



Pohjola Insurance Selects Guidewire Software for Claims Management

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Finland's largest non-life insurer to consolidate claims systems on Guidewire ClaimCenter® for improved customer service and claims settlement processes

SAN MATEO, Calif., and HELSINKI, Finland, October 6, 2010:

Guidewire Software®, a leading provider of flexible core systems to non-life insurers, and Finnish financial services group, [OP-Pohjola Group](#), today announced that its subsidiary, Pohjola Insurance, Finland's largest non-life insurer, has selected Guidewire ClaimCenter® as its new claims management system. The implementation project has commenced in August 2010 with the auto line of business; other lines will follow in future phases.

In accordance with its strategic objectives, Pohjola Insurance is seeking to further enhance promptness and improve customer satisfaction in the claims area. The company will upgrade its claims settlement processes and over time will consolidate its multiple claims systems on Guidewire ClaimCenter.

"We have completed a thorough review of claims system vendors and solutions, and have found Guidewire and its ClaimCenter system to be the best match for our company and our needs," said Pauli Sarelius, executive vice president, Claims, Pohjola Insurance. "We expect ClaimCenter will evolve with our business and will help us deliver the flexible, efficient, customer-focused claims service our customers want."

"We are pleased to welcome Pohjola Insurance, our first customer in the Nordics, and are encouraged by the potential for future successes in the region," said Marcus Ryu, chief executive officer, Guidewire Software. "We appreciate Pohjola's vote of confidence in our company and look forward to working with the Pohjola team on what will be an exciting project."

Guidewire ClaimCenter is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today's non-life insurers. ClaimCenter's flexible business rules enable claims organizations to define, enforce, and continually refine their preferred claim handling practices in order to optimize and monitor their claim processes. ClaimCenter is in use by non-life insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive management of claims. ClaimCenter is available as a standalone system or as part of the Guidewire InsuranceSuite™, and can be integrated to an insurer's legacy systems or third party applications.

About OP-Pohjola Group

OP-Pohjola Group, as Finland's largest financial services group, offers the most comprehensive and versatile range of banking, investment and insurance services in the country. OP-Pohjola Group is made up of 218 member cooperative banks and OP-Pohjola Group Central Cooperative, owned by the member banks, with its subsidiaries and closely related companies, the most significant of which is Pohjola Bank plc. The Group has three business segments: Banking and Investment Services, Life Insurance and Non-life Insurance. At the end of 2009, OP-Pohjola Group had a staff of 12,504. The Group has 4.1 million customers. Pohjola Insurance Ltd is a subsidiary of Pohjola Bank plc. It engages in non-life insurance operations in Finland and offers comprehensive insurance cover for private, corporate and institutional customers. Pohjola Insurance holds the leading position as a corporate and public-sector insurer. For more information, visit www.op.fi/

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.