



## AXA Tianping Deploys Guidewire Solution for Claims Management

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*Guidewire ClaimCenter® delivers flexibility and enhanced service levels to customers at Chinese insurer*

BEIJING & FOSTER CITY, Calif.--(BUSINESS WIRE)--Apr. 13, 2016-- AXA Tianping (AXATP), the largest foreign-capital Property and Casualty insurance company in China, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property and Casualty insurers, today announced that AXA Tianping has successfully implemented Guidewire ClaimCenter® as its new claims management solution. Ernst & Young in China, a member of the Guidewire PartnerConnect™ program, led the implementation working in close collaboration with AXA Tianping and Guidewire.

As part of a claims business transformation initiative, AXA Tianping selected and deployed ClaimCenter to help it adapt and succeed in the rapidly changing Chinese insurance market. The company wanted a new claims system that would allow it to streamline and improve processes and system infrastructure, increase operational efficiencies, provide better customer service, and enable it to advance its digitalization efforts.

AXA Tianping is currently live with ClaimCenter for its personal and commercial auto lines of business at 10 branches which cover four provinces (Shandong, Anhui, Jiangsu and Zhejiang) as well as the city of Shanghai.

The company plans to be fully deployed at all 27 of its branches by early summer this year.

"We are expecting some initial benefits due to the implementation of ClaimCenter including greater visibility into the claims handling process and improved claims tracking capabilities which allow us to better serve our customers," said Mr. Hu Wu, chairman, AXA Tianping. "We are excited about the additional opportunities ClaimCenter will bring as we continue to work to extend its deployment at AXA Tianping."

"We are honored that AXA Tianping chose the EY team in China for their ClaimCenter implementation," said Alden Chen, partner, Ernst & Young, LLP, an EY firm in the US. "This is an important piece of their claims transformation project, and EY looks forward to working with AXA Tianping as they continue to move forward."

ClaimCenter is enabling AXA Tianping to:

- Easily make system changes to meet changing business and technical requirements;
- Provide a better customer service experience with real-time online processing; and
- Streamline the claims management process making claim data easier to capture and access.

"We are pleased that AXA Tianping, a leading foreign insurance company in the Chinese market, has successfully deployed Guidewire ClaimCenter, and we congratulate them on this milestone," said Mike Polelle, Chief Delivery Officer, Guidewire Software. "We are excited to continue our work with them and with EY as they continue the journey to transform their claims business."

### About AXA Tianping Property & Casualty Insurance Company Limited

AXATP, also known as "AXA Tianping Property & Casualty Insurance Company Limited", currently is the largest foreign-capital property and casualty insurance company in the Chinese market.

AXATP was established by a merger and acquisition between Tian Ping Auto Insurance Company Limited, the first auto-insurance-specialized company in China and the wholly-owned subsidiary of the largest global insurance group AXA in China, and is determined to become the leading brand of Internet insurance in China. By combining AXA's solid financial state, prominent brand equity, and leading professional business skills with Tian Ping's extensive local experiences, resources and service network, AXATP is committed to providing customers with prompt, convenient and reliable insurance service.

AXATP headquarters are located in the Lu Jiazui financial area in Shanghai with registered capital of 846 million RMB. The company offers a variety of insurance products, mainly including motor vehicle traffic accident liability compulsory insurance, commercial motor vehicle insurance, SME general insurance, home insurance, cargo insurance, liability insurance, short-term accident insurance, health insurance, corporate risk solutions, etc.

### About EY

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### About Guidewire Software

Guidewire delivers the software that Property/Casualty (P/C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core processing, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and

empower their customers and employees. More than 200 P/C insurers around the world have selected Guidewire. For more information, please visit [www.guidewire.com](http://www.guidewire.com). Follow us on twitter: [@Guidewire\\_PandC](https://twitter.com/Guidewire_PandC).

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