



## **NJM Insurance Group Selects Guidewire ClaimCenter**

March 15, 2005

### **Guidewire's Claims System Provides New Technology Platform for All Lines of Business**

WEST TRENTON, N.J. and SAN MATEO, Calif., March 15, 2005:

NJM Insurance Group, currently the largest property-casualty insurer in New Jersey, and Guidewire Software®, a leading provider of solutions to property-casualty and workers' compensation insurers, today announced that NJM has selected Guidewire ClaimCenter® as its new claims system. ClaimCenter will manage claims for all of NJM's primary lines of business, representing approximately \$1.4 billion in annual written premiums in auto insurance, homeowners and workers' compensation.

New Jersey Manufacturers Insurance Company, the parent of the NJM Insurance Group, is a unique policyholder-focused organization that exercises careful stewardship over the use of policyholders' funds, emphasizes prompt, exceptional customer service, and has shared the rewards of efficient operations by returning substantial dividends to policyholders every year since 1918. NJM holds the best records in two key areas - the lowest amount of funds used for underwriting operating expenses, and the lowest incidence of valid consumer complaints about auto insurance since the New Jersey Department of Banking and Insurance began its recordkeeping in 1987. Improving on this unmatched level of service was a major goal in the selection of a new claims system. NJM was also looking for a modern technology platform to help automate and streamline the claims process and provide the flexibility to address its continually evolving business needs.

"We evaluated many of the available claims systems and, in the end, Guidewire ClaimCenter offered us the level of control that we will need to continually respond to changing consumer needs in the unique New Jersey market," said Thomas M. Curry, Esq., NJM Vice President, in charge of the General Claims Department. "After an exhaustive evaluation by dozens of our adjusters, supervisors, and managers, ClaimCenter clearly was the most effective investment of policyholders' dollars toward improving service and controlling operating expenses over the long haul."

Guidewire ClaimCenter's extensive configurability and robust architecture have been proven to support large insurance carriers with complex business processes and systems environments. With ClaimCenter, NJM can tailor the solution to its unique requirements without the custom programming required by traditional systems. A powerful integration layer supports NJM's modern architectural standards and enables interfaces to legacy systems. And with scalability to support thousands of users, ClaimCenter can deliver rapid performance and reliability to the entire NJM claims organization.

Guidewire ClaimCenter is the leading end-to-end claims system for property and casualty and workers' compensation insurance. ClaimCenter's flexible business rules enable claims organizations to optimize and monitor the claims process. Claims executives can define, enforce, and continually refine their preferred claims handling practices. And a modern technology architecture, web client, and web services ensure lower total cost of ownership in any environment.

"We are proud to be selected by NJM Insurance Group, a proven leader in one of the most challenging insurance markets in the United States," said John Raguin, Chief Executive Officer, Guidewire Software. "We look forward to working together through the implementation and are confident that ClaimCenter will support NJM's unique business needs for years to come."

### **About NJM Insurance Group**

New Jersey Manufacturers Insurance Group writes more than 98% of its business in New Jersey. It is the state's largest writer of Workers' Compensation and Personal Auto Insurance and numbers among the five largest providers of Commercial Auto and Homeowners coverages. Formed in 1913 by factory owners who wanted to purchase insurance from a reliable, local, safety-oriented carrier, the Company has earned a reputation for efficiency, integrity and customer satisfaction. Since 1918, NJM has returned dividends to policyholders every year for a cumulative total of \$4.0 billion. For more information, visit [www.NJM.com](http://www.NJM.com).

### **About Guidewire Software**

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™, consisting of Guidewire PolicyCenter®, Guidewire ClaimCenter® and Guidewire BillingCenter® spans the key functional areas in insurance – underwriting and policy administration, claims management, and billing. Guidewire is headquartered in San Mateo, California, with offices in Beijing, Dublin, Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, please visit [www.guidewire.com](http://www.guidewire.com).