

GALLAGHER BASSETT REDUCES MOLD CLAIMS COSTS BY NEARLY HALF FOR PROPERTY MANAGEMENT COMPANY

Gallagher Bassett (GB) Property Loss Control is a specialized team focused on managing property damage claims. We offer expertise in investigation, coverage and liability analysis, cost control, and evaluation of property losses. In late 2023, GB partnered with a property management company to assist with uninsured mold claims, stepping in to manage claims for their national portfolio of rental properties. We established a process where we:

- Review and triage each incident for immediate feedback and action, escalating when necessary
- Handle claims directly to the deductible threshold
- Alert insurer of exposure when the deductible is reached and continue to shepherd the claim to conclusion
- Collaborative efforts working with on-site staff and property managers to address claimant demands
- Provide third party approach and audit of claimant demands
- Will negotiate resolutions authorized by the property directly with claimant

This approach, along with using a combination of payment and various lease options to secure releases for claim settlement, enabled our team to reduce litigation and attorney involvement, resolve claims faster and more efficiently, and minimize overall costs.

Since GB's involvement, our client's business has grown to include more units, but the cost per claim, which includes the handling and settlement costs, has been reduced by nearly half. This decrease in cost represents our ability to quickly identify and implement solutions that will most effectively resolve claims.

47.59%

decrease in
cost per claim
since late 2023

68.27%

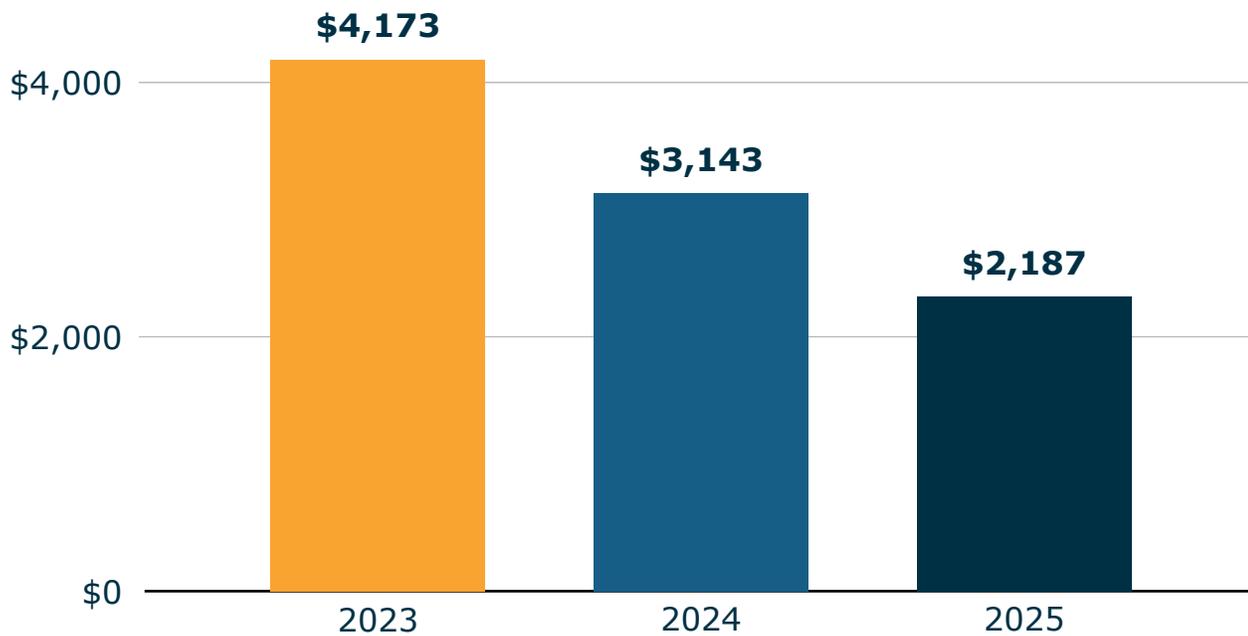
increase in
number of
units managed

GB is equipped to provide and manage a vast array of property claim services, from small residential losses to commercial and large loss claims. We focus on what is most important — how to get a claim resolved quickly and correctly. Our objective is to minimize potential issues for all parties and to assist in the overall control of their financial exposure, returning them to pre-loss status.



Learn more about how GB provides specialized property loss control solutions to help businesses prevent, manage, and mitigate the impact of risk: **Property Claims and Risk Management Solutions.**

Cost Per Claim



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