

HOW GB PARTNERS WITH MUTUAL CARRIERS TO GROW PROFITABLY

Within a dynamic insurance marketplace, the ability to continuously develop products, 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

WORKERS' COMPENSATION

AUTO

GENERAL LIABILITY

PROPERTY

SPECIALTY LINES



- Outcome**
 - Demonstrably Superior Outcomes
- Customer Focus**
 - Account Management - Stewardship
 - Brand Protection - White Labeling
 - GBGO Mobile Application
- Analytics**
 - Waypoint-Reserving/Clinical Guidance - Rx
 - Performance Monitoring - SMART Benchmarking
 - Litigation Management - GBLMP
 - LUMINOS RMIS - KPI's & Dashboards
- Medical Management**
 - GBCARE
 - Innovative Case Management Solutions
 - Outcomes Based Network (OBN)
 - Treatment Quality Index (TQI)
- Operational Alignment**
 - Reserving
 - Audits
 - Finance
 - Underwriting
 - Quality Assurance
 - IT
- Expertise**
 - WC, Auto, General Liability, Property & Specialty Lines
 - Industry/Vertical/Niches
 - Environmental Health & Safety
 - GB University - Training Development
- Dedicated Team**
 - Aligned to Carrier's Claim Function
 - National Branch Network
 - Flexible, Solution Oriented

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.



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