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**FIREMAN'S FUND[®] DEPLOYS WEB-BASED CLAIM REPORTING
TECHNOLOGY FROM FIRST NOTICE SYSTEMS, INC.[®]**

Self-Service Claim Reporting offers immediate integrated channel for efficient data capture, triage and assignment

NOVATO, Calif., and BOSTON – Feb. 15, 2005 – Fireman's Fund Insurance Company, a major property and casualty insurer, and First Notice Systems, Inc., the leader in claim-reporting solutions for the insurance industry, today announced that Fireman's Fund has implemented ClaimCapture, the Web-based claim reporting platform developed by First Notice Systems.

"ClaimCapture uses and advances our existing telephonic program with First Notice Systems to satisfy more claimant needs while also expediting our internal requirements," said Tom Galle, Claims Director, Fireman's Fund. "So far we've already implemented seven highly customized lines of business with our policy and claim system, integrating each within the application. We are extremely pleased to introduce these exciting new capabilities to our customers."

First Notice Systems ClaimCapture platform provides all reporting entities -- insured's, agents, risk managers, supervisors, employees and others -- with a unique reporting experience. The platform uses business and distribution logic that adapts to a wide range of loss inputs, enabling policy lookup and customized intelligent scripting. As a result, Fireman's Fund can validate data earlier in the process, which in turn can reduce unnecessary contact and accelerate the claims administration process.

(more)

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"First Notice has enjoyed a long-standing relationship with Fireman's Fund, so we are delighted to now include Internet reporting in our deliverables," said Will Fulton, President of First Notice Systems. "Increasingly, self-service reporting is becoming a strategic initiative for leading carriers such as Fireman's Fund. We're gratified that our technology will play a key role in providing Fireman's Fund customers with choice, speed and convenience when selecting a reporting channel."

About Fireman's Fund Insurance Company

Fireman's Fund Insurance Company (FFIC) is a premier property and casualty insurance company providing personal, commercial, marine, excess and surplus lines and agribusiness insurance products nationwide. FFIC is a subsidiary of Allianz AG, one of the world's largest providers of property and casualty insurance and other financial services. For more information about Fireman's Fund, please visit www.firemansfund.com.

About First Notice Systems, Inc.

Founded in 1993, First Notice Systems, Inc. is a premier provider of claim reporting and customer service solutions to the insurance industry. With over 90 national clients now utilizing First Notice Systems' claims reporting services and software products, First Notice successfully connects insurance carriers, third-party administrators and self-insured's with their customers through a combination of call center outsourcing services and rules-based Web technology. Headquartered in Boston, First Notice Systems, Inc. is a wholly-owned subsidiary of Concentra Inc. First Notice Systems and Concentra are registered trademarks of Concentra Operating Corporation. All rights reserved. www.firstnotice.com

About Concentra Inc.

Concentra Inc. is the comprehensive outsourcing solution for containing healthcare and disability costs. Serving the occupational, auto and group healthcare markets, Concentra provides employers, insurers and payors with a variety of integrated healthcare services. These services include employment-related injury and occupational healthcare, in-network and out-of-network medical claims review and repricing, access to specialized preferred provider organizations, first notice of loss services, case management and other cost containment services. Copyright 2004 Concentra Operating Corporation. All rights reserved. www.concentra.com.

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