



Guidewire Selected by CNA for Enterprise-Wide Claim Initiative

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New Claim End Game Solution to Provide Comprehensive, Modern Infrastructure for Claim Organization

SAN MATEO, Calif., June 16, 2003:

Guidewire Software, a leading provider of claims solutions to property and casualty insurers, announced today that CNA, a leading business insurer, has selected Guidewire ClaimCenter as the technology cornerstone of an enterprise-wide initiative to enhance its Claim operations. ClaimCenter will provide a foundation for the improvement of CNA claim systems used by thousands of claim adjusters worldwide.

"The collaboration of our Claim End-Game Solutions initiative and Guidewire ClaimCenter will provide us with capabilities to establish a leading industry position in claim processes as well as improve customer service," said Karl Gouverneur, senior vice-president, Solutions & Architecture, CNA Property & Casualty Operations.

Guidewire ClaimCenter will provide CNA's experienced claim professionals with an integrated claim environment for collaborating with other business functions throughout the claim process, managing claim information, identifying process improvement opportunities and sharing best practices.

Guidewire ClaimCenter represents a generational advance over existing claims systems. ClaimCenter's innovative features include:

- Automated, rules-driven claim segmentation and assignment
- Continuous tracking and management of all claim handling activities
- Real-time, multi-party collaboration among distributed claim handlers
- Streamlined navigation to external tools such as correspondence and estimation
- Real-time supervisory visibility into aggregate and individual workloads
- Flexible exception flagging and handling to identify and act on important claims
- Extension and configuration of the data model and user interfaces using XML

Guidewire ClaimCenter uses proven software technology and applies flexible business rules to implement customer-specific claim handling practices, allowing insurers to tailor the system to their unique business requirements. It is a J2EE (Java 2 Platform, Enterprise Edition) application, written entirely in Java. At CNA, ClaimCenter is being deployed on the IBM WebSphere application server, the IBM AIX operating system, and the Oracle 9i database management system, and will integrate with multiple legacy systems.

"Guidewire is committed to ensuring the success of CNA's Claim End Game Solution initiative," said John Raguin, chief executive officer of Guidewire Software. "We look forward to providing CNA claim professionals with the most powerful, flexible, and easy-to-use claims system in the insurance industry."

About CNA

CNA is the country's fourth largest commercial insurance writer, the 11th largest property and casualty company and the 51st largest life insurance company. CNA's insurance products include standard commercial lines, specialty lines, surety, reinsurance, marine and other property and casualty coverages; life and accident insurance; group long term care, disability and life insurance; and pension products. CNA services include risk management, information services, underwriting, risk control and claims administration. For more information, please visit CNA at www.cna.com.

About Guidewire Software

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™, consisting of Guidewire PolicyCenter®, Guidewire ClaimCenter® and Guidewire BillingCenter® spans the key functional areas in insurance – underwriting and policy administration, claims management, and billing. Guidewire is headquartered in San Mateo, California, with offices in Beijing, Dublin, Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, please visit www.guidewire.com.