

Capgemini press contact: Christel Lerouge Tel. : +33 (0)1 47 54 50 76 christel.lerouge@capgemini.com	Zurich press contact: Keith Lewis Tel: +44 (0) 1489 561 708 keith.lewis@uk.zurich.com	Guidewire Press contact: Diana Stott Tel: +1 650 356 4941 dstott@guidewire.com
--	--	--

Zurich selects Guidewire for UK claims system - New system to be implemented by Capgemini

Paris and San Mateo, California, 4 April 2012 - Zurich is today announcing the selection of Guidewire Software® (NYSE:GWRE), as the provider of a new claims handling platform for its UK General Insurance division. The software will be implemented into Zurich’s UK Claims operation by Capgemini Financial Services UK, the subsidiary of one of the world’s foremost providers of consulting, technology and outsourcing services. It is part of a multi-year project which will aim to transform claims processing, reduce costs, and improve the customer experience. The platform and implementation plan is intended to reduce manual processing, improve data management and business intelligence for enhanced decision-making and reduce losses due to fraud or leakage.

Guidewire ClaimCenter® manages the entire claim lifecycle from first notification of loss through settlement, litigation, and recovery and will ultimately be used to process claims for all of Zurich’s UK Personal Lines, Commercial Broker and Zurich Municipal customers. It will replace multiple legacy systems and various claims processes for different lines of business, with a single web-based system that will provide a consistent service across the company and support its focus on delivering claims handling best practice.

Capgemini will be the prime systems integrator and will be responsible for the end to end solution encompassing the core Guidewire application. This is in addition to supporting technology and streams including output management, legacy data migration and management information. Phase One of the Programme will focus on Personal Lines and will involve the roll out of the system to Zurich UK’s offices and our offshore site in Pune. Guidewire ClaimCenter is already used by Zurich’s general insurance operations in Japan and Canada.

Tony Emms, Chief Claims Officer of Zurich’s UK General Insurance business says *“The transformation of our claims process shows how committed we are to offering our brokers and*

customers exceptional service. We need effective low cost management and our customers expect a fast and fair claims handling process – the new system will help us to continue to achieve both. Our claims handlers will also have the opportunity to use a modern claims handling system, which will bring their expertise to bear and help them dedicate more time to helping customers when they need us most.”

“The new system will give improved claims data and allow us to respond more effectively to the growing demands of our brokers and customers and so improve the service we provide. We will be better able to leverage best practice across our claims processing and as importantly provide a more consistent claims service across all our lines of general insurance.”

Jeff Proudfoot, Managing Director, EMEA at Guidewire, said: *“ClaimCenter offers general insurers the opportunity to deliver responsive and customer oriented service while improving the operating efficiency of their claims functions. Zurich recognises the need to achieve both these aspects. We are most pleased to welcome them to our customer family and we look forward to working together to make their claims transformation a measurable success.”*

Andy Lees, Head of Financial Services at Capgemini UK, added, *“This plan demonstrates Zurich's determination to improve operational efficiency and client centricity. It is the latest, and one of the largest, of more than 35 transformation programs that Capgemini is delivering using the Guidewire platform. Naturally, we are delighted to be selected for such a large-scale key project and feel this demonstrates the trust that Zurich is placing in Capgemini's global capabilities.”*

About Capgemini

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at www.capgemini.com.

About Capgemini's Financial Services Global Business Unit

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry. With a network of 18,000 professionals serving over 900 clients worldwide Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

More information is available at: www.capgemini.com/financialservices

Rightshore® is a trademark belonging to Capgemini

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 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.

About Zurich

Zurich's UK General Insurance division is part of Zurich Insurance plc, and supplies personal, commercial and local authority insurance through a variety of distribution channels. Based at locations all across the UK, with large sites in Birmingham, London, Farnborough and Whiteley, the division employs approximately 4,200 people.

Zurich Insurance Group (Zurich) is a leading multi-line insurance provider with a global network of subsidiaries and offices in Europe, North America, Latin America, Asia-Pacific and the Middle East as well as other markets.

It offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multinational corporations. Zurich employs about 60,000 people serving customers in more than 170 countries. The Group, formerly known as Zurich Financial Services Group, is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt program which is traded over-the-counter on OTCQX.

Further information about Zurich is available at www.zurich.com.