



GB MUTUAL CARRIER CASE STUDY

Region:

North America

Client:

National Mutual Insurance Carrier

Project or Retainer Name:

Broadened TPA partnership to effectuate expansion, profitable growth and consistent claims/service excellence

GB Services:

- Depth of quality claims resources
- Performance and predictive analytics
- Innovative technology

A mutual carrier was leveraging various TPAs to handle claims outside of its core footprint in an effort to hasten profitable growth. This growing carrier was challenged with working with too many partners across multiple lines of business with varying degrees of success and reporting. Through delivering demonstrably superior outcomes and providing best-in-class technology, Gallagher Bassett was able to prove we were the right partner, and the carrier consolidated their workers' compensation claims with Gallagher Bassett. With an established partnership, when the opportunity arose a couple years later to outsource their commercial automobile claims, Gallagher Bassett was the logical choice. GB's national footprint, innovative technology, award winning RMIS system, and outstanding performance has allowed this Mutual Carrier to grow their market share in an ever-increasing competitive landscape.

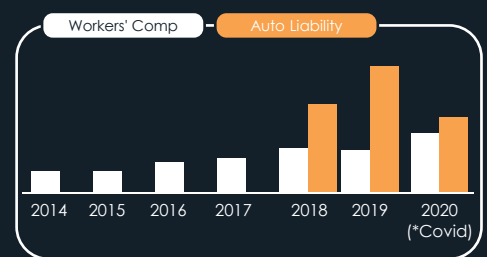
Our Approach:

Gallagher Bassett's team of experienced Resolution Managers and Client Service Managers, coupled with our predictive analytics and decision support tools, ensured consistent performance, highly satisfied insureds, and superior claims outcomes. GB then created the Carrier Practice and moved this program inside a specialty group which only services carriers. Using our knowledge and dedication to the carrier model, GB became an extension of the client, which ensured customized service meeting and exceeding the expectations of their insureds.

Results/Outcomes Achieved:

The carrier was able to compete on a national scale by leveraging GB's footprint, expertise, and technology. They were able to streamline oversight by using fewer TPAs and using GB's RMIS to easily see and monitor results while being confident GB was delivering an excellent customer experience.

Number of Claims Setup by GB for this Client by Year



- Workers' Compensation volume handled by GB for this mutual carrier client has increased from under 300 new claims in 4 states in 2014 to over 700 new claims across the entire country in 2020 (despite COVID) and growing.
- Commercial Automobile Liability volume handled by GB for this mutual carrier client has literally gone from ZERO to over 1,000 a year nationally from 2018 to present.
- The client has entrusted GB with over \$25M in incurred dollars across those books of business as we deliver demonstrably superior claims and service outcomes.