



# ACCIDENT & HEALTH CLAIMS FOR A LARGE AUSTRALIAN INSURER

## Region:

Australia

## Client:

Large Australian Insurer

## Project or Retainer Name:

Accident & Health Claims for a Large Australian Insurer

## GB Services:

- Claims management

“Although I currently work for an insurer, I spent many years working in a TPA environment. The key to a successful outsourced relationship such as this is the ability to align to the insurer’s claims management philosophies and associated client promise. Gallagher Bassett have been successful in doing this on the corporate portfolios they have been appointed by QBE.”

Claims Manager,  
QBE Australia

As a global insurer listed on the Australian stock market, QBE Australia is active in the corporate Accident & Health market and underwrites Travel, Expat and Group Personal Accident programs for global corporates. Most policies are placed via intermediaries ranging from large brokerages through to mid-tier and SME firms. Gallagher Bassett’s contract to deliver claims services to QBE is now into its 10th year.

## Our Approach:

A long-standing working relationship lasting 10 years of high performance has cemented Gallagher Bassett’s position as a trusted partner for QBE.

One aspect of this relationship has been the capacity to leverage existing proprietary claims systems to support QBE in delivering a consistently positive experience for customers, leading to retention of important accounts by offering a practical and easy-to-use solution that is fit-for-purpose.

## Results/outcomes achieved:

The smoother and more efficient customer experience delivered by implementation of Gallagher Bassett’s proprietary claims portal has assisted QBE in retaining important key broker clients.

Gallagher Bassett provided QBE with a platform to support their corporate clients, delivering critical data feeds and bespoke reporting services.

## Statistics:

- **Established critical data feed functionality** for most important broker client
- **Deployed bespoke A&H reporting service** for key clients within the portfolio
- **10+ white labelled claim portals** deployed for corporate clients