



## The Co-operators Extends Guidewire Relationship With Data and Digital Product Selections

April 20, 2017

*Leading Canadian-owned insurer to leverage Guidewire digital engagement and data visualization solutions for enhanced customer experience and service*

GUELPH, Ontario & FOSTER CITY, Calif.--(BUSINESS WIRE)--Apr. 20, 2017-- The Co-operators Group Limited (The Co-operators), a leading Canadian-owned, multi-product insurer, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to property and casualty (P&C) insurers, today announced that The Co-operators has selected Guidewire Data and Digital products to enhance customer experience and service. Guidewire PartnerConnect™ Consulting member EY has been selected to team with The Co-operators and Guidewire on the implementation project.

The Co-operators selected Guidewire Quote and Buy Portal for Policyholders™ and Account Management Portal for Policyholders to enrich the online experience of its members. The company also selected Guidewire Live™ apps, Claim Canvas and Hail Forensics, to understand the impacts of past weather events, gauge the impact of current events and help triage major catastrophes as they occur. The Co-operators plans to extend its current customer portal with rich transactional capabilities from Quote and Buy Portal and Account Management Portal for its Property and Casualty lines of business in each province where it conducts business. They are planning a phased approach, likely starting with claims functionality, followed by account management, then billing and payment.

"One of our key strategic pillars is to offer a seamless, omnichannel experience to our customers," said Carol Poulsen, executive vice president and chief information officer, The Co-operators. "Guidewire Digital Portals was the obvious choice for us to accomplish this. We will be able to offer more online services much more quickly than other options, with a partner we already know and trust, who listens to its customers about what enhancements, improvements and continued evolution is required in its products."

The Guidewire Digital Portals and Live apps will enable The Co-operators to:

- Provide its customers with more choice in servicing options;
- Increase customer engagement and satisfaction;
- Lower the cost of high-volume/low-value service transactions such as bill payments and vehicle substitutions;
- Allow advisors and service centres to focus on higher value services to their customers; and
- Be more effective in dealing with major claim events.

"We are excited to continue our strong partnership with Guidewire through our selection and implementation of their Digital Portal and Live products to help us better serve our customers," said Paul Mlodzik, vice president of marketing and communications, The Co-operators. "We are looking forward to all of the benefits we will receive from the breadth of functionality, increased speed to market, commitment to quality, rapid release cycles, and ability to leverage our previous InsuranceSuite investment."

"The EY team is excited to work with The Co-operators and Guidewire on this next phase of their transformation journey," said Neil Pengelly, Partner, EY. "We look forward to successful Digital Portal and Live implementations."

"We are honored that The Co-operators has selected Guidewire Digital Portal products and Live apps to help them continue to adapt and succeed with rising customer expectations in a rapidly-changing insurance market," said Ken Shapiro, group vice president, Americas Sales, Guidewire Software. "We look forward to working with EY to offer The Co-operators' customers an innovative experience."

### About The Co-operators Group Limited

The Co-operators Group Limited is a Canadian-owned co-operative with more than \$35 billion in assets under administration. Through its group of companies it offers home, auto, life, group, travel, commercial and farm insurance, as well as investment products. The Co-operators is well known for its community involvement and its commitment to sustainability. The Co-operators is listed among the 50 Best Employers in Canada and Corporate Knights' Best 50 Corporate Citizens in Canada. For more information visit [www.cooperators.ca](http://www.cooperators.ca).

### About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

For more information, please visit [ey.com/ca](http://ey.com/ca). Follow us on Twitter [@EYCanada](https://twitter.com/EYCanada).

EY refers to the global organization and may refer to one or more of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit [ey.com](http://ey.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](http://www.guidewire.com). Follow us on twitter: [@Guidewire\\_PandC](https://twitter.com/Guidewire_PandC).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, and Guidewire BillingCenter are registered trademarks of Guidewire Software, Inc. in the United States and/or other countries.

View source version on businesswire.com: <http://www.businesswire.com/news/home/20170420005547/en/>

Source: Guidewire Software, Inc.

Guidewire Software, Inc.  
Diana Stott, +1-650-356-4941  
Director, Communications  
[dstott@guidewire.com](mailto:dstott@guidewire.com)

or

PR Leader, EY Canada  
Erika Smith, +1-403-206-5157  
[Erika.Smith@ca.ey.com](mailto:Erika.Smith@ca.ey.com)