

# GB NAVIGATOR

## GALLAGHER BASSETT'S REVOLUTIONARY CLAIMS ENGAGEMENT PLATFORM

Gallagher Bassett is committed to continuously enhancing the level of service we deliver to our clients. Our claims professionals need to be able to quickly assess and address the most pressing aspects of the claims on their desk. To address this, we have developed an innovative, AI-enabled, seamlessly integrated, single source claims engagement platform—GB Navigator. Developed with Resolution Managers for Resolution Managers, GB Navigator helps to prioritize meaningful work and allow our claims professionals to organize their day and focus on what matters most, from prioritizing time-sensitive claims to assessing individual claim status.

GB Navigator increases the efficiency and effectiveness of our Resolution Managers and improves their ability to deliver exceptional service and better outcomes for clients, their customers, and their injured workers by:

1. Consolidating claim activities into a single interface
2. Integrating Generative AI technology (e.g., Claim Summarizer) into daily system workflows
3. Offering dynamic claim insights to help prioritize what is most important
4. Allowing Resolution Managers to strategically plan their day
5. Designing a comprehensive claim-level view with key actionable insights

GB Navigator is designed to consolidate and organize all work items, tasks, and claims into a single, user-friendly platform, offering Resolution Managers streamlined views to effectively engage with their portfolio.

Claim Central (Portfolio View)	Claim Focus (Claim Level View)
<p>Allows Resolution Managers to see an overarching view of their entire caseload to support better decision-making, prioritize key tasks, and take a more strategic and proactive approach to managing their desk.</p>	<p>Provides a comprehensive approach to claim management, covering all aspects of an individual claim that highlights key decision points, informs actions, and determines the next steps in the file flow.</p>
WHAT'S INCLUDED (Applicable for all coverages)	
<ul style="list-style-type: none"> <li>• Claim priority ranking</li> <li>• Diary calendar</li> <li>• Claims insights</li> <li>• Advanced portfolio view subject to claim insight filters</li> <li>• All claim-related pending and due tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Claim-level insights</li> <li>• Claim key factors</li> <li>• Claim, carrier, and regulatory information</li> <li>• Key activities due and overdue</li> <li>• Financials (including at occurrence level)</li> </ul>

The platform enhances the ability of our Resolution Managers to navigate their day more effectively, enabling more opportunities for critical thinking and making their work more meaningful.

### Client Benefits

- Increases focus on the claims that need urgent attention, **ensuring effective and optimal outcomes**
- Shifts management approach from task-based orientation to an emphasis on **activities that drive better claim outcomes and faster resolution**
- Seamless integration of AI technology and decision-support tools into the claims management workflows

### Claim Handler Benefits

- Displays their portfolio in one integrated view to help organize their day and **focus on what matters**
- Directs Resolution Managers to the claims and activities that are **high priority**, time sensitive, or otherwise need attention
- Connects activities from multiple systems into a **single interface for optimal user experience** and navigation

GB Navigator is highly scalable, allowing us to grow and expand alongside the business, the industry, and our clients. This scalability ensures we continue to deliver increasing value to both our claims professionals and the clients they serve.

## CONNECT WITH US

If you have any questions or want to know more about how GB Navigator will improve your service, please reach out to your Client Services Manager.