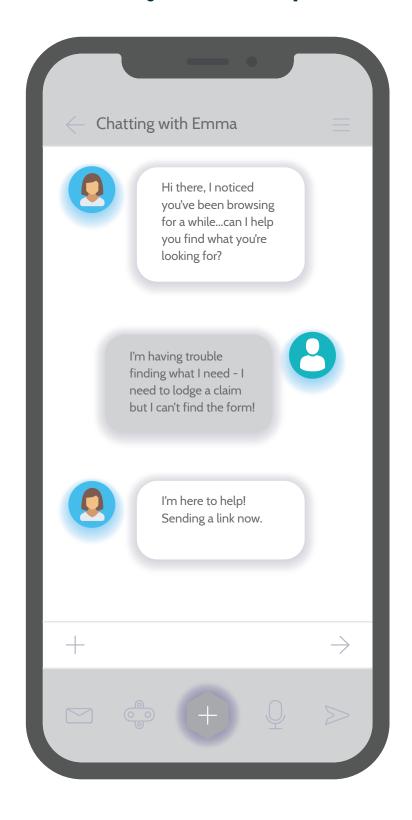




myGB Let's Chat

chat instantly with an experienced claims manager





Mobile-ready for support on the go

The benefits of pre-claim engagement

The myGB Let's Chat service is designed to engage with claimants before they lodge a claim.

Incident occurs

Claimant researches entitlements and eligibility Claimant educates self about lodgement Claimant completes claim form Claimant submits claim Initial call from case manager Eligibility

Engagement through myGB Let's Chat

Traditional engagement

Why does this matter?

All claims go through the same process - but myGB Let's Chat let's you get engage with claimants from the very beginning. This pre-engagement means:

For claimants

Advice and support for lodging claims

Updates and continued contact throughout the claim

Quicker turnaround on claims settlement

For organisations

Improved customer service and fewer disputes Earlier triage
of claims,
ensuring the
claims process
is started
sooner

Reduced claims duration means lower claims costs

For more information about how myGB Let's Chat can benefit your organisation, please contact us.



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