



## **GEICO Deploys Guidewire**

June 10, 2008

### **GEICO's national team of claims counselors now using Guidewire ClaimCenter® to maximize customer service**

SAN MATEO, Calif., June 10, 2008:

Guidewire Software®, a leading global solution provider to property and casualty (P&C) insurers, today announced that GEICO, the fourth-largest private passenger auto insurer in the United States, has deployed Guidewire ClaimCenter, a market-leading, modern claims system. GEICO's national team of claims counselors across the country are now using Guidewire's intuitive, Web-based claims solution to help provide a smoother and shorter loss reporting process for GEICO's policyholders. The software is also designed to integrate service/repair scheduling into the loss reporting process, and increase claim handling efficiency.

In seeking out customer service applications, GEICO, a leader in a number of national customer satisfaction surveys, selected Guidewire® for greater functionality and flexibility. In addition to loss reporting, assignment and scheduling functionality, Guidewire will assist GEICO and extend its ClaimCenter capabilities by:

- adding loss reporting enhancements,
- integrating Emergency Roadside Assistance capabilities,
- improving the speed, execution, and accuracy of claims payment,
- increasing timely collection, quality, and consistency of claim data, and
- further streamlining its claims handling process.

"We found Guidewire to be a high quality solution provider that cares about its customers," said Jess Reed, GEICO group vice president and chief information officer. "Guidewire is aligned with our business needs and they worked with us side-by-side to ensure our success."

"ClaimCenter is the modern technology foundation we need to retool and expand our claims processes and customer services," adds Debra Magidson, director, Claims IT, GEICO. "With Guidewire, we have been able to shorten our loss reporting process, reduce service agent training times, and provide integrated repair scheduling as a service convenience for our customers."

Guidewire ClaimCenter is a leading end-to-end claims system for property/casualty insurance companies. ClaimCenter's flexible business rules enable claims organizations to optimize and monitor the claims 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 enables lower total cost of ownership in any environment.

"We are very excited about the success that GEICO has had to date with the implementation of ClaimCenter," commented John Raguin, chief executive officer, Guidewire Software. "GEICO has a tremendous focus on delivering top quality customer service and we're proud of the part that Guidewire is playing in this regard."

### **About GEICO (Government Employees Insurance Company)**

GEICO (Government Employees Insurance Company) is the fourth-largest private passenger auto insurer in the United States. It provides auto insurance coverage for more than 8 million policyholders and insures more than 13 million vehicles. In addition to auto insurance, GEICO offers customers insurance products for their motorcycles, all-terrain vehicles (ATV's), boats, homes, apartments and mobile homes. Personal umbrella protection and life insurance are also available. As a member of the Berkshire Hathaway group of companies, GEICO is rated A++ for financial stability by A.M. Best Company and ranks at the top of several national customer satisfaction surveys. For more information, go to [www.geico.com](http://www.geico.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).