



PRESS RELEASE

QBE EUROPEAN OPERATIONS SELECTS NEW CLAIMS TECHNOLOGY

London, 11 December 2009

QBE, the specialist business insurer, today announced it has selected a new claims management system to deliver market-leading business support and service across QBE European Operations (QBE EO).

Following an extensive review and evaluation process, aimed at ensuring QBE's claims management needs were met now and in the future, QBE has selected ClaimCenter from Guidewire Software, a leading provider of flexible core systems to general insurers, to provide its claims management software.

The system will ensure that QBE EO continues to broaden its service capability to clients and brokers, bringing significant business benefits and strengthening QBE's claims capability across its growing insurance portfolio.

Andrew McBride, Claims Director, QBE European Operations commented: "The implementation of this new system will ensure that QBE remains at the leading edge of claims capability. This step demonstrates QBE's continued commitment to its clients and brokers to deliver an expert and responsive claims service."

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Notes to editors

About QBE

QBE Insurance Group is Standard & Poor's 'A+' rated and is one of the world's leading international insurers and reinsurers, headquartered in Sydney, Australia. We operate out of 45 countries across the globe, with a presence in all key insurance markets, and are lead underwriters within our chosen markets, setting rates and conditions. For the year ended 31 December 2008, the company underwrote gross written premium totaling £6,025 million and held shareholders' funds of £5,364 million.

QBE's European Operations, which accounts for almost 40% of QBE Group turnover, is a leading specialist in London market and European commercial lines business. Active in both the Lloyd's and company market, QBE offers considerable diversity to the broking community, via eight product-focused underwriting divisions - casualty, QBE Re Europe, property, motor, marine & energy, specialty, aviation - all operations have the ability to write on both Lloyd's and company market paper.

About Guidewire Software

Guidewire Software is a leading provider of flexible core systems that enable property/casualty insurers to deliver insurance the way they want to. Guidewire builds high quality software that consistently works as promised. Designed for maximum flexibility and scalability, Guidewire solutions give carriers the capability to deliver excellent service to policyholders and agents and increase market share – while lowering operating costs. The Guidewire Insurance Suite™, consisting of Guidewire PolicyCenter®, Guidewire BillingCenter®, and Guidewire ClaimCenter®, spans the entire insurance lifecycle – underwriting, policy administration, billing, and claims management. Guidewire is headquartered in San Mateo, California, with offices in Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, visit www.guidewire.com.