

We're streamlining claims to keep you moving



Big changes to our claims process are underway - designed to make the process faster, simpler, smoother and clearer for brokers and customers.

We've already begun making improvements, with more rolling out over the coming months.

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Improvements are already in motion

Faster, simpler, clearer - we're reworking how claims are managed, from claim lodgement to getting you back on the road faster.

Here are the changes we've already put into play:

First Notification of Loss (FNOL) - Vehicles are now triaged immediately and directed to a preferred repairer, avoiding delays in the early stages

Preferred Repairer Network - Partnering with trusted repairers nationwide ensures guaranteed capacity, consistent pricing and quality outcomes

Digital Damage Capture - Smart, secure, real-time image capture for faster, hassle-free repairs

Streamlined Authorisations - Pre-approved steps like towing and simple repairs reduce waiting times

Proactive Communication - Regular updates are sent to both brokers and customers at key milestones

Independent Audits - Timeliness, cost control and repair quality are monitored for transparency and assurance

We're committed to faster turnarounds, lower costs, clearer communication and better customer outcomes.

What this means for you

These improvements are designed to help you serve clients more effectively, building stronger relationships and growing your business with greater confidence.

Benefits:

- > Quicker outcomes to reduce customer stress
- > Proactive updates so you can provide clarity at every step
- > Confidence in quality repairs and cost management
- > A claims experience that strengthens client trust in both you and GT

When the going gets tough, clients look to you to take control and provide peace of mind. It's a moment of truth for your brand and ours, one that can make relationships even stronger when handled well. It's why we're moving quickly and consulting with brokers to get the process right.

This is just the start. Thank you for your patience, feedback and support. It's helping us build a better claims experience for everyone.

Talk to your GT Relationship and Development Manager to learn more.

Your questions answered



What's different from before?

We've simplified the process with fewer steps, stronger repairer partnerships, and digital tools that keep things moving.



How will this help my clients?

Customers will get their vehicles repaired sooner, with fewer delays, less inconvenience, and reassurance of quality repairs.



What's my role as a broker?

Brokers remain central to the lodgement process and play a key role in promoting GT's national repairer network and the benefits.



When will I see changes?

Program of work is already under way with some broker partners, delivering streamlined processes and enhanced customer experiences, and this is just the beginning. More improvements will be rolled out progressively in the coming months, making claims experiences faster, smarter and hassle-free.



Is GT still committed to quality and compliance?

Yes. Every change is backed by a robust audit process to ensure we maintain quality repairs, cost controls, and full compliance.

