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United Automobile Insurance in Production with Guidewire for Billing Management

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Guidewire BillingCenter® reduces manual billing processes and increases the quality of service to agents and customers

NORTH MIAMI GARDENS, Florida and SAN MATEO, Calif., December 8, 2011:

United Automobile Insurance Company (UAIC), one of the largest privately held property and casualty insurers specializing in auto insurance in the United States, and Guidewire Software, a provider of core system software to P/C insurers, today announced that UAIC has successfully deployed Guidewire BillingCenter® as its new billing management system.

Two states are currently in production with BillingCenter for both commercial and personal lines. UAIC is continuing a rolling deployment to their 10 remaining states. BillingCenter will provide agency and direct bill functionality across the entire UAIC organization.

Following a successful Guidewire ClaimCenter® implementation, UAIC selected BillingCenter as the next step in modernizing its technology. The key business driver for the selection was to replace UAIC's legacy system, with its numerous manual processes, with a modern system that combined operational efficiency and the flexibility to meet the needs of its ever-changing business.

"The ability to leverage our past ClaimCenter experience with Guidewire and its technology made selecting Guidewire to help us transform our billing management system feel like the natural next step especially given the comfort and ease of use we already had with Guidewire technology," said Abraham Estevez, chief information officer, UAIC.

UAIC is experiencing the early benefits of BillingCenter which include:

- The ability to handle agency and direct bill from a single system;
- Automation of complex billing processes with flexible workflow and business-rules driven control;
- Improved customer service via flexible customer summary screens that put all customer billing/payment information on one screen, enabling UAIC service representatives to quickly and accurately respond to inquiries; and
- Enhanced financial and stat reporting capabilities that reduce the need for batch processing.

"We are already seeing the early benefits of Guidewire BillingCenter and are pleased with the efficiency and service impacts being delivered to our customers," added Estevez. "We are looking forward to the continuous improvements the flexibility and functionality of BillingCenter will bring to our business."

"Guidewire congratulates United Auto Insurance on its successful implementation of BillingCenter," said Marcus Ryu, chief executive officer, Guidewire Software. "We are proud to play a role in transforming UAIC's end-to-end billing management and share their eagerness for the increasing benefits a full deployment will bring."

Guidewire BillingCenter® is a billing and receivables management system built on the core design principles of automation, control and flexibility. BillingCenter allows you to deliver insurance your way by making it easier to automate the billing lifecycle; design flexible billing, payment and delinquency plans; manage agent commissions; and enable integration with external payment systems. BillingCenter 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 United Automobile Insurance Company

United Automobile Insurance Company (UAIC), founded in 1989, writes non-standard automobile insurance in 12 states. UAIC is family owned and is one of the largest privately held property and casualty insurance companies in the United States. The company has experienced steady growth since its founding and continues to add new states each year. The key to UAIC's growth and success is a commitment to provide quality service to its agents and customers, disciplined underwriting, and fast and fair claims handling. For more information, visit www.uaic.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.