# Gore Mutual Insurance Embeds Guidewire ProNavigator to Speed Underwriting and Claims Decisions

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*Canadian insurer gives underwriting and claims teams direct access to Guidewire ProNavigator inside their daily workflows, improving response times and decision accuracy*

CAMBRIDGE, ON and SAN MATEO, Calif., Nov. 2, 2026 /PRNewswire/ -- Gore Mutual Insurance ("Gore Mutual") and Guidewire (NYSE: GWRE) today announced the deployment of Guidewire ProNavigator across Gore Mutual's Claims and Personal Lines underwriting operations. ProNavigator is embedded directly into the company's core policy and claims applications, giving employees immediate access to relevant underwriting rules, policy guidelines, and internal documentation, without leaving their primary work screen.

Gore Mutual embedded Guidewire ProNavigator in its claims and underwriting apps for faster, more consistent decisions.

**Bringing ProNavigator into Daily Insurance Operations**

Underwriters and claims adjusters spend much of their day interpreting rules, policy guidelines, and internal documentation spread across systems and shared drives. With ProNavigator now built into the applications they already use, that knowledge comes to them instead as a direct answer, at the moment a question comes up, without switching screens or hunting for the right document. The result is better decisions and faster, more consistent service for policyholders and broker partners alike.

"At the heart of great claims service is making sure our people have the right information at the right time," said Suzanne Courtlander, Chief Claims Officer, Gore Mutual. "ProNavigator gives our teams faster access to knowledge, greater confidence in decision-making, and more time to focus on what matters most: supporting our customers when they need us most."

**Delivering Measurable Business Value**

By embedding ProNavigator into daily workflows, Gore Mutual is driving several advancements across its organization:

- **Improved Decision-Making:** Frontline teams work from a single source of truth to promote uniform policy and claims decisions across all lines of business.
- **Expanded Operational Capacity:** Faster answers to procedural questions let employees resolve more cases per day, helping teams keep pace with rising transaction volumes without sacrificing service quality.
- **Enhanced Risk Mitigation:** Consistent access to underwriting guidelines and claims procedures strengthens adherence to established practices, helping mitigate operational and financial risk.

"Technology investments like ProNavigator are helping us build a simpler, more connected organization that makes it easier for broker partners to do business with us and easier for policyholders to get the support they need," added Shane Mannion, Chief Information Officer, Gore Mutual.

"Digitization creates the greatest business value when it's part of the work employees already do every day," said Joseph D'Souza, General Manager of ProNavigator, Guidewire. "Gore Mutual is putting that principle into practice, using ProNavigator in its daily workflows to help its teams make faster, better-informed decisions for policyholders and brokers."

To learn more about ProNavigator, our embedded AI assistant for instant insurance expertise, visit guidewire.com.

**About Gore Mutual Insurance Company**

Built on a foundation of financial strength for more than 180 years, Gore Mutual is one of Canada's oldest property and casualty mutual insurers. Effective January 1, 2026, Gore has joined Beneva—the country's largest mutual insurance company—as part of its Property & Casualty operations in Ontario and Western Canada.

During 2026, Gore will combine its operations with Unica Insurance, Beneva's Ontario-based subsidiary specializing in niche commercial and personal insurance, creating a stronger, more diversified mutual insurer with greater scale and long-term stability.

With offices in Cambridge, Toronto, and Vancouver, Gore continues to offer competitive insurance products through trusted broker partners while operating as a standalone subsidiary under the Beneva brand.

Every decision and investment remains anchored in long-term benefits to customers, members, and communities. For more information, please visit goremutual.ca.

**About Guidewire Software**

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 44 countries, from new ventures to the largest and most complex in the world, rely on Guidewire products. With core systems leveraging data and analytics, digital, and artificial intelligence, Guidewire defines cloud platform excellence for P&C insurers.

We are proud of our unparalleled implementation record, with 1,700+ successful projects supported by the industry's largest R&D team and consulting partner ecosystem. Our marketplace represents the largest partner community in P&C, where customers can access hundreds of applications to accelerate integration, localization, and innovation.

For more information, please visit www.guidewire.com and follow us on X and LinkedIn.

**Contact:**

Albert Lin
Senior Manager, Public Relations
Guidewire Software, Inc.
+1.415.205.4214
allin@guidewire.com

Karin Fritzlar
Director, Marketing & Communications
Gore Mutual Insurance
226-808-7013
kfritzlar@goremutual.ca

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