

Auto Attach: Effortless Email Claim Integration

(for liability claims only)

Gallagher Bassett's (GB) Auto Attach tool is designed to revolutionize claims management by automatically capturing claim-specific emails from Outlook and securely storing them in both the RISX-FACS® Notebook and the Document Management System (DMS). This cutting-edge functionality eliminates the need for manual actions such as dragging and dropping attachments, ensuring faster and more accurate claim handling.

Auto Attach offers significant benefits for both GB colleagues and clients. By automating the attachment process, critical claims support materials are added to the system within hours of receipt, boosting speed and efficiency. The tool also enhances accuracy and organization by preventing duplicate document attachments, ensuring that claims documentation remains precise and well structured.

Additionally, Auto Attach operates seamlessly in the background, even when Resolution Managers (RMs) are away from their desks, ensuring uninterrupted documentation and eliminating delays in claims processing. This allows our RMs to focus on resolving liability claims, ultimately improving outcomes for our clients.

STREAMLINED AUTOMATION AND ENHANCED CLAIMS MANAGEMENT

Boosted Speed and Efficiency:

Automatic attachment ensures that critical claims support materials are added to Claim Notebook and the DMS within hours of receipt, eliminating the need for RMs to manually drag and drop attachments.

Enhanced Accuracy and Organization:

The automated process identifies and prevents the attachment of duplicate documents, maintaining accuracy and organization.

RM Out-of-Office Ally:

The Auto Attach function operates seamlessly in the background, documenting files even when the RM is away. This eliminates the need to manually attach emails to Claim Notebook and the DMS upon their return.



WILL AUTO ATTACH:

Any email received by a GB RM that contains a valid claim number in the subject line will be attached to the associated claim file



WILL NOT AUTO ATTACH:

- System generated emails
- HR emails
- Internal emails

At GB, we are dedicated to pioneering technological advancements that empower us to deliver exceptional service and superior outcomes for our clients. Our commitment to innovation is reflected in our Gen AI journey, which is centered around developing a suite of tools designed to simplify and enhance everyday claim routines. By leveraging innovative technology, we aim to streamline processes, boost efficiency, and elevate the overall experience for our clients.



Auto Attach

Effortless Email
Claim Integration

Contact your Client Services Manager (CSM) to learn more about Auto Attach.