

UNDERWRITING SUPPORT FOR LEADING UK MOTOR PROVIDER

Region:

United Kingdom

Client:

UK Motor Provider

Project or Retainer Name:

Underwriting Support for
Leading UK Motor Provider

GB Services:

- Claims management
- Reporting
- Financial assessment
- Technology implementation
- Staff training and process development

Statistics:

Gallagher Bassett's work led to the following business savings in 2019:

- Fraud savings in excess of **£1.2m**
- Credit hire savings in excess of **£1.4m**
- Recoveries savings in excess of **£1.6m recovered from TPs**
- TP Intervention running at **a market leading 55%**

Gallagher Bassett was approached by UK motor provider following its first foray into the country's vehicle fleet market. Gallagher Bassett was tasked with the development and delivery of a bespoke claims process for this new business stream.

Our Approach:

Gallagher Bassett established and managed a whole new claims handling process to support the new product line.

This meant working in close partnership with the motor provider to develop an industry-leading claims management solution focused on exceptional customer service delivery and stringent indemnity cost controls.

Specifically, this included:

- Enhanced management reporting packs supported by Gallagher Bassett's market leading reporting software to track meaningful metrics and drive continuous improvement
- A bespoke dedicated claims manual

- A dedicated claims team of handpicked personnel with the right blend of technical and customer care skills; and
- A new credit hire and recovery process that secured significant savings and reimbursement of third-party outlays through the use of Gallagher Bassett additional services.

Results/outcomes achieved:

This ongoing partnership utilised Gallagher Bassett's expert claims handlers, leading technology, and in-depth understanding of the market.

Ultimately it has enabled our client to enhance its business development pipeline, deliver exceptional customer service, demonstrate significant savings, and grow its bottom line.