

System Enhancements: Updates to Guidewire and Billing Access

Gore Mutual has implemented a new Guidewire enhancement designed to streamline your workflow, and new billing changes which reflect a shift away from legacy tools and may require adjustments to how you access and process payments. Together, these updates aim to improve efficiency and clarity across key systems.

Guidewire Enhancement

Automatic Email Notifications for Referred Activities

You'll now receive an automatic email notification whenever an activity you've referred in Guidewire is completed and reassigned. This email will include the policy number and named insured, and a direct link to the Guidewire portal.

Billing System Updates

Important Update to Billing Access

Legacy billing options available through GoBroker, including Equalize Payments and Change Banking Info, are no longer supported. The previous fly-out menu has been removed and replaced with a single Billing option. If you've bookmarked any billing-related pages, please update them to reflect the new structure and URLs.

Changes to Public Website Payment Processing

We're also phasing out the ability to process payments for legacy policies through the Gore public website. If a policy can't be found, whether due to a legacy number or a data entry issue, users will now see a message advising them to contact their broker for assistance.

For any questions regarding billing for legacy policies, please contact billingteam@goremutual.ca.

For any questions regarding access to GoBroker or Guidewire, please contact goresupport@goremutual.ca.