



myGB

CLIENT BENEFITS DESIGNED
WITH YOU IN MIND



DESIGNED FOR YOU

Whether it's helping our clients improve the safety culture of their workplace, getting a motorist's car back on the road or assisting an injured worker to get their life back on track, our claims management is all about putting people first.

myGB is a suite of client services designed to make sure you receive a personalised, valuable and user-friendly solution. From powerful tools to manage your claims smarter to little extras which ensure you'll love our services, every myGB benefit is designed with you in mind.

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TEAM

myGBteam is the heart of myGB: it's the dedicated team who will support you and your business.

- ✓ Dedicated Account Manager & Exec Director
- ✓ Claims team
- ✓ Client engagement

myGB



EDUCATION

myGBeducation provides fantastic training to benefit you, your organisation and your career.

- ✓ Complimentary Training
- ✓ Online Learning
- ✓ Client Seminars

myGB



ONLINE

myGBonline helps you manage your claims smarter and more efficiently through a suite of tools and applications.

- ✓ Online Reporting Portal
- ✓ GuideLine Injury Assistance Hotline
- ✓ Injury Edge and WebWatch

myGB



EXTRAS

myGBextras provides you with additional benefits that go beyond what you'd expect from a claims management provider.

- ✓ Wallet Cards
- ✓ GB GiftBox
- ✓ GB Assist

myGB



TEAM

Dedicated Account Manager & Executive Director

Your dedicated account manager acts as a single point of contact between your business and GB, understanding your business and providing advice to improve your claims performance. Your dedicated Executive Director will review your portfolio annually and visit your business, providing strategic advice focused on achieving your objectives.

Your Claims Team

We provide your business with a dedicated claims team, lead by an experienced Team Manager and supported by a highly qualified team of specialists.

Client Engagement

We build strong, lasting partnerships to understand your business and provide you with advice and claims strategies that meet your business objectives. Our structured approach includes:

- ✓ Service Reviews
- ✓ Executive Reviews & Visitation
- ✓ Service Level Agreement

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EDUCATION

Complimentary Training

GB gives you access to over a hundred different training sessions presented by qualified trainers:

- ✓ Claims Management
- ✓ Contractor Management
- ✓ Premium Management
- ✓ Risk Management
- ✓ Injury Management
- ✓ Legislative Compliance

Online Learning mygbled.gallagherbassett.com.au

GB's online learning system gives you 24/7 access to our most popular training modules, as well as the ability to manage your registrations and certificates for face-to-face sessions.

Client Seminars

GB hosts regular seminars focused on educating our clients and providing updates on topical issues in the industry.

97%

CLIENT SATISFACTION WITH
BUSINESS ACCOUNT MANAGER

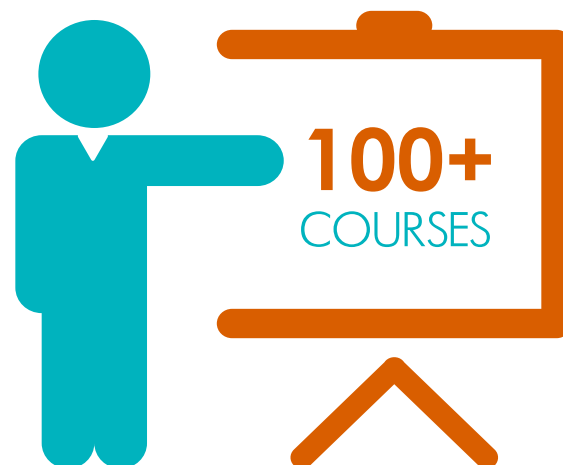
9/10

CLIENTS WOULD

RECOMMEND GB
TO ANOTHER
ORGANISATION

>94%

OF OUR CLIENTS
SAY THAT GB
UNDERSTANDS THEIR BUSINESS



“

GB has shined with their good knowledge and good service. They have always provided prompt and professional claims management solutions.

Lawrence D'Lima
Director, People & Culture Advisory Services
Victoria University

myGB

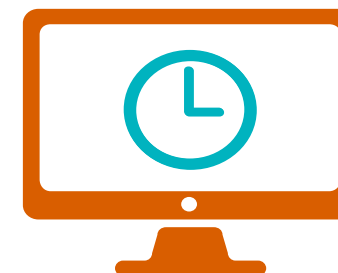


ONLINE

Online Reporting Portal

Our self-service reporting and data analysis portal give you powerful claims intelligence. Get the big picture with customisable dashboards or zoom in on individual claims.

- ✓ 24/7 self service access
- ✓ Customise reports and dashboards
- ✓ Fast, secure document sharing



ONLINE ACCESS
24/7/365

GuideLine Injury Assistance Hotline

GB's GuideLine service provides 24/7 access to triage health professionals to assess, report and provide treatment following an injury, illness or incident. GuideLine provides your employees with a meaningful staff benefit while reducing claims duration.

Injury Edge

GB clients get discounted access to Injury Edge, GB's online injury management tool which helps you efficiently capture, manage, track and report on your workplace injuries.

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EXTRAS

Wallet Cards

GB provides claimants with injured worker wallet cards. These plastic cards contain key claims and contact information, simplifying communication and reducing administration.

GB WebWatch

GB WebWatch helps clients deliver better service, make more effective decisions and reduce risk through non-intrusive online surveillance and social media profiling.

GB GiftBox

GB clients get discounted access to a range of apps and web services, including Skillshare, Canva, Happify, iAuditor and Movement Mecca.

GB Assist

GB offers a suite of consultancy services for your business.

- ✓ OHS Consultancy
- ✓ Catastrophe Management
- ✓ RTW Management
- ✓ Auditing & Compliance
- ✓ Self Insurance Advice

“

We changed to GB from another provider and it was the best move we have made. The GB staff are always available and helpful.

Peter Sharp
OHS/RTW Coordinator, Collins Transport Group

“

The applicability of myGB across my organisation is spectacular. The service, follow up and value added products that GB offer just reinforce the strong, ongoing commitment that GB have to health, safety and employee injury management.

The myGBonline portal is simply the best on the market. It allows us to extract data, graphs and costs and communicate these to all levels of the organisation. Our company has always put safety first and this portal allows us to maintain a continual improvement process.”

- Jeremy White
Safety Administration Officer
Keppel Prince



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