



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 between **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:

- **Mitchell Connect** will be partially available during the outage. You will be able to submit estimates and supplements; however, any new claim estimates (method of inspection) will not be available.
- **Aries Payment Request (APR)** will be unavailable and you will not be able to submit estimates for payment.
- **Repair Facility Support Requests (RFSR)** must not be submitted during the outage window as they will be unavailable. You can submit any requests when the system is back online.
- **Quality Assurance Performance (QAPM)** claims details for estimate scores cannot be retrieved or returned during the outage.

Please be aware the outage will also impact our rental services business partners, so rental applications will also be impacted, including:



- **Enterprise (ARMS) Rental companies** can still place customers into a rental car making an enterprise reservation request, however, the approval process will be delayed until the system is back online. Facilities will be unable to make updates or enterprise extension requests during the outage. If possible, we recommend booking in advance of the outage.
- **Rental Application Submission Form (RASf)** will not be available during the outage, so rental companies cannot submit rental requests, or rental extensions.

Invoices for all rental service business partners cannot be submitted during the system outage.

Interim processes and help during the outage

If you have booked an estimate/repair during the outage window, where possible, we recommend you download the estimate (MOI) ahead of time.

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,

Shane Loiselle

Manager, MD Programs Services

