



Farm Bureau Mutual Insurance Company of Idaho Selects Guidewire Digital Products to Enhance Customer Experience

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Idaho's largest Property and Casualty insurer increases commitment to Guidewire digital solutions to enhance policyholder experience and capture new market segments

POCATELLO, Idaho & FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 9, 2017-- Farm Bureau Mutual Insurance Company of Idaho (FBM Idaho), the state's largest domestic Property and Casualty insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to P&C insurers, today announced that FBM Idaho has selected Guidewire Quote and Buy Portal for Policyholders™ and Account Management Portal for Policyholders.

After a successful implementation of Guidewire Claim Portal for Policyholders™ across their personal lines of business, FBM Idaho selected Quote and Buy Portal and Account Management Portal for Policyholders to continue to modernize its systems and further enhance the online experience of its members. The company plans to implement Quote and Buy Portal first to its personal auto line of business, followed by homeowners. Account Management Portal will be implemented concurrently on all personal lines of business. The new portals will be implemented to FBM Idaho's commercial lines of business in 2018.

"The increased business agility and improved customer service gained with the implementation of InsuranceSuite and Claim Portal for Policyholders were important factors in our selection of Quote and Buy Portal and Account Management Portal for Policyholders," said Adam Waldron, chief information officer (CIO) and director, Information Systems, FBM Idaho. "We are excited about the added functionality we will be able to offer to our policyholders, which builds on the brand and reputation we've established in providing unmatched customer experiences."

Quote and Buy Portal for Policyholders and Account Management Portal for Policyholders will enable FBM Idaho to:

- Empower policyholders with more comprehensive self-service capabilities;
- Enhance operational efficiency and productivity by automating basic customer service and reducing call volumes;
- Gather direct experience feedback as well as analytical data on what customers are doing on the portals; and
- Better compete in the market and capture new market segments.

"We are excited that FBM Idaho has selected additional Digital Portal products to help them continue to adapt and succeed in their rapidly-changing insurance market with rising customer expectations," said Ken Shapiro, group vice president, Americas Sales, Guidewire Software. "We applaud their commitment to innovative customer experience and look forward to partnering with them on this effort."

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 143 agents in 50 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. 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 and Casualty (P&C) 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 260 P&C 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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