



California Insurance Guarantee Association Selects Guidewire ClaimCenter

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GLENDALE and SAN MATEO, Calif., March 22, 2005:

The California Insurance Guarantee Association (CIGA), the country's largest guarantee fund, and Guidewire Software®, a leading provider of solutions to property and casualty and workers' compensation insurers, today announced that CIGA has selected Guidewire ClaimCenter® as its new claims system. ClaimCenter will support the end-to-end claim handling process for all lines of insurance supported by CIGA, including workers' compensation, personal lines, and other commercial lines.

CIGA was created by the California Legislature to pay claims of insolvent insurance carriers, and serves as a critical element of the California insurance market. In order to streamline claims handling and standardize disparate claims adjudication processes in a highly complex environment, CIGA embarked on identifying a claims management system to leverage across all claims handlers and insolvencies. The system needed to be flexible enough to accept new insolvencies and scale to support over 1,000 claims handlers across multiple locations. After an evaluation of available claims systems, CIGA selected Guidewire ClaimCenter because of its comprehensive claim handling features, robust technology, and ability to support CIGA's complex requirements, including conversion of existing claims from multiple sources.

"Guidewire ClaimCenter provides a modern claim handling experience to our adjusters and third-party administrators," said Lawrence Mulryan, Executive Director of the California Insurance Guarantee Association. "Most importantly, Guidewire demonstrated an unmatched level of commitment to our success at CIGA."

ClaimCenter provides the functionality and support needed by CIGA's claims organization to meet its most important business objectives. The new system will enable CIGA to:

- Define consistent claim handling processes across multiple insolvencies and locations
- Ensure compliance with all relevant regulatory requirements of the State of California
- Convert open claims from multiple existing sources
- Adapt the solution to support possible insolvencies in the future

"Guidewire ClaimCenter is the best solution we found for a large and complex systems environment such as ours," said Hal Fedora, Director of Information Technology and Audit, California Insurance Guarantee Association. "Given the scope and importance of this project, Guidewire's unmatched track record in customer deployments was a crucial factor in our decision."

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 claim process. Claims executives can define, enforce, and continually refine their preferred claim handling practices. And a modern technology architecture, web client, and web services support ensure lower total cost of ownership in any environment.

"As a company based in California, we are proud to serve the state by delivering a powerful, modern claims solution to CIGA," said John Raguin, chief executive officer, Guidewire Software. "We will bring our extensive experience in both workers' compensation and property and casualty insurance to help CIGA implement and deploy a world-class claims solution."

About the California Insurance Guarantee Association

The California Insurance Guarantee Association (CIGA) is an organization created by the California Legislature in 1969 to pay claims of insolvent insurance carriers that are licensed to do business in the state of California. A thirteen-member board of governors, appointed by the insurance commissioner and the legislature, manages the association. CIGA consists of three separate funds that guarantee different lines of insurance: workers' compensation; personal lines (auto, homeowners, personal liability); and other (commercial property, liability, products liability, supplemental and pollution). CIGA is not an insurance company. CIGA was created to provide only a limited form of protection in the event of insurer insolvency. www.caiga.org.

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.