

AUSTRALIA & NEW ZEALAND CATASTROPHIC CLAIMS EVENT RESPONSE

Region:

Australia & New Zealand

Client:

Large Australian
& New Zealand Insurer

Project or Retainer Name:

Australia & New Zealand
Catastrophic Claims Event
Response

GB Services:

- Claims management
- Supplier management
- Customer service assistance

“Gallagher Bassett assisted us as an extension of the existing claims teams under very challenging circumstance. Gallagher Bassett is one of the few service providers with the rapid response experience, claims expertise, size and flexibility to meet our varying requirements. We are very pleased to have worked with Gallagher Bassett and thank them for their remarkable efforts.”

Executive Manager,
Large Australian
& New Zealand Insurer

New Zealand residents rely on EQC to provide efficient claims management in the aftermath of an earthquake disaster. They need timeliness and accuracy in lodging, assessing, quantifying loss and settling and resolving claims.

Following the 2010 Canterbury Earthquake, EQC had a portfolio of claims that were both technically complex and had been open for a considerable time.

Our Approach:

As one of the most destructive events in South East Queensland's history, Cyclone Debbie devastated the local community and caused numerous administrative challenges for insurers suddenly facing an astronomical surge in claims.

Within two weeks of Debbie hitting, Gallagher Bassett recruited and trained large teams to assist insurers with the processing of claims; managing suppliers and providing outstanding white labelled customer service to hundreds of people each day. As the workload increased, Gallagher Bassett had the resources and infrastructure in place to ramp up operations and rapidly onboard new team members (including training in the insurer's proprietary software, language and values). This in turn allowed the companies to offer seamless and timely service to customers in their time of need.

Gallagher Bassett grew to be an extension of the insurers' teams. The white labelled services and strict adherence to each carrier's processes, policies and unique identifiers enabled each insurer to support the community.

Results/outcomes achieved:

A number of Gallagher Bassett clients went on to receive recognition and outstanding customer service awards for their response to the crisis and provision of support to the community.

Statistics:

- Gallagher Bassett named **2017 Service Provider to the Industry of the Year** for its Cyclone Debbie response
- **100+ Case Managers** deployed by Gallagher Bassett