



Wawanesa
Insurance

Wawanesa Mutual's Digital Transformation Journey

ICMIF Webinar
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Who We Are

125 years old

2 countries



3 operating companies

\$4.5B revenue

\$10.5B assets



5700 employees

2M customers



Our Products + Services



Property & Casualty

- personal
- commercial/farm



Life

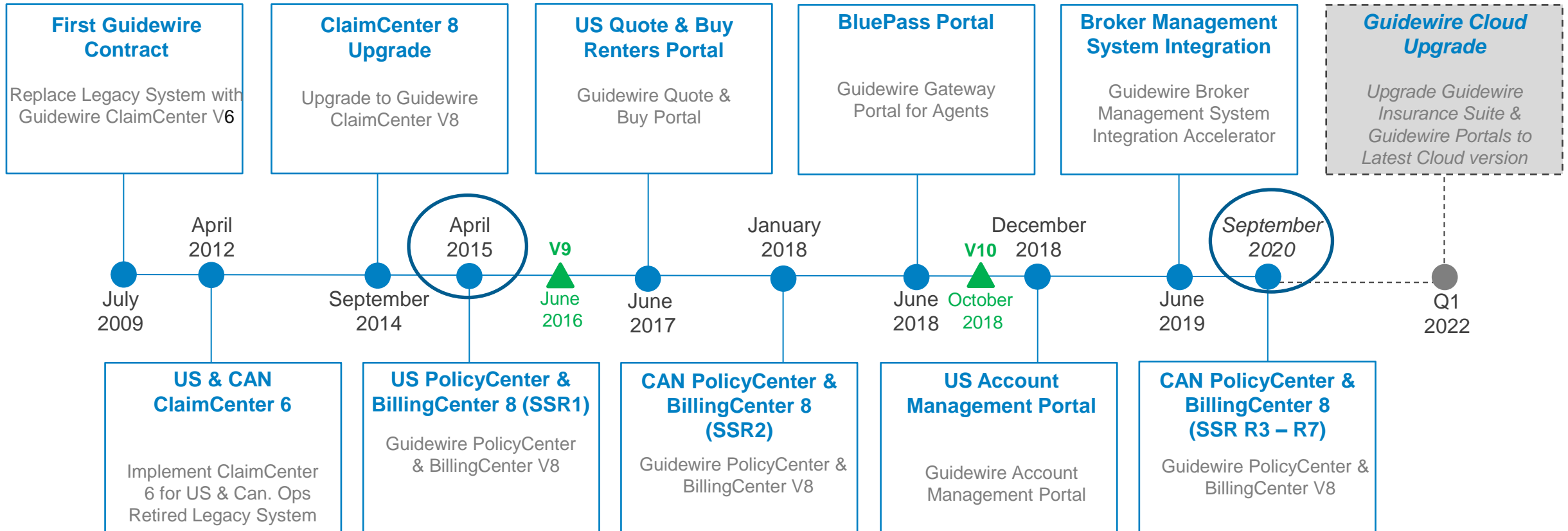
- individual
- group



Western Financial Group

- personal
- commercial/farm
- travel
- health

History of Guidewire at Wawanesa



▲ New Guidewire Version Available

Implementation Challenges

Operational

Program
management &
methodology

People

External

Critical Success Factors



Leadership focus and
commitment



Technology platform and
effective vendor partners



Our team



Effective program
management

Delivering our Promise

Tangible Benefits



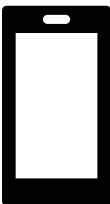
1. Improving Operational Efficiencies

Optimizing our workforce by aligning, empowering & improving how we work



2. Quicker Response to Changing Markets

Improving our financial results and offerings by quickly introducing new products, rates, & services



3. Digital Distribution

Optimizing and digitizing customer & broker processes, such as policy and billing documents, & payment and billing activities



Delivering our Promise

Intangible Benefits

1. Employee Experience



Leveraging a modern ecosystem to improve our employee experience.

2. Simple, Easy to Use and Understand Documents



Improved policy & billing documents.

3. Data Collection & Analytics



Enablement of data collection & analytics.

4. Delivering Exceptional Customer Service



Recognition for superior customer service & innovation.

Feedback From Others

WHAT OUR PEOPLE ARE SAYING



Peggy Dejarme - Intermediate Processing Clerk, Remittance Processing Department, Wawanesa Mutual

"I love how the system updates instantly and one can see information right away. A simple task like a void and reissue now takes under two minutes in BillingCentre and used to take two days."



Lisa Whyte - Customer Relations Agent, Wawanesa General

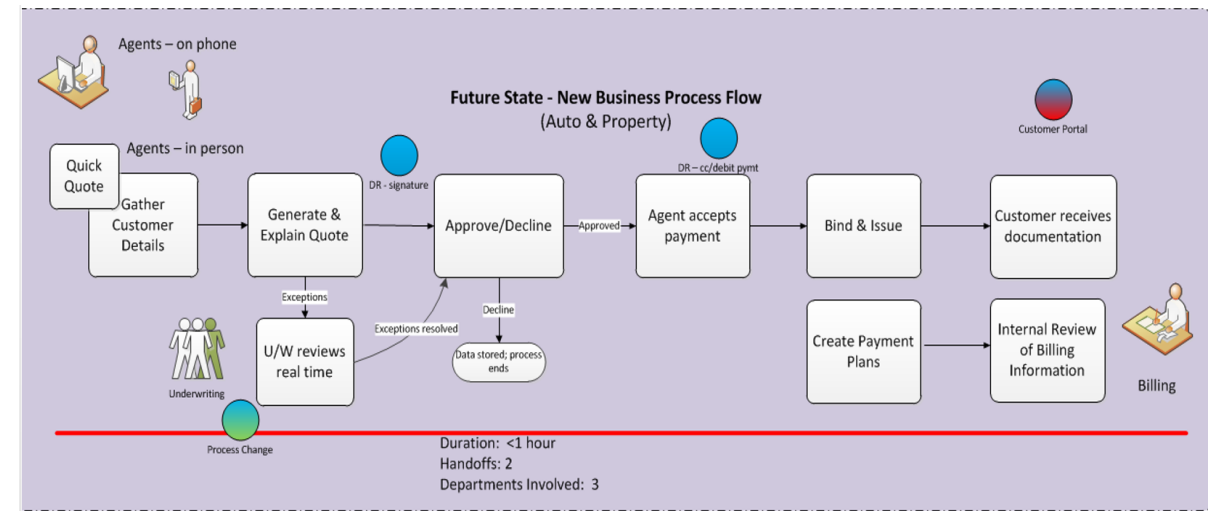
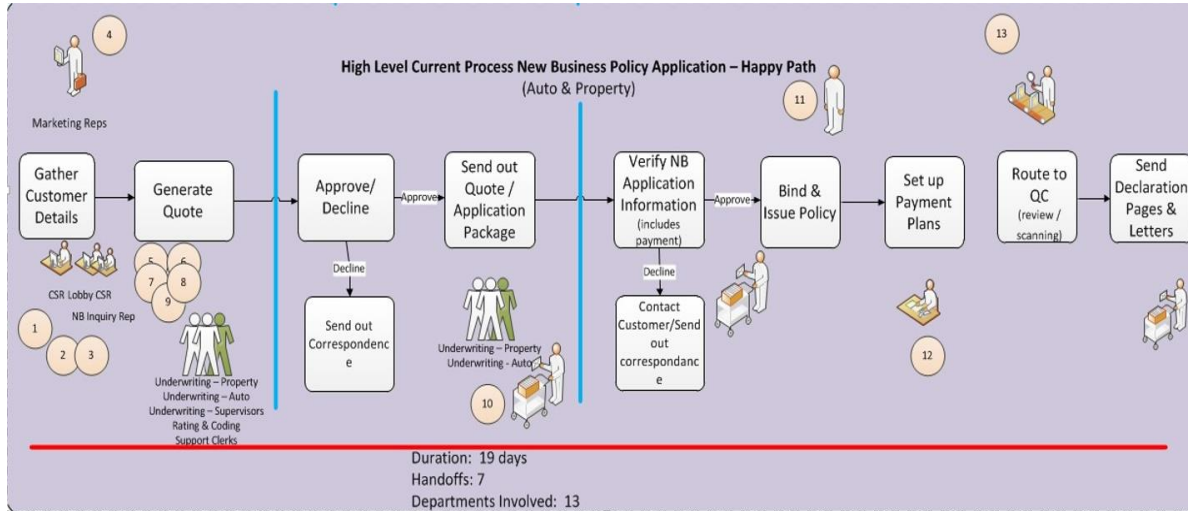
"Policy Center has improved the Customer Experience exponentially by allowing first call resolution on any change customers wish to make to their policy. In addition, the Email Distribution option sends policyholders their paperwork and updated billing immediately as soon as the agent finishes the transaction



Kim Barker - Claims Supervisor, Ontario Region, Wawanesa Mutual

"Guidewire Suite is an invaluable tool for our team. I was fortunate enough to participate in the training of employees across the region and often heard "amazing", "so much easier" when reviewing the documents, coverages and risk alerts. The team is ecstatic about how easy the coverages and updated wordings are to find and how much time it is saving them. The ease and availability of information on the system has been a game changer for claims handling."

Improved Sales Process Cycle Times – The General



PMS/USPCIS

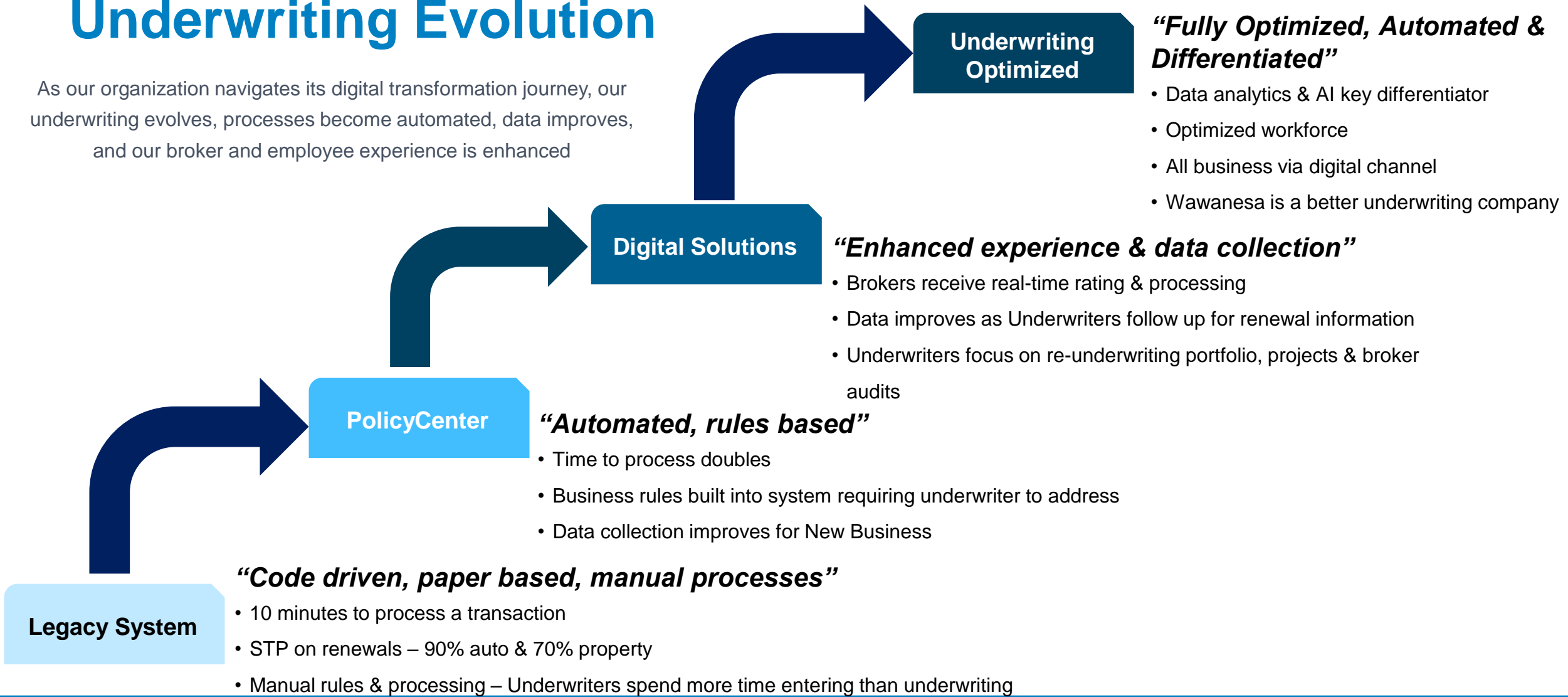
Duration: 19 days
 Handoffs: 7
 Departments Involved: 13

PolicyCenter

Duration: >1 hour
 Handoffs: 2
 Departments Involved: 3

Underwriting Evolution

As our organization navigates its digital transformation journey, our underwriting evolves, processes become automated, data improves, and our broker and employee experience is enhanced



Feedback From Others

WHAT OUR BROKERS ARE SAYING



Karim Mouait BA CRM - Vice President & Business Development Manager, Cornerstone Insurance Brokers Ltd. (Alberta, Canada)

"We at Cornerstone enjoy the convenience and efficiency that the guidewire platform provides; with real-time processing and quoting this expedites our delivery of service to our clients. We commend Wawanesa on leveraging digital platforms to further create velocity in the amplification of the insurance broker distribution channel."



Jack Rao - Operations Manager, Capital Insurance Brokers (Alberta, Canada)

"BluePass has transformed the way policies are managed by our brokers. The API between Applied Rater and BluePass, allowing for instant integration of quotations and removal of redundant data entry when processing new applications, significantly reduced human hours. Real-time accounting as endorsements are processed enables our staff to make faster decisions and provide clients with precise expectations. The enhanced underwriting built into the system gives our brokers more authority, reduces errors, and improves efficiency by reducing the number of phone calls required to underwriters. All of this adds up to a very comprehensive system used on a daily basis. I am excited to see continued improvements and new features in the system, and happily recommend BluePass to any associates."



Courtney Hamm - Director, Innovation & Business Intelligence, NUDE Solutions (Alberta, Canada)

"For decades our industry, including brokers, carriers and technology providers, have worked collaboratively to deliver insurance products to consumers as efficiently and responsibly as possible. Over the last 5 years, we have seen many new technology implementations to better serve consumers and our industry. Wawanesa's recent implementation of Guidewire has created a platform for brokers, technology providers and carriers to actively collaborate with a mutual goal of enhanced customer experience, operational efficiencies, and improved portfolio performance."

"The launch of Wawanesa's products in Nude Solutions using Guidewire integration is enabling the best customer experience through the insurance lifecycle. This technical collaboration delivers an innovative model to support broker assisted online distribution and management of insurance products which will significantly benefit consumers, brokers, and carriers. It aligns perfectly with NUDE Solutions vision to remove frictions for brokers and empower the insurance industry using technological innovation." Courtney

Awards & Nominations



Wawanesa for its Strategic Systems Renewal initiative, an enterprise-wide digital strategy that included multiple Guidewire implementations and is improving sales, distribution, and the overall insurance experience for customers and brokers.

Awards & Nominations



Insurance Canada Technology Nomination

Wawanesa is a great partner and friend of the Insurance Brokers Association of Canada and the broker distribution channel. Their generosity in providing legal and technical resources to advance real-time data exchange and the IBAC DX Connect is unparalleled.



MuleSoft – Customer Innovation Award

Has your organization partnered with MuleSoft to fundamentally adapt and respond to changing circumstances? Have you implemented an architecture to enhance the customer experience you deliver? We want to hear how you were able to lead a digital transformation initiative resulting in extraordinary outcomes related to your innovative use.

Digital Roadmap Execution - 2021

Highlights

- Fully integrated real-time quoting for brokers, achieving in excess of 78% of Personal Lines business processed via digital channels in Canada.
- Continuous improvements to digital self-serve capabilities via the Account Management Portal (US), Digital Documents and Claims Central.
- Enhanced online quoting capabilities (US)
- New Broker Gateway Portal based on Salesforce, delivering modern engagement and training features to brokers.
- Digital partner integrations using the Wawanesa Partner API – an innovation which gives partners direct access to core systems.
- Robotic process automations allowing employees to focus on value-add work. Annualized benefits of 10,000 hours.

What's next

- Digital roadmap for 2022-24

78%



Of policy transactions are being Entered via Digital Channels (GIS)

76%



Straight-Through Processing Rate via Digital Channels

90%



Brokers using Digital Channels in Canadian market

121,408



Total Transaction Count across digital channels in Canadian market

63%



Members registered for US Account Management Portal

41%



Invited members are enrolled in Claims Central to track and communicate through their Personal Property claim

Guidewire Cloud

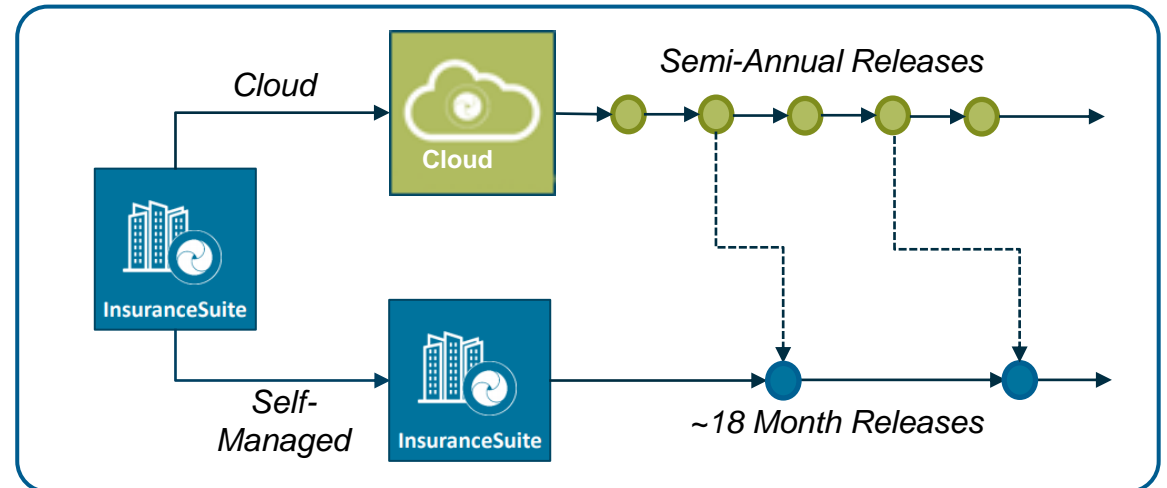
What is Guidewire Cloud?

- Guidewire systems that are accessible over the internet.
- A new software solution with a separate code base. All current and future Guidewire investments directed to Guidewire Cloud, not Self-Managed.
- Guidewire is responsible for system performance and managing the infrastructure to run Guidewire systems.
- Strategic partnership with Amazon Web Services (AWS) to provide the technology platform for Guidewire Cloud.
- Proven security credentials with SOC 1, SOC 2, and PCI DSS compliance.

13 InsuranceSuite customers, 100+ with one or more Guidewire products.



New Guidewire Cloud features periodically added to Self-Managed when feasible.



Alignment with Cloud Direction

- **Cloud is the preferred method** to deliver and operate the systems we use to service and support our customers, brokers, and employees.
- Cloud includes **3 distinct models**:
 - 1) Software as a Service (e.g. Dayforce, PCR, Office 365, Planful)
 - 2) Managed Services (e.g. Guidewire Cloud)
 - 3) Public Cloud (e.g. Amazon Web Services)
- **40% of all applications** used across the company **are cloud applications.**
- Continue to migrate remaining systems from our data centers to cloud solutions.
- **Decommission our primary and secondary data centers** prior to moving to our new Headquarters in 2023.

Conclusion

- Wawanesa set out to digitally transform its P&C operations in 2009. Despite challenges, the Strategic System Renewal program successfully delivered early and underbudget. Many benefits have been and will continue to be realized.
- Wawanesa is now positioned to be more agile and competitive in its product offerings. We set the stage for Wawanesa's digital transformation journey – enabling us to - reinvent our underwriting and claims service experience, adopt robotics and AI to make our service “more human”, and offer the right products and rates, for the right customer, through data driven decision making.

Questions?





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