

SOURCING EXPERTISE AND FUELING GROWTH FOR A NORTH AMERICAN INSURANCE CARRIER

Region:

North America

Client:

North American Insurance
Carrier – DBA Portfolio

Project or Retainer Name:

Sourcing Expertise and
Fueling Growth for a North
American Insurance Carrier

GB Services:

- Federal Acts expertise
- Quality and compliance standards
- Talent acquisition and development

With an established partnership, Gallagher Bassett was the logical choice to deliver claims management solutions for a North American Insurance Carrier following the launch of its Defense Base Act (DBA) underwriting unit. DBA is a niche coverage where expertise is paramount as it offers statutory federal Workers' Compensation and Employer's Liability insurance to US Government contractors working outside of the country. As with other national carriers, our partner faces tremendous pressure to innovate and grow profitably while operating within a tightly regulated, highly competitive environment.

Our Approach:

Claims management is a critical customer facing function - in addition to impacting the carrier's internal operation which made it critical to identify the right team from day one. Gallagher Bassett's talent acquisition expertise, as well as leadership's knowledge on the Federal Acts, ensured a seamless and relevant approach to the partnership.

Results/outcomes achieved:

Gallagher Bassett has established itself as a market leader in the Federal Acts niche. Our client continues to grow its DBA profit center and Gallagher Bassett continues to add talented leaders and resolution managers with the requisite expertise to deliver superior outcomes. It is a narrow talent pool but we are actively training the next generation and are known industry wide as a leader in federal lines of coverage.

Statistics:

- The North American Insurance Carrier has exponentially **grown its DBA and Federal** platform and is managed by a dedicated team of GB experts.