



## **Wesfarmers Insurance Division and Subsidiary Lumley General Insurance New Zealand Select Guidewire**

July 16, 2008

**Lumley New Zealand is set to modernise and consolidate its claims handling systems with a new operating system, Guidewire ClaimCenter, that will enhance its customer service capabilities.**

AUCKLAND, New Zealand and SAN MATEO, Calif., July 16, 2008:

Wesfarmers Insurance Division, its underwriting subsidiary Lumley General Insurance (New Zealand) Ltd. (Lumley NZ), and Guidewire Software®, a leading global provider of technology solutions to general insurers, today announced that Guidewire ClaimCenter® has been selected for Lumley NZ as a first step in a move to modernise its claims management systems environment.

"In Guidewire we found a strategic partner to help us modernise and migrate our current claims systems to a flexible system capable of supporting and growing with our business," says Vivek Bhatia, Chief Information Officer of Wesfarmers Insurance Division. "In addition to transforming our claims operations and retiring the Lumley NZ legacy systems, the ClaimCenter project will also help us transform the way we implement IT projects across our organisation."

ClaimCenter will be implemented by Lumley NZ's, two distribution channels: Lumley Business Solutions who provide tailor made solutions and Lumley Broker who provide a range of products for the broker market. A key element of Lumley NZ's business improvement strategy is to make the customer the centre of everything they do. An important step in this is to replace its legacy claims system. In reviewing its options to build or buy a system, the company chose industry-leading claims solution, Guidewire ClaimCenter. ClaimCenter will initially handle claims for all of Lumley NZ's commercial and personal lines.

ClaimCenter will improve claims handling at Lumley NZ and enable it to:

- Migrate its legacy system to a modern system architecture, reducing maintenance costs and improving support and operational efficiencies;
- Minimise technology risk by implementing a proven claims solution instead of building a system in-house;
- Streamline call centre operations for improved customer service;
- Increase visibility of claim status and adjuster workloads;
- Reduce training times for new users; and
- Eliminate redundant/mundane clerical tasks freeing adjusters to focus expertise on claims handling and customer service.

"ClaimCenter will provide us with a common architecture and system we can readily configure to meet the unique claims handling requirements of our various Centres of Excellence, enabling us to provide an enhanced level of service," said Greg Main, General Manager, Lumley Business Solutions. "ClaimCenter will provide automated workflow management and loss adjusting process improvements which will result in better customer service."

Ian Tavener, Vice President, International Operations, Guidewire Software said "We commend Lumley NZ for undertaking this significant business transformation project. Like Lumley, Guidewire has a strong heritage of putting customers first. We will work in close partnership with the Lumley team to ensure their success every step of the way."

Guidewire ClaimCenter is a leading end-to-end claims system for general insurance. ClaimCenter's flexible business rules enable claims organisations to optimise 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.

### **About Lumley NZ**

Lumley is New Zealand's third largest general insurer and offers all major classes of commercial and personal insurance. They distribute through independent brokers and intermediaries who are serviced by a well-established and respected nationwide branch network which ensures immediate and personal access to local decision-makers. Lumley Business Solutions (LBS), a consumer insurance specialist, works closely with corporate partners including banks, financial service companies and retail distributors to strengthen their brands and enhance customer services. Lumley Life provides specialist products for LBS customers and Lumley Finance offers insurance premium financing and professional fee funding. For more information, please visit [www.lumleygroup.co.nz](http://www.lumleygroup.co.nz).

### **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).