

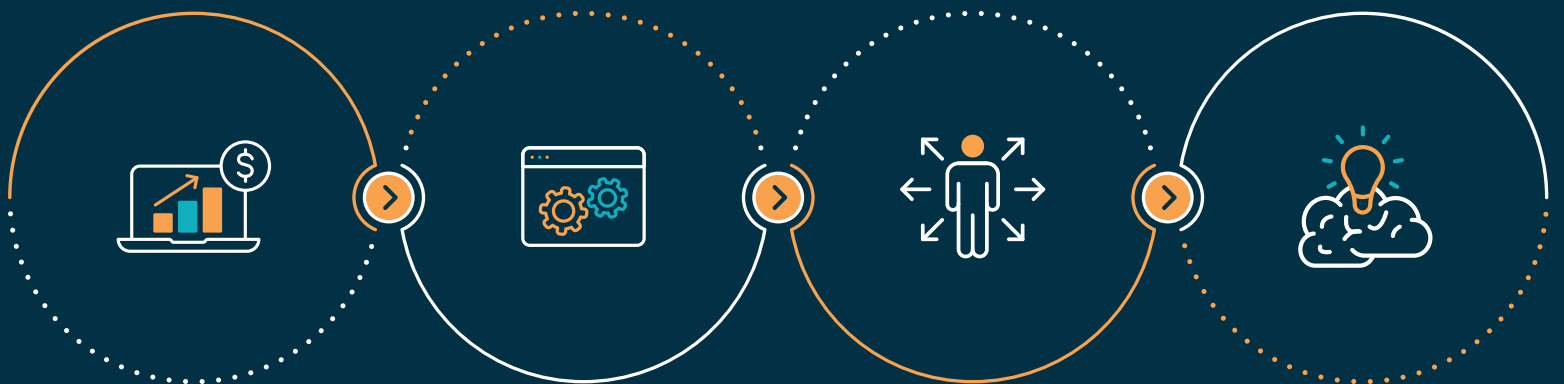
# YOUR NEXT BIG OPPORTUNITY IS ALREADY HERE

## DISCOVER NEW OPPORTUNITIES TO DRIVE BUSINESS PRODUCTIVITY, GROWTH AND EXPANSION

Within a dynamic insurance marketplace, the ability to continuously develop products, expand in markets, delight customers and keep pace with technology are vital to your long term success. Across the world insurance carriers are capitalising on opportunities aligned to these priorities through strategic outsourcing partnerships with Gallagher Bassett (GB).

GB has been an expert in risk and claims management solutions since 1962. Our Carrier Practice model was built in collaboration with carriers and provides a dedicated cross-functional team focused entirely on the unique objectives of insurance carriers. We build integrated claims management programs aligned and tailored to each carrier's specific business goals and internal operations.

## DELIVERING VALUE TO YOUR BUSINESS



### Increase profitability

through superior outcomes, underpinned by GB's best practice claims management and cost containment strategies to reduce loss costs and unallocated expenses.

### Enhance your brand

through a tailored customer experience based on your go-to-market strategy.

### Outpace your competitors

with industry-leading analytics and digital competency powered by our enterprise component-based LUMINOS system.

### Proactively address claims industry challenges

such as talent recruitment and development, the ever-changing regulatory landscape, and managing catastrophe surge claims.

# SUPERIOR OUTCOMES

GB's Carrier Practice is a dedicated, cross-functional team assembled to meet the unique goals and objectives of insurance carriers.

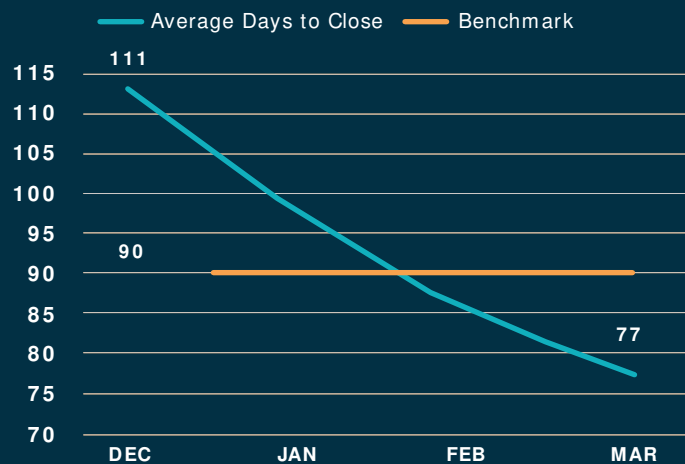
It embeds quality assurance services, expert large loss oversight, and reserve development analytics, all of which are tied to an insurance carrier's claims management targets. GB's dedicated team executes all aspects of the insurer's prescribed claims adjudication and leverages innovative decision support tools.

## ANALYTICS CASE STUDY

### Using Luminos Analytics Reporting to Identify Claim Trends

GB was allocated 5,662 claims by a large insurer. Using Luminos analytics, GB immediately identified an array of portfolio improvement opportunities which would have an impact on customer experience and financial outcomes. GB reviewed the portfolio on a granular basis, claim by claim to determine claim cohorts for strategies to improve the position particularly around claim lifecycle. Within 4 months, we had closed over 75% of these claims, and have steadily reduced the average days to close claims over this period.

### Claims Life Cycle - Property Claims



## FOR MORE INFORMATION CALL

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# SUPPORTING INSURERS ACROSS THE GLOBE

## TAILORED CUSTOMER EXPERIENCE

"We share a number of common values with GB including a strong dedication to customer service, a desire to use innovative technology to provide solutions to customers and forming partnerships to deliver effective change."



Group Executive  
Large State-Based Insurer

## CUTTING-EDGE TECHNOLOGY

"We found ourselves lagging behind the market. GB's investment in their analytics and reporting platform was a big reason we selected them as a partner – it is state of the art. In addition to providing consistently high quality technical claim service, GB also provides access to a claims system which allows clients real time access to claim status and detailed financial data."



Director of Quality Assurance & TPA Relationships  
National P/C Carrier

## SUPPORTING CLAIMS INDUSTRY CHALLENGES

"In 2020 a number of severe weather events brought heavy rain, wind and hail to the eastern parts of Australia, with Queensland, NSW, ACT and Victorian communities being affected. During this period, seven separate and distinct ICA events were declared. As a result of the combined events, GB was requested to rapidly deploy 65 staff via two specific requests to manage motor and property claims. All staff were recruited and on-boarded within 22 business days from engagement and in a two month period, this team received over 7,500 claims and managed over 42,000 calls."



Director of Claims  
National P/C Carrier

## ENABLING GROWTH OPPORTUNITIES

"GB provided the expertise and support we needed to expand our workers' compensation underwriting footprint. We were entrenched in an especially soft market and our growth levers were few – so we branched out into new geographies. GB's branch network and transition strategy enabled this successful endeavor – we look forward to growing our partnership."



Head of National Accounts, Underwriting  
National P/C Carrier

2.86M  
Claims Managed

491,251  
New Claims

200+  
Clients

\$5.76B  
Claims Value (USD)