



## Insurance Corporation of British Columbia Deploys Guidewire Digital to Handle Policyholder Claims

July 24, 2017

*ICBC implements Guidewire Claim Portal™ for Policyholders on time and on budget, and increases customer service levels while lowering costs*

VANCOUVER, British Columbia & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jul. 24, 2017-- Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property and Casualty (P&C) insurers, today announced that the Insurance Corporation of British Columbia (ICBC), a provincial Crown corporation and sole provider of universal compulsory auto insurance in British Columbia (BC), has successfully implemented Guidewire Claim Portal™ for Policyholders to optimize the claims experience of its policyholders. Guidewire PartnerConnect™ Consulting member Ernst & Young LLP supported the implementation project.

ICBC selected Claim Portal for Policyholders to replace its previous policyholder claim portal system, and to enable its policyholders to input pertinent claims information directly into Guidewire ClaimCenter®, which ICBC deployed in 2013. The company implemented Claim Portal for Policyholders across all of its non-fleet personal and commercial auto lines of business in British Columbia.

"The prospect of a quick initial deployment thanks to our previous Guidewire ClaimCenter® investment made the selection of Claim Portal for Policyholders an attractive and natural solution for us," said Gary Eastwood, chief information and technology officer, ICBC. "By focusing on a primarily out-of-the-box implementation approach, with only minor customization for appearance and style templates, we experienced a smooth implementation and were able to complete the project on time and on budget."

Claim Portal for Policyholders is enabling ICBC to:

- Increase speed-to-market through its out-of-the-box functionality;
- Provide a better customer service experience by empowering policyholders with improved self-service claim capabilities; and
- Increase market responsiveness to changing business and technical requirements while lowering total cost of ownership.

"Our Claim Portal for Policyholders implementation has gone smoothly, and customer and employee feedback has been very positive," said Kathy Parslow, vice president, Claims and Driver Licensing Operations, ICBC. "We are excited about the benefits this new portal will bring for years to come."

"We are honored to play a role in the development of ICBC's policyholder claims portal, to support ICBC's customer satisfaction and growth goals," said David Connolly, Principal, Ernst & Young LLP. "We look forward to continuing to work with ICBC as it moves its claims processes into the future."

"We congratulate ICBC on its successful Claim Portal for Policyholders deployment," said Mike Polelle, chief delivery officer, Guidewire Software. "We applaud its commitment to providing its customers with consistent quality service and are honored to help it continue to adapt and succeed in the rapidly-changing insurance industry marketplace."

### About Insurance Corporation of British Columbia

The Insurance Corporation of British Columbia is a provincial Crown corporation established in 1973 to provide universal auto insurance to B.C. motorists. We're also responsible for driver licensing, and vehicle licensing and registration. For more information, please visit [www.icbc.com](http://www.icbc.com).

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### 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 300 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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