

Motor Claims Management



Gallagher Bassett (GB) are claim management specialists. One area of expertise is the management of claims arising from various motor vehicle fleets, damage sustained to third party vehicles as a result of the use of car washes, motor vehicle recoveries and fuel contamination claims. GB manages motor claims on behalf of government departments, major Australian insurers and self-insured clients who operate motor and heavy vehicle fleets.

We have a team of motor and fleet claims specialists throughout our offices in Brisbane, Sydney and Melbourne with experience in the following classes

- domestic and light commercial
- heavy commercial
- articulated vehicles and plant
- bus and coaches
- motor cycles
- prestige and vintage cars

Why choose GB

- GB has the capability to manage claims anywhere in Australia and New Zealand.
- We proactively manage claims to prompt settlement.
- We deliver outcomes for our clients.
- Management of service providers including motor assessors, investigators and network repairers to ensure compliance with service standards and repair quality.
- Proven track record in client retention, controlling claims costs and minimising leakage.
- We specialise in the early identification and pursuit of recovery and salvage.
- We are consistently subject to external audits from APRA, reinsurers, insurance ombudsman service and clients.
- Flexible and tailored reports specific to client requirements and customised to client risk mitigation strategies.

The GB approach

Each account is tailored to accommodate client's requirements including service standards and dedicated business procedures.

We recruit experienced claims staff and form dedicated teams for each account.

Minimisation of claims leakage through focus on fraud mitigation protocols and specialised product training.

Third party litigation is minimised through effective negotiations.

RISX-FACS®, our proprietary claims and risk information system, is available to clients for the management of claims and incidents.

The key feature of RISX-FACS® is its proven ability to provide the information and control required to increase efficiency, reduce loss and save money.

Our results

We have managed in excess of 120,000 first and third party motor claims for some of Australia's largest organisations.

We have administered in excess of \$130 million in motor first and third party claim payments.

Stringent processes to ensure cost effective and timely repairs.

GB's risk management initiatives have resulted in:

- 17% reduction in incident notifications
- 13% reduction in lag time
- 32% reduction in total claim payments
- The elimination of multiple incidents by the same drivers
- The identification of incident causes and modification of client practices.

For more information about how Gallagher Bassett can offer the best solution for your organisation, please contact us.



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