



MEDIA RELEASE

6 October 2017

icare SELECTS GALLAGHER BASSETT AS NEW HBCF CLAIMS MANAGER

[icare](#) HBCF General Manager Jon East today announced that icare has appointed Gallagher Bassett (GB) as the new HBCF claims manager to provide claims management services to NSW homeowners.

The partnership will see Gallagher Bassett provide world-class claims assessment, management and payment services for all HBCF claims.

icare HBCF is currently undergoing a series of transformations to provide better services to NSW homeowners. As part of this transformation, icare HBCF has chosen to collaborate with Gallagher Bassett, based on its reputation for providing quality claims outcomes and exceptional customer service.

Commenting on the new partnership, Mr East said: “I’m excited to be working with Gallagher Bassett to deliver claims services to NSW homeowners. GB’s sole focus and passion for claims management means they have the skills, expertise and knowledge required to ensure existing and new HBCF customers receive a high quality and consistent experience.

“Both icare and Gallagher Bassett are aligned in their customer-centric mindset and as such, we will be working together to co-design and create enhanced services for NSW homeowners”, Mr East said.

As of 3 October 2017, Gallagher Bassett commenced receiving claims.

Gallagher Bassett will be in touch with existing claimants to transition claims from previous providers.

Media contact: Helen Han | 02. 8297 7570



About icare: icare (Insurance & Care NSW) is the insurance and care provider for NSW. We insure 3.7 million workers, motorists and builders and 296,000 employers. For more information, visit: www.icare.nsw.gov.au

About HBCF: The Home Building Compensation Fund (HBCF) is a safety net insurance scheme established under the *Home Building Act 1989* that protects home-owners if their builder becomes insolvent, dies or disappears and the work is incomplete or defective. For more information, visit: <https://www.icare.nsw.gov.au/builders-and-homeowners/claims/before-making-a-claim>