

Managing Director Statement



"Gallagher Bassett is committed to providing the highest level of service to our valued customers. We are passionate about what we do and the outcomes we deliver to our customers, our people and the community.

Customer service is the bedrock of our approach to claims management. We measure our success by our clients' success; fewer claims, faster claims resolutions, more efficient claims administration and improved customer experience.

This customer service charter defines for you, our customers, how we will achieve our service objectives. We will use this customer service charter to set standards for ourselves, to measure our performance against our commitments to you and to continuously focus on your needs."

- Jon Winsbury, Managing Director

Customer Feedback:

- We encourage feedback from you in relation to your service experience with Gallagher Bassett.
- We encourage and record all forms of contact, be it complaints, compliments or suggestions for improvement.

To provide us with customer feedback, you can do this in several different ways:

Our website: www.gallagherbassett.com.au (look under Contact Us)



Mail

A hardcopy form is available upon request



Phone

Contact us on the relevant numbers below



Email

Email us directly on the relevant email address below

Victoria

Locked Bag 3570, GPO Melbourne Vic 3000

Phone 1800 446 062
+61 3 9297 9000

Email customerfeedback_vic@gbtpa.com.au

New South Wales

Locked Bag 912, North Sydney NSW 2059

Phone 1800 007 033
+61 2 9464 7111

Email customerfeedback_nsw@gbtpa.com.au

Queensland

GPO Box 14, Brisbane Qld 4001

Phone +61 7 3005 1900

Email customerfeedback_qld@gbtpa.com.au

South Australia

9 Glen Osmond Rd, Eastwood SA 5063

Phone +61 8 8357 2655

Email customerfeedback_sa@gbtpa.com.au

Auckland

PO Box 8971, Symonds St, Auckland 1150

Phone +64 9 966 1760

Email customerfeedback_nz@gbtpa.com.au

Service Charter



We manage claims... better

Gallagher Bassett Service Charter

This service charter outlines Gallagher Bassett's service commitment to you, our customers. We are committed to providing high quality customer service in all interactions with our customers without discrimination. Underpinning our philosophy is a customer focused ethic, based on pro-active and timely delivery of service to all external and internal stakeholders and a willingness to actively seek feedback regarding your service experience.

About Gallagher Bassett

Gallagher Bassett is Australia and New Zealand's claims management specialist. Our focus is refreshingly simple; we manage claims on behalf of insurers, brokers, government bodies and self-insured organisations. We manage claims with dedicated focus and passion. Drawing on our global network and extensive local resources, Gallagher Bassett provides customised claim and risk mitigation solutions that improve our client's claims management performance.

The Gallagher Way

Supporting our customer focused culture is a strategic vision, purpose and aligned set of values known as 'The Gallagher Way'.

Our Vision:

Gallagher Bassett is recognised as the "go to" business partner in third party administered claims management services.

Our Purpose:

- To foster long term relationships with our customers by providing them with solutions that help them meet their goals.
- To support our people, allowing them to realise their full potential.
- To deliver to our owners a sustainable, profitable and growing company.

Our Values:

We care for our customers, our people, our owners, the community and their future. Our Core Values reflect our beliefs. They form our unique culture and are the ingredients that unite Gallagher Bassett towards our purpose.

Our Core Values are:

We believe our **people**... *are our strength*

We **trust**... *our people*

We **lead**... *by example*

We are **accountable**... *and accept responsibility*

We take **pride**... *in who we are and what we do*

We **deliver**... *for our customers*

What you can expect from Gallagher Bassett:

Accessibility:

- We will acknowledge, by phone or in writing, all written customer enquiries within five business days.
- We will make every effort to speak with you each time you call us, however if we are unavailable we will return your phone call within one business day.
- We will contact all relevant stakeholders when we make a decision that will affect your claim.
- You will have a dedicated case manager to assist you through the claims management process.

Accountability:

- We will make claim payments within relevant legislated or agreed timeframes.
- We will acknowledge and explain what to expect if we are unable to immediately resolve your requests.
- We will measure our performance against this service charter and encourage customer feedback to continuously improve our service performance.
- We will maintain an objective customer feedback process.

Transparency:

- We will adhere to the highest standards of ethical behaviour at all times in your dealings with us.
- We will advise you of your rights and entitlements.
- We will explain our decision making process and respect your rights to seek a review of our decisions.

Customer Focus:

- We will contact all stakeholders within two business days of receiving a new claim.
- We will treat you with dignity and respect in all of our dealings with you.
- We will keep you up to date with your obligations and let you know what you can expect from the claim management process.
- We will actively seek your feedback regarding our service performance.

Privacy:

- We will respect the privacy and confidentiality of your personal information.
- We will value the personal information you give us and will take all precautions to prevent unauthorised access to that information.
- We will, with your help, keep your personal information accurate and up to date.
- We will provide you with access to our privacy policy through our website (www.gallagherbassett.com.au).