



## **QBE North America Selects Guidewire Solution for Claims Management**

March 22, 2012

*QBE North America joins European and Australian affiliates in standardizing its claims systems and processes*

NEW YORK & SAN MATEO, Calif.--(BUSINESS WIRE)--Mar. 22, 2012-- QBE North America, a division of QBE Insurance Group Limited, one of the top 20 insurers and reinsurers worldwide, and Guidewire Software, Inc. (NYSE: GWRE), today announced that QBE North America has selected Guidewire ClaimCenter® as its new claims management platform. QBE North America will implement ClaimCenter for the majority of its lines of business, including standard and specialty lines across U.S. property/casualty business organizations. Guidewire PartnerConnect™ alliance member Ernst & Young LLP, has been selected to lead the implementation project, with QBE North America and Guidewire working in close collaboration.

QBE North America will consolidate multiple claims management platforms onto a single system in order to simplify its claims processing and meet growing business and customer demands. The new system will be scalable and configurable.

"ClaimCenter is a state-of-the-art claims management platform that will enable QBE claim handlers to elevate their work and focus on producing superior claims outcomes with high levels of customer responsiveness. It is efficient, intuitive and incorporates business rules and expert systems that help claim handlers make better decisions and QBE manage loss costs more effectively and consistently," said Dean Haring, Chief Claims Officer, QBE North America.

"We are pleased that QBE North America has selected Guidewire to help transform its claims operation," said Marcus Ryu, Chief Executive Officer, Guidewire Software. "ClaimCenter is an ideal choice to help take QBE's business and customer service capabilities to the next level. We look forward to working with them on this project."

Guidewire ClaimCenter is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today's Property/Casualty insurers. ClaimCenter's flexible business rules enable insurers to refine claim handling practices in order to optimize and monitor claim processes. ClaimCenter is used by insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive claims management. ClaimCenter is available as a standalone system or as part of the Guidewire InsuranceSuite™, and can be integrated into an insurer's legacy systems or third party applications.

### **About QBE North America**

QBE North America is part of QBE Insurance Group Limited, one of the top 20 insurers and reinsurers worldwide. QBE Insurance Group's 2011 results can be found at [www.qbeamericas.com](http://www.qbeamericas.com). Headquartered in Sydney, Australia, QBE operates out of 52 countries around the globe, with a presence in every key insurance market. The North America division, headquartered in New York, conducts business through various property and casualty insurance subsidiaries. QBE insurance companies are rated "A" (Excellent) by A.M. Best and "A+" by Standard & Poor's.

### **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](http://www.guidewire.com).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Deliver Insurance Your Way, Guidewire PartnerConnect and the Guidewire logo are trademarks or registered trademarks of Guidewire Software, Inc.

Source: Guidewire Software, Inc.

Guidewire Software, Inc.  
Diana Stott  
Public Relations Manager  
+1 (650) 356 4941  
[dstott@guidewire.com](mailto:dstott@guidewire.com)