



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:

- **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. Repair 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.

Questions? We're here to help

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,

Alex Jansen

Manager, MD Programs Services