



News Release

For Immediate Release

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PMA Companies Launches New Claims Technology Platform

New Platform, Coupled with PMA's Highly-Rated Services, Further Enhances the Tangible Value PMA Delivers for Clients Across the Country

Blue Bell, PA – April 26, 2010 – PMA Companies has launched PMA Claim Center as its new claims technology platform. The platform fully integrates with all of PMA's services and is a major systems enhancement. The company is committed to meeting and exceeding client expectations by efficiently managing claims for better outcomes, providing superior customer service, and supporting PMA's ability to do business in any state throughout the country. The announcement came at the RIMS 2010 Annual Conference & Exhibition in Boston.

PMA Claim Center's roll out to PMA Offices began in the first quarter of 2010, following a successful pilot and extensive testing and solution customization of *Guidewire ClaimCenter* to ensure alignment with PMA's best practices for claims management. PMA Claim Center utilizes advanced claims management technology for end-to-end claims processing.

"While PMA's focus on customer service permeates every level of our organization, PMA's investment and deployment of PMA Claim Center supports superior responsiveness to customer needs through time-saving automation," says Jim PMA Senior Vice President and Chief Information Officer, PMA Companies. "This advanced system replaces existing platforms that were aging and supports future growth by giving us the ability to serve a larger and more geographically diverse client base."

PMA Claim Center contains powerful, dynamic data fields which capture and store claims information in consistent places. This platform provides an important central point of control for all PMA claims actions, assisting the claims professional in coordinating activities and tracking and managing claims, and provides enhanced claim information and visibility of that information to clients.

"When claim information is more consistently captured and presented in data fields, claims professionals have easier access to critical information, allowing them to make more timely and better informed decisions," said Kurt Schuhl, Senior Vice President & Chief Claims Officer, PMA Companies. "By automating routine claims processing activities, our claim professionals can devote more time to developing and executing strategies that drive better outcomes – and allows our customers to obtain information faster and easier than ever before."

Schuhl noted that PMA is committed to continuing to achieve outstanding client satisfaction ratings—96 percent of respondents to PMA's latest *Client Satisfaction Survey* reported that PMA meets or exceeds their service expectations. "PMA Claim Center will help us to continue to deliver service excellence and generate tangible value to our clients," said Schuhl.

With PMA Claim Center in place, users of PMA's on-line Risk Management Information System, PMA

CINCH®, will benefit from enhanced views of loss data and more powerful information searches, as well as from additional screens, including Case Management, Litigation and Reserve details.

ClaimCenter is a product of Guidewire Software®. ClaimCenter received a rating of “Strong Positive,” the highest possible rating in Gartner’s MarketScope for North American Property and Casualty Insurance Claims Administration Systems¹ in 2009.

PMA Companies is at Booth 1449 at the RIMS 2010 Conference in Boston.

About the PMA Companies

The PMA Companies (www.pmacompanies.com) provides risk management solutions and services, including workers’ compensation and other property & casualty insurance throughout the United States. Headquartered in Blue Bell, PA, the PMA Companies are the operating companies of PMA Capital Corporation (NASDAQ: PMACA), a holding company, that includes the PMA Insurance Group, specializing in workers’ compensation and other commercial property & casualty insurance products; PMA Management Corp. and PMA Management Corp. of New England, providing results-driven risk management services and Midlands Management Corporation, a managing general agent with a specialty in excess workers’ compensation, program administration and fee-based TPA services.

NOTE: Guidewire Software, Guidewire ClaimCenter are registered trademarks of Guidewire Software, Inc.

¹ Gartner Research “MarketScope: North American Property and Casualty Insurance Claims Administration Systems”, June 9, 2009.