



MEDIA RELEASE

Monday 11 December

icare APPOINTS GALLAGHER BASSETT NEW GENERAL LINES CLAIMS PARTNER

icare Group Executive Self Insurance, Community & Innovation, Tim Plant, announced today the appointment of Gallagher Bassett as icare's new claims management partner for processing of Self Insurance general lines claims, to deliver more choice, services, capability and visibility for all Government Agencies in claims management.

Effective from 1 March 2018, the new partnership will support icare's three-year transformation strategy to build a world-class insurance offering with a customer-centred approach to delivering value to the NSW government agencies, workers and assets of the state.

"icare protects and insures the NSW government's assets that make our state great. As a trusted risk advisor providing tailored risk solutions, insurance cover and advice we needed a partner who shared our purpose, vision and values. We found those attributes in Gallagher Bassett, making them an ideal partner on our transformation journey," Mr Plant said.

"icare's new General Lines claims model is informed by extensive research and feedback from government agency clients. From early this year we met with many agencies to understand their future preferences. The feedback from this research was clear: agencies wanted more autonomy and flexibility in managing their claims," he said.

"Gallagher Bassett's strength lies in their ability to provide an adaptable, partner-based approach. Claims management is their core business and they've demonstrated an innovative and tailored approach to managing relationships and achieving outcomes.

"They were chosen through a robust tender process after showing how they could deliver a service with ease of access, choice and transparency at its core, in a true partnership approach with a modern technology platform underpinning the operational model.

"GIO has diligently managed self insurance General Lines claims for NSW government Agencies for nearly 30 years and we want to acknowledge their commitment and contribution to our Agencies over that period.

"icare's longstanding relationship with GIO will continue as a provider of icare Workers Insurance claims services and risk advisory services," Mr Plant said.

icare has a clear handover plan in place to on-board Gallagher Bassett, and ensure changes to the claims process are as seamless and transparent as possible for all customers. The handover will be completed by mid-2018.

The contract with Gallagher Bassett includes the provision of claims management services for general liability (including medical malpractice); property & engineering; motor vehicle and miscellaneous claims.

NSW government agencies can expect to experience a number of benefits, including:

- **A simpler process to manage claims through a centralised, digital system** - with consistent processes, automation and management of information. The new platform will make it easier for

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agencies to engage and interact with Gallagher Bassett and icare through the channel they choose – phone, online or paper;

- **Greater internal capability to support complex claims** - ensuring matters are resolved efficiently and more effectively to minimise delays in benefits for those affected; and
- **Increased visibility of insurance coverage** - ensuring the provision of bespoke solutions for each Agency.

“Working in partnership with our Agencies, listening to and understanding their needs and requirements has been an important part of this decision, and partnering with Agencies will continue to be a crucial element of our transformation journey,” Mr Plant said.

“We’re proud to welcome Gallagher Bassett as our new provider, who showed strong expertise across a broad range of insurance services, a dynamic digital offering to simplify the claims process and a desire to collaborate with us to help deliver the best outcomes for our valued Government Agency partners,” he said.

Gallagher Bassett’s Managing Director, John McNamara, said: “We’re delighted to begin working with icare and become an important part of their journey to become a world-class insurance and care provider for NSW government Agencies.

“Gallagher Bassett and icare share a number of common values, including a strong dedication to customer service, a desire to use innovative technology to provide solutions to customers, and forming partnerships to deliver effective change.

“As a business, GB is recognised for providing quality claims decisions and outcomes combined with an exceptional customer experience,” Mr McNamara said.

From 1 March 2018, all new General Lines claims for icare Self Insurance will be managed by Gallagher Bassett.

Existing General Lines claims will continue to be managed by GIO.

By June 30, 2018, all claims will move to Gallagher Bassett.

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