



Capital Insurance Group Selects Guidewire System for Billing

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Guidewire BillingCenter® to deliver flexibility and enhanced service levels to customers and agents

MONTEREY, Calif. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 27, 2014-- Capital Insurance Group (CIG), a leading regional Property/Casualty (P/C) insurer serving the Western United States, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to P/C insurers, today announced that CIG has selected Guidewire BillingCenter® to help it oversee its billing operations, including agency and direct bill, across all of its lines of business. BillingCenter will also help CIG manage its commission calculations and payment.

In an effort to update the technology platform supporting its billing operations and become more responsive to their agents and policyholders, CIG selected BillingCenter. The company sought to increase its flexibility, enable its business users to make modifications to payment plans, and more easily make system changes when needed. BillingCenter's comprehensive functionality, configurability, ease of integration, and intuitive user interface also appealed to CIG.

"In the past, when we wanted to make a change to our billing system, it became a time consuming and involved process due to the complexity of our system's architecture," said Rads Mydam chief information officer and vice president, Information Technology, Capital Insurance. "We are looking forward to being able to more easily make changes, and when we ultimately upgrade the system, we foresee the process going quickly and smoothly given BillingCenter's highly configurable platform."

BillingCenter will enable CIG to:

- Provide fast, accurate service to its customers and agents due to BillingCenter's automated functionality;
- Tailor payment practices and methods to customer preferences; and
- Readily make system changes to meet changing business and technical requirements.

"The seamless billing process and enhanced customer experience that BillingCenter will bring will positively affect our customer retention rate," said Gray Tyndall, chief financial officer, Capital Insurance Group. "From a new business perspective, BillingCenter will help us give potential customers, as well as new targeted segments, more billing options, letting them choose their payment schedule as well as how they receive and pay their bills."

"We welcome Capital Insurance Group to the Guidewire family as a BillingCenter customer," said Steve Sherry, group vice president, Americas Sales, Guidewire Software. "We recognize their commitment to providing high levels of service to their customers and agents and look forward to working with them on their billing transformation journey."

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 Property/Casualty insurer's legacy systems or third party applications.

About Capital Insurance Group

Capital Insurance Group® (CIG) is the leading regional property and casualty insurer serving the Western U.S. since 1898. CIG insures Personal Auto, Homeowners, Farmowners, Condo Owners, Vacation Property, Renters, Apartment Building Owners, and many kinds of Commercial and Agricultural Auto and Property. The more than 115 year-old company is rated "A" (Excellent) by A.M. Best, the independent financial monitor of the insurance industry. CIG manages personal, business, and agriculture risks underwritten by its affiliate companies: California Capital Insurance Company, Eagle West Insurance Company, Nevada Capital Insurance Company, and Monterey Insurance Company. Types of policies may vary from state to state. For more information, please visit www.CIGinsurance.com.

CIG DELIVERS MORE. Continuously.™

About Guidewire Software

Guidewire builds software products that help Property/Casualty insurers replace their legacy core systems and transform their business. Designed to be flexible and scalable, Guidewire products enable insurers to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™ provides the core systems used by insurers as operational systems of record. Additional products provide support for data management, business intelligence, anytime/anywhere access and guidance and monitoring. More than 150 Property/Casualty insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com. Follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Guidewire PartnerConnect, Guidewire SolutionConnect, Guidewire Live, Live Inside, Before & After, Claim Canvas, Viewpoint, Deliver Insurance Your Way, and the Guidewire logo are trademarks, service marks, or registered trademarks of Guidewire Software, Inc. in the United States and/or other countries.

Source: Guidewire Software, Inc.

Guidewire Software, Inc.
Diana Stott, +1 650-356-4941
Director, Communications
dstott@guidewire.com

or

Capital Insurance Group
Sandie Borthwick, +1 831-233-5372
sborthwick@CIGinsurance.com