



Donegal Insurance Group Selects Guidewire ClaimCenter

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

MARIETTA, Pa., and SAN MATEO, Calif., November 16, 2005:

Donegal Insurance Group, a group of insurance companies providing full lines of personal and commercial insurance, and Guidewire Software®, a leading provider of solutions to property and casualty and workers' compensation insurers, today announced that Donegal Insurance Group has selected Guidewire ClaimCenter® as the insurer's new claims processing system. ClaimCenter will support all lines of business and end-to-end claim processing for Donegal.

"While our claims department has an outstanding performance record, we felt we could provide our policyholders and agents even better service with an investment in a new system," said Charles M. Ferraro, senior vice president and chief information officer, Donegal Insurance Group. "We conducted a comprehensive search to find our claims staff the best next-generation claims solution available, selecting Guidewire ClaimCenter due to its extensive functionality, intuitive web interface, and ease of use. In fact, our users required less than a day of ClaimCenter training to get up and running on the system using basic functionality during a pilot phase."

ClaimCenter provides the Donegal Insurance claims department with the tools to modernize and improve the level of service offered to all claim process stakeholders: policyholders, agents, and Donegal departments and management. Using ClaimCenter, Donegal is able to:

- Automate and streamline the claims process for all lines of business with a single claim system;
- Enable remote offices and users to access the claims system from anywhere;
- Create electronic claims files for ease of information sharing between relevant parties;
- Improve management reporting capabilities through enhanced data capture; and
- Automatically assign claims and tasks to adjusters based on their expertise level and workload.

"We are pleased to provide Donegal Insurance Group with a web-based claims solution that will enable their claims organization to improve upon their already excellent service record," said John Raguin, president, Guidewire Software. "We welcome Donegal as a customer and partner, and look forward to working with them on this claims project."

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 any environment.

About Donegal Insurance Group

Donegal Group Inc. is an insurance holding company who insurance subsidiaries offer personal and commercial property and casualty lines of insurance in six Mid-Atlantic states (Connecticut, Delaware, Maryland, New Hampshire, New York and Pennsylvania), eight Southeastern states (Alabama, Georgia, Louisiana, North Carolina, South Carolina, Tennessee, Virginia and West Virginia) and five Midwestern states (Iowa, Nebraska, Ohio, Oklahoma and South Dakota). Donegal Group Inc.'s insurance subsidiaries and Donegal Mutual Insurance Company conduct business as the Donegal Insurance Group. Donegal Insurance Group has an A.M. Best Rating of A. For more information, visit: www.donegalgroup.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.