

expand in markets, attract and retain talent, delight customers, and keep pace with technology are vital to your long-term success.

Mutual insurance carriers are capitalizing on opportunities aligned to these priorities through strategic claim outsourcing partnerships with Gallagher Bassett (GB).

Gallagher Bassett's Carrier Practice is a boutique business segment within our industry-leading TPA, founded by Jim Gallagher and Sterling Bassett in 1962. We partner with mutual carriers to help you grow, access industry-leading technology and position your business to compete in a crowded marketplace. Our flexible approach is tailored to your needs and delivers a superior customer experience.

# TAILORED APPROACH TO MEET THE PRIORITIES OF MUTUAL CARRIERS









#### **INCREASE PROFITABILITY**

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

#### **SMALL BUSINESS FOCUS**

through a tailored customer experience based on your go-to-market strategy. We understand what makes your brand unique, and we act as an extension of your existing operation.

## **OUTPACE YOUR COMPETITORS**

and compete with Tier 1 carriers with industry-leading analytics and digital competency powered by our award-winning RMIS, LUMINOS.

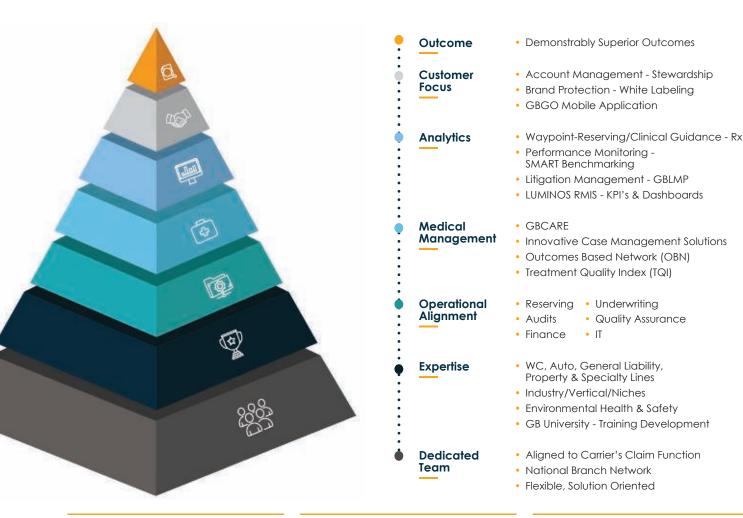
### **OVERCOME CLAIMS INDUSTRY CHALLENGES**

such as talent recruitment and retention, the ever-increasing expectations of policyholders, reinsurance demands, and supporting geographic and product expansion.

## DELIVERING A BEST IN CLASS, PERSONALIZED CUSTOMER **EXPERIENCE FOR MUTUAL INSURANCE CARRIERS**

**PROPERTY** 

**SPECIALTY LINES** 



#### **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."

**VP National Accounts, Underwriting** P/C Carrier

### **CLAIMS INDUSTRY** CHALLENGES ADDRESSED

"GB's Carrier Practice platform is unique in the TPA space as it strives to behave like a Carrier. They understand that the goals and objectives of a carrier are unique, so they hire professionals with carrier expertise whenever possible. This is a differentiator. Coupling this with their university recruiting efforts should create a pipeline of talent well into the future."

**Director of WC Claims** P/C Carrier

#### **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 P/C Carrier

If you'd like to learn more about how Gallagher Bassett can provide specialized solutions for your business, connect with Amy Cooper today.



**Amy Cooper** Vice President – Carrier Practice