

GENERAL INSURANCE

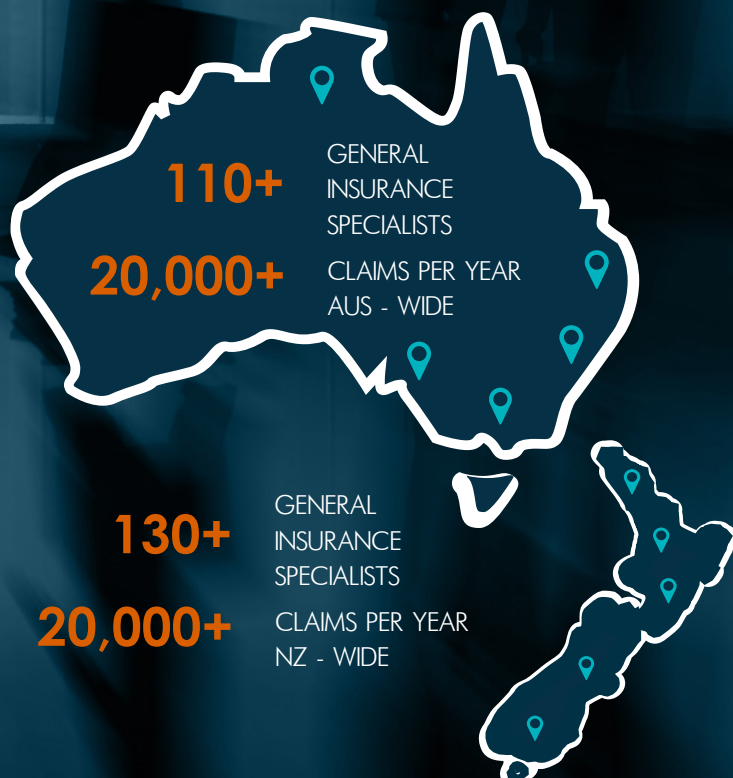
CLAIMS MANAGEMENT SERVICES FOR ALL CLASSES OF INSURANCE

ABOUT US

Australasia's largest Multi Disciplinary
Third Party Claims Administrator.

Through our parent company Gallagher
Bassett has been acknowledged as one
of the world's "most ethical companies"
by the Ethisphere Institute , for six years
in a row to 2017.

- ✓ Loss Adujusting
- ✓ Claims Management
- ✓ Project Management
- ✓ Injury Management
- ✓ 200+ staff in New Zealand, 900+ in
Australia and 400+ worldwide
- ✓ Proven ramp up capability for scale events
- ✓ Award winning risk management program



CORE PRODUCTS



**Motor &
Machinery**



Property



**Accident &
Health**



Liability



Catastrophe



Liability

CORPORATE GOVERNANCE

“

GB represented a “no risk” partner for us as far as APRA’s regulatory requirements were concerned, due to their robust corporate governance protocols and disciplines.

None of the other options that I met with had already got in place processes, procedures, documentation and testing that would meet the APRA standards that a licensed insurer such as W.R. Berkley require from a partner.

”

Barbara Stenning, National Head of Claims
W.R. Berkley Insurance Australia



Gallagher Bassett is renowned for its claims management expertise and robust approach to corporate governance. There are six individual components that make up GB’s corporate governance model.

OUR COMMITMENT

Portfolio Savings

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Reducing portfolio liabilities

GB reduces portfolio management through robust cost containment strategies.

- Reduction in average life of claim metrics across liability, property & strata products
- Initial reserves within 20% of total incurred on complex liability portfolios
- Initial reserves within 10% of total incurred on property portfolios

Service Delivery

⚙️

Understanding your business

GB will understand your business to ensure our claims management services align to your strategic goals.

- Dedicated implementation and transition plans
- Documented claim handling manuals and supporting documents
- Tailored communication program
- Quarterly structured Service Review Board Framework

Customer Satisfaction

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Protecting your brand

GB deliver best-practice customer service, ensuring all your stakeholders are satisfied and your brand is protected.

- Flexible white label branded service
- Tailored client relationship framework
- Stakeholder communication protocols
- Tailored reporting framework
- Transparent customer service initiatives

Corporate Governance

✓

Stakeholder control frameworks

GB’s corporate governance framework provides you with the necessary peace of mind around business risk, SLA adherence and contractual compliance.

- Operational and peer internal audits
- SLA-focused control framework
- Provider management protocols
- Regulatory risk-free approach
- Validated complaints < 3%
- SLA adherence > 95%

Portfolio Visibility

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Portfolio trends & management intel

GB provides proactive oversight of portfolio performance and trending to assist underwriting modelling.

- National product focus
- Risk-focused reporting
- Portfolio trend analysis
- New claim alerts 24/7
- Reserve estimate alerts 24/7
- Real time system access
- Tiered organisational reporting



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

Jon Winsbury - Executive Vice President -
Gallagher Bassett International



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