



Suncorp Deploys Guidewire ClaimCenter

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First Australian Insurer in Production with Guidewire's Leading End-to-End Claims System Sees Significant Improvement in Claims Efficiencies

BRISBANE, QLD, Australia, and SAN MATEO, Calif., January 2, 2008:

Suncorp, the second largest general insurance company in Australia, and Guidewire Software®, a leading global provider of solutions to general insurers, today announced that Suncorp has successfully deployed Guidewire ClaimCenter® as its new system for home insurance claims.

Following a number of mergers and acquisitions, Suncorp had multiple claims systems. The company is consolidating its systems with Guidewire ClaimCenter, a single web-based system. ClaimCenter is the technology foundation for Suncorp's claims business transformation and is enabling enhanced service for policyholders, agents, and service network partners; lowered claims expenses; improved claims handling processes; and more effective communication with Suncorp's network of repair specialists.

"Guidewire is a key enabler in our change strategy," said Peter How, Suncorp's IT manager, Guidewire Centre of Excellence. "Their services are helping us transform Suncorp's claims business."

ClaimCenter now enables Suncorp to:

- Better screen claims to ensure that only legitimate losses get into the system;
- Simplify the FNOL (First Notice of Loss) process resulting in improved customer service;
- Automatically and consistently assign claims to the appropriate adjuster based on complexity;
- Streamline and reduce IT maintenance efforts by moving to a single technology; and
- Reduce training times as a result of ClaimCenter's ease-of-use.

"Our Guidewire implementation project was a smooth one – it came in on time and on budget," said Mr. How.

Guidewire ClaimCenter is a leading end-to-end claims system for general 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, providing 100% web client, and web services interface enable lower total cost of ownership in any environment.

"We have been impressed with Suncorp's adoption of ClaimCenter," said Ian Tavener, vice president, International Operations, Guidewire Software. "This very successful project team included just four Guidewire consultants and the ClaimCenter roll-out to additional lines of business is being done almost entirely by Suncorp. Suncorp's 'Guidewire Centre of Excellence' is proving our vision to empower insurers through a flexible, modern technology insurance application."

About Suncorp

Suncorp is a top 20 Australian company, and the country's second largest insurer, and sixth largest bank. Suncorp is capitalised at around \$18 billion with operations in every Australian state and a significant presence in New Zealand. Suncorp employs more than 16,000 people, and services more than 8 million customers. For more information, please visit www.suncorp.com.au.

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.