



## The Main Street America Group Selects Guidewire ClaimCenter

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### Guidewire's Modern Technology Platform to Transform End-to-End Claim Process

SAN MATEO, Calif., and JACKSONVILLE, Fla., September 20, 2005:

Guidewire Software® and The Main Street America Group announced today Main Street America has selected Guidewire ClaimCenter® as its new claims processing system.

ClaimCenter will support all lines of business and all phases of the claim process for the Jacksonville-Fla.-based leading property and casualty insurance organization.

"After a thorough evaluation of available claims systems and the option of building internally, we selected Guidewire ClaimCenter," said Joel Gelb, vice president and chief information officer, The Main Street America Group. "The system's comprehensive functionality, best-in-class technology, automated claim assignment process, and simplified maintenance each played a key role in our decision, along with Guidewire's dedication to its customers' success."

"We appreciate that Guidewire is serious about the business of claims and that ClaimCenter was specifically designed and built for our business," Gelb added. "We eagerly anticipate the increased functionality that Guidewire ClaimCenter will enable us to provide our agent-customers and adjusters, and the ease with which we will be able to make system changes."

ClaimCenter provides Main Street America with the tools it needs to modernize and transform its claim process, enabling it to provide improved customer service for its agent-customers and policyholders. Using ClaimCenter, Main Street America can :

- Process claims for all lines of business using one claim system.
- Modify/refine business processes quickly and efficiently with flexible business rules.
- Deliver full functionality to over 1,100 independent insurance agents through a Web interface.
- Automatically assign claims to adjusters based on their expertise level and workload.
- Move from an out-of-date legacy system to a modern, Web-based technology with simplified maintenance.
- Realize desired claim system functionality without inherent risk of building from scratch.

"It is important to us that a primary Guidewire objective is to make its customers successful," said Steve Canty, senior vice president, claims, The Main Street America Group. "Guidewire has a track record of on-time, on-budget deployments, and we are looking forward to being among them. Our claims department is dedicated to providing the highest quality of service to our policyholders and they will benefit from this enhancement to our process."

Guidewire ClaimCenter is a 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. In addition, a modern technology architecture, Web client, and Web services support, enable lower total cost of ownership in most any environment.

"We are pleased that The Main Street America Group has joined the growing family of carriers that have selected Guidewire," said John Raguin, chief executive officer, Guidewire Software. "We look forward to working with Main Street America and enabling its claim system transformation."

### About The Main Street America Group

The Main Street America Group operates four property and casualty insurance carriers: National Grange Mutual Insurance Company, Old Dominion Insurance Company, Main Street America Assurance Company and MSA Insurance Company. The Jacksonville, Fla.-based organization has provided property and casualty insurance products, programs and services to families and small businesses since 1923. With \$757 million in direct premium written exclusively by more than 1,100 independent insurance agents, Main Street America insures policyholders along the Eastern Seaboard from Maine to Florida. The company has regional offices in Keene, NH; Jacksonville, FL; Richmond, VA; and Syracuse, NY; and claims operations in Auburn, MA. A.M. Best Company gives The Main Street America Group a rating of "A" (Excellent). For more information, visit: [www.msagroup.com](http://www.msagroup.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).