



# Risk Engineering products and services



## Non-fee based products and services

Printed materials including Risktopics and white papers online  
<http://www.zurichservices.com/>, select e-tools

Knowledge Navigator - Web based search engine with access to Zurich's risk engineering technical information  
<http://www.zurichservices.com/>, select e-tools

On-Line Claim Reporting - website based ability to report claims by simply completing the on-line claim form  
<http://www.zurichna.com/zna/services/contact>

Customer fleet seminars - providing customers the knowledge and understanding of both regulatory management and comprehensive Risk Engineering program elements  
<http://www.zurichservices.com/>, select training and seminars

## Fee based management tools

### 10-4 Defense

- Pro-Style driving multi-media training system
- Available on DVD in both Business Auto or Trucking Fleet formats
- Contact Mark Vereen at [mark.vereen@zurichna.com](mailto:mark.vereen@zurichna.com)

### Train First

Library of over 300 courses including defensive driving and hazmat employee training

- Competitively priced 24/7 web-based system with finger tip course selection and scheduling
- Multi media format utilizing adult learning techniques
- Mastery-based courses to ensure learning occurs and provide bullet proof documentation  
<http://www.zurichfrol.com/>

### Virtual Consulting

Single source online access to safety information

- Industry and coverage focused information through a single resource rich portal
- Printed materials including white papers, Zurich Risktopics, forms, policies and procedures  
<http://www.zurichservices.com/>

### Virtual Risk Manager – Fleet

24/7 Internet based driver and fleet management system

- Driver risk assessment tool for analyzing MVR's, DOT citations and company safety policies
- Interventions to change driving behavior and reduce risk of accidents  
<http://www.zurichservices.com/>

This is intended as a general description of certain types of risk engineering services available to qualified customers through Zurich Services Corporation. Zurich Services Corporation does not guarantee particular outcomes and there may be conditions on your premises or within your organization which may not be apparent to us. You are in the best position to understand your business and your organization and to take steps to minimize risk, and we wish to assist you by providing the information and tools to assess your changing risk environment.