



# GB DEFENSE BASE ACT EXPERTISE

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The growing reliance the U.S. Government has placed upon civilian support has created a unique set of challenges for Contractors working overseas in hazardous zones. Few Third Party Administrators have the resources or expertise to conquer those challenges, including those created by work-related injuries from a multi-national workforce. In response, Gallagher Bassett has assembled experienced units with the specialized resources and the expertise needed to address the associated risks. This expertise, coupled with our industry-leading technology, makes us the premier provider for handling Defense Base Act claims.

## STRENGTH

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- GB was rated Most Highly Regarded Insurer/TPA by the Advisen Claims Satisfaction Survey
- GB's system was rated TPA Leader in 2020 RMIS Report recognition
- Gallagher was recognized by the Ethisphere Institute as one of the World's Most Ethical Companies – 10 years running
- Single ownership since incorporation in 1962
- GB has physical locations in the U.S., Canada, United Kingdom, Australia and New Zealand
- We have a network of affiliate relationships enabling us to provide services throughout the world
- Dedicated Federal Branch with experienced DBA professionals
- Strong financials with \$977M+ million revenue

## TECHNOLOGY

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- Real-time claims information with 24/7/365 access
- GB's new analytics platform, LUMINOS™, created in partnership with industry-leading Origami Risk, provides a powerful, self-service tool to help you gain better insights into your program performance
- Noteworthy LUMINOS™ platform highlights include:
  - Ability to monitor outcomes across your claims initiatives, such as; loss prevention, claim closure and reserve accuracy
  - Capability to customize analytics and reports using dashboards, charts and graphs
  - Access to a library of pre-built industry tested reports
  - Increase profitability through demonstrably superior outcomes – loss costs & unallocated expenses – powered by our best practices and cost containment solutions
  - Outpace your competitors using analytics and mobile engagement powered by cutting-edge technology

# DEFENSE BASE ACT EXPERTISE

Utilizing remote technology to accommodate experts across the country, Gallagher Bassett has put together units that have extensive claims experience in both international and Defense Base Act claims handling. Our multi-lingual staff has over 150 years combined industry experience, with 70+ years handling DBA.

## FOCUSED ON RESULTS

- Experienced DBA staffing unit that can pay, adjudicate and administer claims internationally
- Extensive global network capabilities to meet your needs worldwide
- Performance-driven culture geared towards timeliness, excellence and flexibility
- Customized processes tailored to meet client needs and expectations

## OUR PEOPLE

- We consistently achieve 90%+ customer satisfaction across our book of business, highlighting long-term partnership and growth
- We utilize in-house translation and Language Line services
- Clients see a given resolution manager or set of resolution managers based on their volume. This helps to develop and foster close-working relationships with their core team.

