



NFU Mutual Extends Guidewire Selection With Core, Data and Digital Products

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Mutual insurer to enhance business process and customer experience by expanded use of Guidewire solutions

STRATFORD UPON AVON, England & LONDON--(BUSINESS WIRE)--Jul. 18, 2016-- NFU Mutual, the UK's leading rural insurer, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to general insurers, today announced that NFU Mutual has selected Guidewire core operations, data and analytics, and digital engagement products.

Already a Guidewire BillingCenter® customer, NFU Mutual has chosen Guidewire ClaimCenter® as its new claims management system. The insurer has also selected Guidewire DataHub™ to support its data management and migration needs, and Guidewire's Claim Portal for Vendors to support and accelerate its digital strategy, enabling its network of repair vendors to be more connected to the claims process. NFU Mutual plans to deploy the products across all of its lines of business beginning with motor, and across all distribution channels.

"At NFU Mutual, treating our customers properly is ingrained in our culture and we have an enviable reputation for our claims service," commented Matthew Scott, chief claims manager at NFU Mutual. "That said, we can't rest on our laurels. ClaimCenter will enable us to further improve upon the already great service we offer and provide an outstanding customer experience."

ClaimCenter will help NFU Mutual to:

- Remove repetitive manual tasks, freeing up time for value-added work;
- Better segment claims, and consolidate claims data and reporting;
- Attain a transparent view of claim progress for claims handlers and our agents, with the potential to extend this to members in the future, and
- Create a platform for future digital development.

"ClaimCenter has a proven track record of successful deployments and upgrades which will help us to keep abreast of changes," said Matthew Scott, chief claims manager at NFU Mutual. "The system also has capabilities that will enable us to further strengthen our operating model in the future."

"We are very pleased that NFU Mutual have decided to extend their use of Guidewire technology, having been early supporters of BillingCenter," said Keith Stonell, managing director, EMEA, Guidewire Software. "At Guidewire we look forward to working with NFU Mutual to further improve their reputation as one of the leading insurance service providers in the UK, as recognised by the several industry awards they have received already this year."

About NFU Mutual

NFU Mutual is The National Farmers Union Mutual Insurance Society Limited (No. 111982). Registered in England. Registered Office: Tiddington Road, Stratford upon Avon, Warwickshire CV37 7BJ. A member of the Association of British Insurers. NFU Mutual offers a wide range of products, including general insurance, life, pensions, investments and risk management services. These products and services are delivered through the agency network, as well as through a direct sales and service centre.

With over 300 offices located in rural towns and villages throughout the UK, NFU Mutual has become part of the fabric of rural life and remains committed to serving the needs of people who visit, live or work in the countryside. NFU Mutual was named General Insurer of the Year and winner of the Customer Care Award at the 2008 British Insurance Awards. Learn more about NFU Mutual online at www.nfumutual.co.uk.

About Guidewire Software

Guidewire delivers the software that general insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core operations, 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 general 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).

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