GUIDEWIRE

Farm Bureau Mutual Insurance Company of Idaho Deploys Guidewire Core and Digital Products for an Enhanced Customer Experience

May 9, 2016

Idaho's largest Property/Casualty insurer implemented Guidewire PolicyCenter ®, BillingCenter, and a Digital Portal to improve business processes and enhance self-service capabilities

POCATELLO, Idaho & FOSTER CITY, Calif.--(BUSINESS WIRE)--May 9, 2016-- Farm Bureau Mutual Insurance Company of Idaho (FBM Idaho), the state's largest domestic Property/Casualty insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that FBM Idaho has successfully deployed Guidewire PolicyCenter®, Client Data Management and Reinsurance Management as its new underwriting, policy administration, client data management, and reinsurance solution, as well as Guidewire BillingCenter® as its new billing management system. In a separate project, FBM Idaho has also successfully deployed Guidewire Claim Portal™ for Policyholders to enhance the digital experience of its policyholders.

FBM Idaho implemented PolicyCenter, BillingCenter, and Claim Portal for Policyholders to build on their 2010 deployment of Guidewire ClaimCenter® and fully modernize its system infrastructure to address the changing demands of its agents and policyholders. The company has initially rolled out PolicyCenter and BillingCenter on its business owner policy line of business to complement the functionalities offered by ClaimCenter, while Claim Portal for Policyholders has been deployed across all of FBM Idaho's personal lines of business to extend ClaimCenter's functionality to their policyholders. The Claim Portal for Policyholders deployment also included first notice of loss (FNOL) and claims inquiry functionality that was implemented for their FBM Idaho and Western Community brands. FBM Idaho plans to implement PolicyCenter and BillingCenter across its remaining lines of business in 2017.

"The deployment of Guidewire PolicyCenter, BillingCenter, and Claim Portal for Policyholders represents a significant milestone in our company's long-term business transformation initiative, and feedback from our agents and policyholders has been positive," said Adam Waldron, director, Information Systems, FBM Idaho. "We look forward to enjoying the benefits of our new system infrastructure for years to come."

Guidewire products are enabling FBM Idaho to:

- Provide a better customer service experience with real-time online processing;
- Enhance support for their agent channel with improved information; and
- Increase responsiveness to changing business and technical requirements in their markets.

"We applaud FBM Idaho on their successful Guidewire implementation projects," said Mike Polelle, chief delivery officer, Guidewire Software. "By adapting its underwriting, policy administration, billing, and customer self-service operations for success, FBM Idaho has built a foundation for its future business growth."

About Farm Bureau Mutual Insurance Company of Idaho

Farm Bureau Mutual Insurance Company of Idaho was founded in 1947 by Idaho farmers and ranchers. Today, FBM Idaho remains wholly based in Idaho, and is one of the state's leading home and auto insurers as well as the largest writer of farm and ranch insurance. The company's 145 agents in 48 offices across Idaho offer automobile, homeowners, commercial, flood, crop hail, life, and health insurance. FBM Idaho pioneered the "packaged policy" concept in the early 1960's. Today its packaged policies – for both rural and urban clients – remain some of the most competitively priced and convenient available. FBM Idaho has consistently maintained an "A" or higher financial strength rating from A.M. Best Company for over 25 years. FBM Idaho's current A.M. Best rating is A+ Superior. Loans and investments are available through FBM Idaho's subsidiary company, Idaho Farm Bureau Financial Services. Further information about Farm Bureau Mutual Insurance Company of Idaho can be found at www.idfbins.com.

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. Follow us on twitter: @Guidewire_PandC.

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