

#MyVoice Relocation Theme Day: What are the top issues with BGRS?

Is there a particular time that is better to call BGRS? In order that you can actually speak to someone?

Arbitrary decisions of BGRS claims agents must be investigated. Several members are reporting being denied HHT hotel claims due to being 'out of the geographic area', yet no geographic distance is defined. This varies from agent to agent, and I have had several members who have gone to DCBA and won their previously-rejected claim.

More responsibility back on BGRS and less on the member.

