

An update on commercial lines renewals transitioning into Guidewire

As you know, we started transitioning our commercial lines business from our legacy system to Guidewire early this year. This requires our underwriting team to renew each policy in Guidewire – a highly manual process that requires a significant amount of time and effort. Combined with the peak season for policy renewals, we are experiencing a lag in our lead time to release your customers' renewal policies.

I would like to assure you that we are doing our very best to bring you the service that you expect. As a result, we're prioritizing renewals and focusing our underwriting team's efforts to ensure that we restore our service as soon as possible. This means that you may experience delays in our response to your new business and midterm change submissions.

In the coming weeks, you can expect an update on how we're doing. If you have any questions, please contact your business development representative.

As always, thank you for your understanding and continued support.



Kate Hogan
VP, Broker Performance and Engagement