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MAINFRAME ELIMINATION

TARGET COMPLETION DATE	INITIATIVE OWNER	2020 CRITICAL PATH ITEMS
12/31/2021	Adam Waldron	A. Crop Hail on AFBIS by 4/1/2020 (Dana/Jason) B. Nexsure Brokerage System by the summer of 2020 (Chuck) C. New Commissions Systems by 12/31/2020 (Chuck/Jason)

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SYSTEM STABILIZATION

TARGET COMPLETION DATE	INITIATIVE OWNER	DETAILS
08/30/2020	Established at the project level	A. Performance of System must be at Service Levels (Adam) B. Bugs in the system must be corrected • Top 10 Defect Suites Completed (Dana) C. Addition of Critical Functionality • Equity Billing (Dana/Jason) • Automated Application of Payments in the Office (Dana/Jason) • Lockbox Processing (Dana/Jason) • Underwriting Automation (UW VP) • Lienholder Processing Enhancements (Dana/Jason) D. Improvement of workflow • Elimination of unnecessary UW Blocks and Business Rules (UW VP) • Use CSRs more effectively by removing restrictions from CSR permissions, but still have adequate controls in place (Dana) E. Additional Training of Team Members (David) • CSRs and Agents (Dana) • Accounts Receivable (Dana) • Underwriting (UW VP)

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CUSTOMER SELF-SERVICE WEBSITE AND MOBILE APP

TARGET COMPLETION DATE	INITIATIVE OWNER	DETAILS
08/30/2020	Dana May	A. Guidewire Account Management on Guidewire v8 B. Marketing Campaign & Electronic Document Delivery Discount (Chuck)

After the System Stabilization Initiative is complete, but still starting in 2020:

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GUIDEWIRE 10 UPGRADE BEGINS

TARGET COMPLETION DATE	INITIATIVE OWNER
By mid-2021	Adam Waldron

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CPP DEVELOPMENT BEGINS

TARGET COMPLETION DATE	INITIATIVE OWNER
TBD	UW VP