the right side of the form contains the text: 'There is only 1 option – select United Kingdom'. A blue arrow points from the callout box to the 'Student' dropdown menu.












If 'Staff' is selected:

The screenshot shows a form for 'Staff' selection. On the left, a dropdown menu is open, showing 'Staff' as the selected option. Below it is a text input field for 'Please Specify your Job Title*'. Underneath is a 'United Kingdom' dropdown menu. At the bottom of this section is a toggle switch for 'Are you claiming for yourself?' set to 'Yes'. On the right, the 'Claim Approval' section contains the instruction: 'Students please input insurance@leeds.ac.uk. Staff/Other, please provide the University of Leeds email address of your line manager or person who agreed to your travel on University business.' Below this instruction are two text input fields labeled 'Name*' and 'Email*'. At the bottom of the form are 'Cancel' and 'Next' buttons.

Step 3 – Choose which category your claim falls under

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Travel Claim Select

 Travel Expenses Cancellations, rearrangements and replacements	 	 Personal Effects Damage, theft, loss or luggage delay	 
 Medical Injury or hospital treatment	 	 Legal Liability	

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Step 3.a – Travel Expenses

First date of your trip (cancellation)
OR
Date the incident happened if within your trip period

If pre-trip input 'UK'
OR
Loss location if during the trip

Travel Expenses

Circumstances

Date

Location*

What is the cause of this claim?

Explain clearly and fully detail the loss

Compensation / Refund

Have you/the claimant received any compensation or refund as a result of this incident? No

Claim Items

Please tell us about any costs to be claimed for

Description

Currency Amount

Save Item

Supporting Documents

Please attach any evidence available to support this claim.

Add document

Should you not be able to provide your documentation in the file formats please wait until you have received our acknowledgement and we can advise how to share these documents with us.

Cancel Save

Please attach any documents as PDF only

Step 3.b – Personal Effects

Personal Effects

Loss location

Circumstances

Date of Incident

Nature of the incident?

Location*

How did the incident happen?

Claim Items

Please tell us about any costs to be claimed for

Description

Currency Amount

Was this item owned by you personally, or the business you work for?

Supporting Documents

Please attach any evidence available to support this claim.

Should you not be able to provide your documentation in the file formats please wait until you have received our acknowledgement and we can advise how to share these documents with us.

Please attach any documents as PDF only

Step 3.c – Overseas Medical Expenses

Loss location

The screenshot shows a 'Medical' form with three main sections: 'Circumstances', 'Claim Items', and 'Supporting Documents'. The 'Circumstances' section includes fields for 'Date injury sustained or expenses incurred', 'Location*', 'Name of facility where you/the claimant were treated', and 'Nature of the injury/illness*'. It also has toggle switches for 'Were you/the claimant advised before the trip that you/they were unfit to travel?' (set to 'No') and 'Did you/the claimant report this matter via Zurich Travel Assistance (ZTA)?' (set to 'Yes'). A 'ZTA reference number' field is also present. The 'Claim Items' section has a 'Description' field, 'Currency' dropdown, and 'Amount' field, with a 'Save Item' button. The 'Supporting Documents' section has an 'Add document' button and a note about providing documentation in file formats. At the bottom are 'Cancel' and 'Save' buttons. A callout box on the left points to the 'Location*' field, and two callout boxes on the right point to the 'ZTA reference number' field and the 'Add document' button.

Medical

Circumstances

Date injury sustained or expenses incurred

Location*

Name of facility where you/the claimant were treated

Nature of the injury/illness*

Were you/the claimant advised before the trip that you/they were unfit to travel? No Yes

Did you/the claimant report this matter via Zurich Travel Assistance (ZTA)? No Yes

ZTA reference number

Claim Items

Please tell us about any costs to be claimed for

Description

Currency Amount

Save Item

Supporting Documents

Please attach any evidence available to support this claim.

Add document

Should you not be able to provide your documentation in the file formats please wait until you have received our acknowledgement and we can advise how to share these documents with us.


Cancel Save


If you have contacted Healix and are 'paying & claiming' or claiming for out-of-pocket expenses input their reference here


Please attach any documents as PDF only


Step 4 – Overview of claim details

Travel Claim Select

**Travel Expenses**
GBP 365.00

**Medical**
Injury or hospital treatment

**Personal Effects**
Damage, theft, loss or luggage delay

**Legal Liability**

Contact Details

test	test@test.com
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Travel Information

From	United Kingdom
To	Spain
Date of Departure	29/10/2022
Date of Return	12/11/2022

Claim Totals

GBP	365.00
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Trip Approval

test	test@test.com
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Step 5 – Payment details

Payment Information

Bank Details

Please provide payment information. Without this information, there may be a delay in processing this claim.

UK Bank Account? Yes

Payee Name _____

Bank Name _____

Sort Code _____ Account Number _____

Confirmation


Please sign in the space below. By doing so, you are declaring that all answers are correct to the best of your knowledge.

Confirm Email Address _____

[Back](#) [Submit Claim](#)

Make sure this is set to 'Yes'

Step 6 – Claim submitted



Thank you for submitting this claim.

This claim has been sent to **test** for approval.

[Download Claim PDF](#)

What happens next?

- You will receive an email to advise you once the claim has been approved.
- It will then be submitted to our Claims Team for review.
- If the claim is not approved, you will receive an email letting you know and outlining the next steps you can take.