



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:

- **Mitchell Connect** will be partially available during the outage. You will be able to submit estimates and supplements; however, any new claim estimates will not be available.
- **Aries Payment Request (APR)** will be unavailable and you will not be able to submit estimates for payment.

Interim processes and help during the outage

Where possible, we recommend if you have booked an estimate/repair during the outage window, download the estimate ahead of time.



Questions? We're here to help

If you have any questions, we're here to help. Please reach out to myself, [Kevin Walsh](#), or [Jonathon Stewart](#) if you have questions.

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