

ENABLING PROFITABLE NATIONWIDE GROWTH FOR MULTINATIONAL INSURANCE CARRIER

Region:

North America

Client:

Publicly Traded Multinational Insurance Carrier

Nature of Partnership:

Enabling Profitable Growth for Workers' Compensation, General Liability, and Commercial Auto/Property through Analytics, Flexibility, and Superior Claim Outcomes

GB Services:

- Award-Winning RMIS Platform for Client Utilization
- High Quality Resolution Managers and Transition Service Team
- Large Geographic Reach with Boutique Feel and Personalized Services
- Ability to Flex and Expertly Handle Unanticipated Claim Volume
- Consistent, Unparalleled Customer Experience for the Carrier's Brand Across Country

In 2010, Gallagher Bassett (GB) was engaged by a publicly traded multinational carrier to provide claims administration support across their property and casualty lines of business. Over the next few years, our partnership grew to where GB was managing over 1,000 new claims a year.

As the enterprise faced challenges in writing more business in new jurisdictions, GB proved to be a reliable resource by serving as an extension of their brand. This support enabled the enterprise to profitably grow by offering the flexibility of a variable expense claims strategy, versus committing precious capital to carrier-owned resources and the real estate required in these new markets.

By 2017, GB had evolved into a trusted claims partner by safeguarding stakeholders and consistently delivering claims and client service excellence. GB supported the holding company's separate brands and subsidiaries across the majority of the country by providing claims handling services that consistently drive profitable growth. This partnership expanded year over year, resulting in our team successfully resolving nearly 25,000 claims over a span of 15 years.

Partnering with GB, the enterprise has been able to leverage:

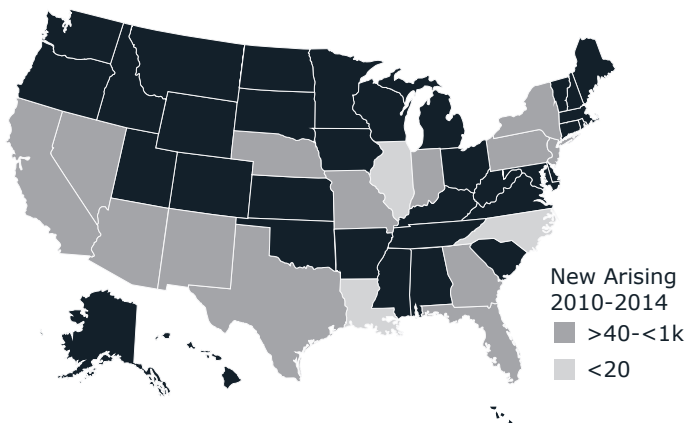
- Integrated claims system and ability to access data, benchmark performance, and analyze key success metrics
- Decades of claims handling expertise, particularly following a massive influx of unanticipated claims from policyholders following COVID-19
- Crucial assistance from an integral partner during unexpected talent shortfalls delivering tailored service instructions based upon line of business and jurisdiction

GB Results

- Nearly **100% closing** ratio across a growing book (**93% on newer arisings**)
- Customized complex solutions that drove profitable growth for numerous brands/subsidiaries
- Ability to **"flex"** and offer **"just in time"** service as volume warrants with ebbs and flows of business

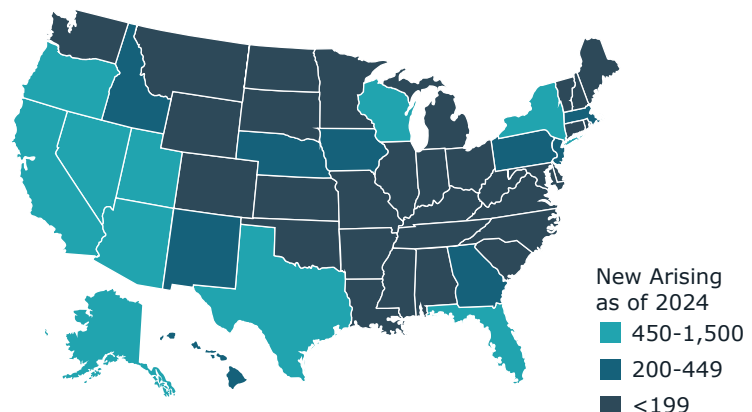
Starting in 2010

~100 claims handled in ~16 states



Over Past 15 Years

25,000+ claims handled in ~45 states across nearly a dozen brands/subsidiaries



From 2020-2024, GB achieved \$7.1M in Total Recoveries