



MetLife Auto & Home® Introduces 100% Digital Products on Guidewire Platform

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Disrupting the traditional model, MetLife Auto & Home becomes the first to deliver 100-percent digital insurance from quote to claims through its MetLife Auto & Home MyDirect® portal

BEVERLY, Mass. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Oct. 4, 2017-- MetLife Auto & Home and Guidewire Software, Inc. (NYSE: GWRE), today announced that MetLife Auto & Home has begun deploying Guidewire InsurancePlatform™ in a new cloud environment for customers using its MetLife Auto & Home MyDirect portal. MetLife Auto & Home is the first P&C insurer in the United States to offer a 100-percent digital experience from quoting to claim service. Rollout of the platform is expected to continue over the next several quarters.

"Guidewire InsurancePlatform provides our customers with more of the convenience, transparency, and control they want," said Kishore Ponnayalu, president, MetLife Auto & Home. "They can purchase policies online in minutes, where pricing and risk are immediately assessed leveraging data and analytics. Simplified digital processes improve the customer experience; from premium payment to claims, the entire process is paperless. Customers can even interact with us via text message or e-mail, providing a true end-to-end digital experience aligned with today's customer expectations."

"It is an honor to be associated with MetLife's distinguished brand," said Marcus Ryu, chief executive officer, Guidewire Software. "We congratulate MetLife Auto & Home on the success of the first phase of its implementation, which we believe to be a trailblazing example of this era of digital engagement."

"As part of MetLife's Digital strategy, we formed a strategic partnership with Guidewire to co-create an industry-first Digital platform for our Auto & Home business. The partnership reflects our commitment to create easily accessible products that protect our customers while enabling them to do business with us on their own terms," said Marty Lippert, executive vice president and head of technology and operations for MetLife. "By infusing digital into everything we do, we are transforming the customer experience and our partnership with Guidewire on the MyDirect platform is a testament to our Digital strategy in action."

MetLife is leveraging the power of Guidewire InsurancePlatform, which combines three elements – core operations, data and analytics, and digital engagement – that work together to enhance MetLife Auto & Home's ability to respond to market changes and engage and empower its customers, agents, and employees. MetLife Auto & Home's new products sold on the MyDirect portal are not yet available in all states.

About MetLife Auto & Home:

MetLife Auto & Home is one of the nation's leading personal lines insurance groups, insuring more than 4 million autos and homes, and is affiliated with MetLife. For more information, visit www.metlife.com.

About MetLife

MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates ("MetLife"), is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help its individual and institutional customers navigate their changing world. Founded in 1868, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit www.metlife.com.

About Guidewire Software

Guidewire delivers the software that Property and Casualty (P&C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core processing, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 300 P&C insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com. Follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

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