



October 17, 2025

Hello everyone,

I'm writing to let you know we're planning an upgrade to ClaimCenter Guidewire, one of our internal claims systems. This update requires a planned systems outage to support the enhancements, which will temporarily impact some of the applications you use regularly.

Applications temporarily unavailable

The outage is planned for **November 14, at 6 p.m. to November 17, at 7 a.m.** The outage is scheduled on a weekend to minimize possible disruptions. You'll receive a second notification once the system is back online and you're able to resume regular operations.

While external applications will be temporarily offline, there will be no changes to the applications or processes you use when the system is restored.

The following applications will be impacted:

- **Glass Web Express (GWE):** will be unavailable and you will not be able to create new or access any glass claims during the outage.
- **VDIA:** You will be unable to upload or view images through VDIA, and
- **Quality Assurance (QAPM):** you will be unable to verify, retrieve, or review claim details for quality assurance results during the outage.

Interim processes and help during the outage

Where possible, we recommend you book and create glass claims for customers needing glass repair services during the outage ahead of time.

During the outage insurance coverage and deductible information can be validated from customers' insurance paperwork. If there are further concern over coverage, the PGO team can assist, as they will have access to current NAGS details like hours and/or pricing.



PGO staff will provide a reference number related to any interactions for new claims or existing claims during the outage.

Questions? We're here to help

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

I apologize in advance for any disruption this temporary outage may cause and thank you for your patience, support and long-standing partnership as we work to enhance our systems and services.

Sincerely,

Kevin Walsh

Manager, MD Programs Services