



COMFACT[®]



SMALL CLAIM CONFIRMATION

A PROCESS BASED ON EXPERIENCE

Using basic best practice techniques we seek to quickly verify the circumstances of the incident and substantiate the claim in an impartial non confrontational way.

We understand the claimant is your customer and treat them with respect to help them through the process. The basic circumstances of ownership and loss are checked in a structured interview where the claimant is requested to provide further information and documentation to support their claim which is reported upon in a timely manner.



JUST THE FACTS

We provide a concise report that contains all the necessary facts to action the claim. Our checks involve matters of non disclosure, fraud and misrepresentation which ultimately allow you to consider full claim substantiation, reduced claim adjustment, claim withdrawal or denial. These last three areas allow for reduced claims cost and leakage and identify heightened risk renewal considerations. By evaluating each claim against a fraud matrix provided by GKAIG, the industry is able to combat serial small value claimants who seek to financially gain from misrepresentation of the facts.

FIXED COST

GKA Investigations Group offers a fixed fee service to contract clients to allow them to cost effectively manage their small claims portfolio. This allows us to average the varying costs of the verification process over multiple claims. Clients can easily budget for the service and quickly assess the large financial gains that result from utilising ComFact. Our process can be tailored to meet your specific requirements and a discussion of these normally occurs at our initial meeting with you.

BENCHMARK PROJECT

We recommend that clients undertake a pilot program of a substantial number of claims over a period of months to model the effectiveness of this service. This provides a benchmark for all ongoing small claim verification.

PROMPT RESPONSE

We understand the need for quick resolution of claims for both insured and insurance company.

We deliver a response on all matters within 5 working days in a format tailor made to our client's requirement. All source material is stored and can be provided in the event of any dispute between the claimant and the insurer.

INDUSTRY LEADERS

GKA Investigations Group has developed an enviable reputation for quality factual investigation. We currently work with some of Australia's largest insurers and leading insurance law specialists.

COMFACT[®] allows claims managers to professionally manage their small claims portfolios whilst maintaining excellent customer and broker relationships.

1800 434 737
www.gkainvestigationsgroup.com.au

A NATIONAL SERVICE FROM

