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GORE MUTUAL LAUNCHES NEW ONLINE CLAIMS PORTAL

Gore Mutual Insurance Company recently launched an online claims portal that provides an enhanced claims communication process. The new portal offers brokers quick access to claim status updates and instant reports.

"We are constantly striving to make it easier for our brokers to provide superior service to their clients," says Heidi Sevcik, Vice-President Claims, Gore Mutual. "Our claims portal offers instant claims reporting and real-time access to claims information, providing brokers with the information they need when they need it."

Brokers access the portal through the internet enabling them to view coverage information and documents, add new claim notices of loss, and monitor claims progress. Gore Mutual's existing paperless workflows have facilitated instantaneous service response capability with the new claims portal. Participating brokers are already seeing the benefits.

"Gore Mutual's new claims portal is a giant step forward in delivering exceptional claims service," says Danny Craig, President, Craig McDonald Reddon Insurance.

"By using this portal to access a claim, it eliminates the extra step of calling an adjuster for an update," says Linda Bradley, Personal Recovery Coordinator, Advocate Insurance Group. "I am able to provide our client with an immediate answer which in turn helps us to provide excellent customer service to them."

The Gore Mutual claims team will also benefit from the new portal as they can now store assignments and vendor communications, review documentation and manage workflow.

"While an adjuster is on the phone discussing a new claim with a client, they can instantly send a message to the preferred body shop and car rental company," explains Callie Matthews, Auto Supervisor, Gore Mutual. "The shop is prepared for the client when they arrive and their estimate is sent to Gore Mutual within seconds of completion. This efficient communication process enables all parties to work together to help clients recover from their loss."

Gore Mutual is already seeing impressive results. Calls have decreased dramatically and repairs have been completed faster, resulting in improved client satisfaction. This service has been launched for automobile claims and due to its tremendous success, will be extended to property claims before the end of the year. Gore Mutual also plans to extend this functionality to their Quick Connection service. Through this broker-branded private online account, clients may check the status of their claim. Gore Mutual continues to deliver technology solutions to their broker network that support superior customer service capability.

For more information

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About Gore Mutual

Established in 1839, Gore Mutual Insurance Company is Canada's oldest federally licensed property and casualty insurer. Gore Mutual has been named the #1 insurance company in Ontario by the IBAO. The company provides both personal and commercial insurance through their offices in Cambridge, Ontario and Vancouver, British Columbia. For more information, visit www.goremutual.ca.