

Mitchell International and J.D. Power and Associates Extend Partnership on Industry Leading Total Loss Solution: Deepen Commitment to Estimate Accuracy and Policyholder Satisfaction

Solution continues to reduce total loss claims settlement cycle time by providing accurate, trusted and transparent vehicle valuation data policy holders understand and accept

San Diego, CA – August 21, 2009 – Mitchell International, Inc., a leading provider of information, workflow and performance management solutions to the Property & Casualty claims and Collision Repair industries today announced it has extended its alliance with customer satisfaction and vehicle pricing expert J.D. Power and Associates, in the delivery of Mitchell's total loss valuation solution—WorkCenter™ Total Loss. The multi-year extension reaffirms both companies' joint commitment to work together to empower carriers to provide their policy holders with accurate, trusted and verifiable total loss values that reflect real market conditions at the time of vehicle loss.

WorkCenter Total Loss produces valuations that are easily understandable by consumers, and that utilize comparable vehicles from consumer recognizable brands. This eliminates the “black box” feel of other total loss valuation systems and results in higher first call settlement rates for carriers. The solution combines Mitchell's superior claims processing solutions with J.D. Power's data analysis and superior pricing capabilities, resulting in an intuitive and powerful methodology for insurance carriers. WorkCenter Total Loss generates fair, market driven values for total loss vehicles, helping insurers support customer service initiatives and increase policyholder satisfaction while reducing costly, friction-filled claims cycle time.

“We are proud to continue to combine our 63 years of experience serving the auto physical damage industry with J.D. Power and Associates, a company that is widely recognized, trusted and respected for its expertise and impartiality,” said Alex Sun, President and CEO, Mitchell International. “The total loss experience is too often contentious, resulting in a long, drawn out and costly claims settlement process. By contrast, WorkCenter Total Loss helps carriers reduce settlement time and increase customer satisfaction.”

” J.D. Power and Associates, like Mitchell, is a data-driven and customer-focused organization, which is why we are excited to continue the alliance that has produced an innovative total loss claims solution since 2004. Our combined efforts allow us to help carriers reduce settlement cycle time and increase customer satisfaction by creating an open and transparent claims environment through fair and accurate loss valuations that policyholders can easily understand and trust,” said Finbarr O'Neill, President of J.D. Power and Associates.

WorkCenter Total Loss is a statistically driven, fully automated single solution that can optimize the total loss claims settlement process and fully support the highest customer satisfaction initiatives—available via the web or as a stand-alone, desktop application. For more information, please visit www.mitchell.com.

About Mitchell International, Inc.

Mitchell International, Inc. (www.mitchell.com) is a leading and trusted provider of world-class information, process-enhancing workflow solutions, and advanced software and specialized services to the Property & Casualty Insurance Claims, Automotive Collision Repair, and Workers' Compensation Industries. The company's robust and expansive portfolio streamlines the entire claims and repair process using shared workspaces, decision-driven software, and intuitive tools. Serving carriers, body shops, and other commercial participants in the physical damage, auto-related medical and workers' compensation claims processes, Mitchell facilitates millions of electronic transactions between more than 30,000 business partners each month to enhance their productivity, profitability, and customer satisfaction.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

Founded in 1888, The McGraw-Hill Companies (NYSE: MHP) is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor's, McGraw-Hill Education, BusinessWeek and J.D. Power and Associates. The Corporation has more than 280 offices in 40 countries. Sales in 2008 were \$6.4 billion. Additional information is available at <http://www.mcgraw-hill.com/>.

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