



Amica Insurance Selects Guidewire Solution for Billing Management

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Guidewire BillingCenter® to help direct writer of personal lines insurance to continue to provide excellent customer service

LINCOLN, R.I. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 11, 2012-- Amica Mutual Insurance (Amica), a direct writer of personal lines insurance, and Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to property and casualty insurers, today announced that Amica has selected Guidewire BillingCenter® as its new billing management system for all of its lines of business in all states. The company, now a Guidewire InsuranceSuite™ customer, has been in production with Guidewire ClaimCenter® since 2008 and is in the process of implementing Guidewire PolicyCenter®.

Quality service is an integral component of Amica's corporate philosophy and has contributed to the company's success. Amica has been ranked the highest in customer satisfaction among auto insurers in the Northeast region by J.D. Power and Associates for 2012, and prior to this was ranked highest in customer satisfaction among national auto and homeowners insurers, for 12 and 10 consecutive years, respectively. Amica's dedication to delivering excellent customer service led the company to find a new billing management system with the flexibility to meet the varied needs of its policyholders.

"Billing is one of our most frequent touch points with our customers, so it is a high priority to us," said Maribeth Williamson, vice president and controller at Amica. "The way in which we bill, how we answer billing questions, how we process payments and the payment options we offer are critical to our relationship with our customers."

"We selected BillingCenter due to our confidence in Guidewire's architecture, the quality of its software and Guidewire's track record of successful customers already running BillingCenter," said Peter Moreau, vice president and chief information officer at Amica. "After experiencing the ease of use of the system as well the depth and breadth of its functionality firsthand, it was made clear to us that BillingCenter was the best fit for our objectives and would position us well for handling customer needs and preferences now and in the future."

"We will be re-evaluating our operations and processes to adopt the best practices found in BillingCenter, and we are looking forward to the internal efficiencies we will gain that will help us better serve our customers," said Roberta Gosselin, an assistant vice president at Amica.

Guidewire BillingCenter will enable Amica to:

- Offer increased flexibility to policyholders in regards to their payment preferences;
- Enhance its financial and statistical reporting capabilities;
- Increase operational efficiencies to more easily and quickly implement system changes and new programs; and
- Leverage a more standardized architecture and set of development tools across all core operations as a Guidewire InsuranceSuite customer.

"We are honored that Amica has expanded its Guidewire relationship and has selected BillingCenter to help transform its billing operations," said Steve Sherry, vice president, The Americas, Guidewire Software. "We appreciate Amica's long-standing dedication to providing high-quality service to its customers, and we are looking forward to helping them continue to maintain customer service excellence for years to come."

Guidewire BillingCenter is a comprehensive billing and receivables management system built on the core design principles of automation, control and flexibility. BillingCenter allows you to deliver insurance your way by making it easier to automate the billing lifecycle; design flexible billing, payment and delinquency plans; manage agent commissions; and enable rapid integration with external payment systems. BillingCenter is available as a standalone system or as part of Guidewire InsuranceSuite™, and can be integrated to a general (property and casualty) insurer's legacy systems or third-party applications.

About Amica Mutual Insurance Company

Amica Mutual Insurance Company, the nation's oldest mutual insurer of automobiles, was founded in 1907. The company, with corporate headquarters in Lincoln, RI, is a national writer of automobile, homeowners, marine and personal umbrella liability insurance. Life coverage is available through Amica Life Insurance Company, a wholly owned subsidiary. Amica employs more than 3,100 people in 40 offices across the country. For more information, please visit www.amica.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 Foster City, California, with offices in Beijing, Dublin, Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, please visit www.guidewire.com.

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