



GALLAGHER BASSETT

CUSTOMER SERVICE CHARTER

Gallagher Bassett's Service Commitment

OUR CUSTOMER SERVICE AGREEMENT

Gallagher Bassett is committed to providing the highest level of service to our customers.

We are passionate about what we do and the outcomes we deliver.

Customer service is the bedrock of our approach to claims management. We guide people at a vulnerable time to achieve the best outcomes for their health and financial wellbeing. We guard the assets of those who trust us to manage their claims and risk programs, and we exceed expectations in the continuous pursuit of a better way.

"Here at GB, we are committed to providing high quality customer service in all interactions with our customers. Our service charter outlines how we will achieve our service objectives for you, our customers."

Pete Nicholson

Chief Executive Officer

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 client centric 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 and insurance policy administration specialist. Our focus is refreshingly simple; we manage claims and insurance policy administration services on behalf of insurers, brokers, government bodies and selfinsured organisations, with a dedicated focus and passion. Drawing on our global network and extensive local resources, Gallagher Bassett provides customised solutions that deliver superior service and improve our clients' financial performance

The Gallagher Way

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

Our Vision

To be the premier provider of risk & claims management services throughout the world, with demonstrably superior outcomes.

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 Commitment

We will:

- return your call within 1 business day if we are unavailable when you call
- acknowledge all enquiries by email within 2 business days
- reply to all written enquiries within 3 business days
- acknowledge complaints within 2 business days and respond within 5 unless otherwise agreed
- contact all stakeholders within 2 days of receiving a new claim
- contact stakeholders within 2 days of making a decision affecting your claim.

Accountable

We will:

- make claim payments as required by legislation or an agreed timeframe
- explain what to expect if we are unable to promptly resolve your requests
- regularly measure our performance against this service charter
- encourage customer feedback to help us continually improve our service.

Client Centric

We will:

- treat you with dignity and respect in all our dealings with you
- update you on your obligations and what to expect from the claims process
- actively seek your feedback regarding our service performance.

Privacy

We will:

- respect the privacy and confidentiality of your personal information
- take all precautions to prevent unauthorised access to your valued information
- work with you to keep your personal information accurate and up to date
- provide you with access to our privacy policy through our Gallagher Bassett website.

WE DELIVER FOR OUR CUSTOMERS



CONTACT US

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