



The Guarantee Company of North America Selects Guidewire Solution for Claims Management

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Guidewire ClaimCenter to support insurer's goal of increasing effectiveness and efficiency of claims management operations

TORONTO & FOSTER CITY, Calif.--(BUSINESS WIRE)--Nov. 2, 2012-- The Guarantee Company of North America (The Guarantee), a leader in specialty insurance within the North American marketplace, and Guidewire Software, Inc. (NYSE: GWRE), a provider of flexible core system software to Property/Casualty (P/C) insurers, together announced today that The Guarantee has selected Guidewire ClaimCenter® as its new claims management system.

The Guarantee is committed to meeting policyholder and broker expectations and has selected ClaimCenter as part of a broad initiative to enhance the services offered to its clients and independent broker partners and to increase the speed and efficiency with which claims are processed.

"We are confident that implementing Guidewire ClaimCenter will improve claims processing efficiency, reduce the potential for errors, and provide improved analytics. Equipped with this new tool, The Guarantee will truly be operating on the cutting edge of claims management technology, vastly increasing our claims processing and customer service capabilities," explains Frank Faieta, National Vice President of Claims at The Guarantee. "In addition, through our significant investment in modern and sophisticated claims management technology, we hope to reinforce to the marketplace and to our staff an image of our organization that is agile, dynamic, capable, and professional."

"Guidewire's technology complements our current applications and gives us the flexibility to integrate with other programs. We experienced ClaimCenter's easy-to-use, intuitive interface first-hand during the selection process, and this feature was an important factor in our decision to choose the system," said Kris Betkowski, Vice President, Information Technology at The Guarantee.

Guidewire ClaimCenter will enable The Guarantee to:

- Reduce claim cycle times to ensure faster, more efficient customer service, and help to minimize the impact of claims on our clients;
- Improve data analytics and reporting capabilities; and
- Easily and quickly make system adjustments to meet the changing business and technical requirements of the industry.

"We are pleased to welcome The Guarantee Company of North America to the Guidewire family as a ClaimCenter customer," said Steve Sherry, Vice President, The Americas, Guidewire Software. "We admire their dedication to increasing service levels for their clients and independent broker partners, and we look forward to helping them transform their claims operations."

About The Guarantee Company of North America

The Guarantee Company of North America (The Guarantee) is a leader in specialty insurance within the North American marketplace providing insurance products supported by a depth of knowledge and expertise, to niche segments including the construction industry, corporate programs and customized personal insurance.

2012 marks the 140th Anniversary of The Guarantee, a major milestone that symbolizes the company's ability to manage client risk, as well as its commitment to long-term relationships with international reinsurers; while at the same time effectively supporting and servicing the independent broker and agent distribution channel.

Operating and servicing clients across Canada and throughout the United States, our Canadian head office is in Toronto, Ontario and the U.S. head office is located in Detroit, Michigan.

For additional information about The Guarantee and their full range of products and services, please visit www.gcna.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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