

Overview and Frequently Asked Questions

Overview

Oracle Buys Haley:

Expands Oracle's Applications Drive into Social Services; Adds Enterprise Policy Automation for Legislated and Regulated Industries

Oracle has acquired RuleBurst Holdings Limited, the parent company of Haley Limited (Haley), a leading provider of policy modeling and automation software for legislative and regulated industries such as public sector, financial services and insurance.

Haley has over 20 years experience in delivering complex policy automation software for industries that are a focus for Oracle, including public sector, financial services and insurance. Enterprise policy automation is mission-critical for customers that need to quickly and effectively implement, manage and ensure compliance with constantly changing policies, regulations and legislation. Haley's leading applications empower business users to translate legislation and policy into automated business rules using natural language to enable self-service, automate advice, ensure compliance and mitigate risk for policies enterprise wide.

The combination of Haley's products with Oracle's ERP, Siebel CRM, and Oracle's industry applications is expected to create the first packaged software solution for social services agencies with an enhanced case management application utilizing Haley to drive eligibility determinations. The Haley policy automation platform is also used in other industries that are highly regulated, such as, financial services and insurance to implement and manage complicated and rapidly changing policies in common language without the need for specialized software programming. Financial services customers are expected to more effectively manage the business rules that govern trading, lending, underwriting, claims, origination and fraud prevention. Insurance customers are expected to be able to optimize complex underwriting through multi-variable "what-if" capabilities, apply business logic to highlight high-risk claims and make improved claim adjustments.

CUSTOMER BENEFITS

The combination is expected to provide customers with the following benefits:

- A comprehensive enterprise policy automation solution
- An enhanced offering for social services customers from an end-to-end packaged application solution
- Enhanced policy modeling and automation capabilities for legislative and regulated industries such as public sector, financial services and insurance
- Reduction in claims administration costs, payment errors and appeals
- Haley customers will benefit from the leverage of Oracle's R&D resources and will have access to Oracle's world class global support and services organizations
- Empowerment of business users to manage complex policies and business rules without the need for specialized programming skills

PARTNER BENEFITS

The combination is expected to provide partners with the following benefits:

- All partners are expected to benefit from working with a single vendor to address customers' needs for complete policy automation and compliance
- System Integrators are expected to have the opportunity to extend services around Oracle's Siebel CRM and ERP applications
- Independent Software Vendors are expected to benefit from broader opportunities for development integrations
- All partners can take advantage of Oracle's worldwide resources and enablement through the Oracle PartnerNetwork program

Frequently Asked Questions

BUSINESS RATIONALE

What is the rationale for this acquisition?

Policy modeling and automation is mission critical for government and businesses that need to administer programs and benefits resulting from legislation or regulation, or need to operationalize company policies. However, these organizations are facing operating challenges that are making the administration and compliance of policies increasingly difficult. Demographic shifts, globalization and budget constraints are creating an environment of constant change and causing operations to become more complex. This coupled with increasing fraud incidents drive the need for regular scenario impact assessments and decision audit trails.

The public sector is increasing their investments in modernizing policy administration and governance systems. Economic pressures and an aging population are driving more demand for services and a shrinking revenue base is forcing these agencies to improve efficiencies of social services. Legacy systems cannot support the new level of complexity and the cost of maintaining their current inflexible systems is driving a need for change. In addition, financial services companies are requiring systems to deliver products and services to market faster, reduce call center volume and provide tools to monitor, detect and report on potential breaches. Insurers need to better automate processes to optimize complex underwriting, highlight fraudulent and high-risk claims, perform accurate and consistent claims adjustment and automate common customer service processes.

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Why did Oracle select Haley?

Haley has over 20 years experience in delivering complex policy modeling and automation software for industries that are a focus for Oracle, including public sector, financial services and insurance. Enterprise policy automation is mission-critical for customers that need to quickly and effectively implement, manage and ensure compliance with constantly changing policies, regulations and legislations. Haley's leading applications empower business users to translate legislation and policy into automated business rules using natural language to enable self-service, automate advice, ensure compliance and mitigate risk for policies enterprise wide.

The combination of Oracle and Haley is a natural evolution of an existing partnership that is currently delivering leading Enterprise Policy Automation solutions to the public sector. The combination of Oracle's Siebel CRM and Haley products help manage the intake, screening and eligibility calculations of benefit applicants, to identify the proper benefits from social services agencies. The acquisition will simplify the solution relationship for customers and is expected to accelerate the development of integration efforts.

How will the acquisition of Haley accelerate Oracle's strategy to become the leading enterprise application provider?

The acquisition of Haley supports Oracle's strategy to provide mission-critical operational applications for key industries. Legislative and regulated industries such as public sector, financial services and insurance are a focus for Oracle. Policy modeling and automation is an important application that helps drive time to

market of products and services, self-service capability, improved customer service and compliance with complex legislative, regulatory and policy-based rules.

Haley provides a leading and highly configurable natural language based eligibility and legislative determination software for public sector that will meet the needs of public sector customers trying to manage legislative and regulatory complexity. The addition of Haley will also help customers in other industries to effectively manage the impact of policies by empowering their business users to create and manage business rules in natural language.

PRODUCT OVERVIEW AND STRATEGY

What products does Haley currently develop and support?

Haley offers the most advanced and proven technology for natural language business rules automation and determination. More than 115 customers use Haley's products in industries such as public sector, financial services and insurance.

Haley provides a comprehensive suite of software to automate legislation and policy and manage complex business rules. Haley products capture and understand key policies and rules, deliver accurate decision and eligibility determinations, provides full audit ability for these determinations, mitigate fraud, control risks and provide compliance with regulatory and governance obligations. In addition, Haley provides leading capabilities for business rules and determination solutions. Haley provides the only natural language determinations engine for policy modeling and automation and was rated as a Leader by a leading analyst firm in April 2008.

How is this expected to impact Haley's product roadmap?

Oracle plans to support customers' investments in Haley products, which will become a foundation for a global business unit focused on Enterprise Policy Automation solutions. Research and development investments in Haley solutions are expected to increase after the closing as it will then be able to leverage Oracle's \$2.7 billion R&D budget.

Will Oracle continue to support customers running Haley solutions on non-Oracle technology?

Oracle plans to continue to support Haley product integrations with other technology platforms to serve customer needs.

How compatible are Haley's products with Oracle's products?

Haley's products are complementary to Oracle technology and adhere to open industry standards. The combination of Oracle's ERP, Siebel CRM, industry applications and infrastructure software with Haley's policy automation applications is expected to simplify the automation and management of policies and complex business rules enterprise-wide.

How does Oracle plan to maintain Haley's domain expertise after the closing?

The goal of the combination is to complement Oracle solutions for legislated and regulated industries. Haley brings significant domain expertise in these industries, specifically in the area of policy modeling and automation. Haley management and employees are expected to join Oracle after the closing and form a global business unit focused on Enterprise Policy Automation solutions.

CUSTOMERS AND PARTNERS

How is the proposed transaction between Oracle and Haley expected to benefit Haley customers?

The highly complementary combination of Oracle's ERP, Siebel CRM and industry solutions and Haley's software is expected to provide a comprehensive Enterprise Policy Automation solution that can effectively initiate, screen, determine eligibility and manage cases and report on legislative and policy impacts. Haley customers from other legislated and regulated industries such as financial services and insurance, are expected to benefit from a comprehensive industry solution. Haley customers are expected to benefit from the leverage of Oracle's R&D resources and will have access to Oracle's world class global support and services organizations.

How will customers' investments in Haley solutions be protected by Oracle?

Oracle intends to continue to enhance Haley products and solutions. As updates occur, we will communicate those changes through normal channels.

How is the proposed transaction expected to benefit partners?

We expect business to continue as usual for Haley partners. To provide for a smooth transition, existing Haley partner contracts for support, professional services and sales are expected to remain in effect until they expire or until further notice. As contact information changes, we will communicate these changes through normal channels. Haley management will be reaching out to Haley partners to answer any questions. Partners may also use their existing Oracle channels for support to answer any questions.

Partners are essential to Oracle's economic and growth strategy. In addition to increased product support and investment, Haley partners are expected to benefit from Oracle PartnerNetwork, our global world-class partner program, which provides access to a broader portfolio of solutions, comprehensive resources to support partner business and opportunities for growth with Oracle.

BUSINESS CONTINUITY

Can I still purchase Haley products?

Please contact your existing Haley sales representative to assist you, or visit www.haley.com for contact information.

Should Haley customers continue to call Haley customer support?

Yes, Haley and Oracle will remain separate companies until the closing of the acquisition. Haley customers should continue to use existing Haley contacts for support, professional services and sales to address immediate and ongoing needs. We will communicate all changes and transitions occurring after the close of the transaction well in advance through these familiar channels.

Should Haley customers continue to contact their Haley sales representative?

Yes, until further advised, customers should continue to rely on existing relationships.

Will training on Haley products continue?

Yes, we plan to combine the Haley education program with Oracle University. We want to ensure that our customers' software provides the best possible service for their organizations, and we know excellent training is critical to reach that goal.

Will the Haley leadership and employees be retained?

The goal of the combination is to complement Oracle offerings. Haley's management and employees will continue with Oracle to form a new global business unit focused on Enterprise Policy Automation solutions. Oracle expects to retain a vast majority of employees as we accelerate efforts on a combined basis, thus creating continuity in strategic direction and product roadmap.

Where can I find out more information about the proposed Oracle and Haley combination?

For more information, please visit oracle.com/haley

The above is for informational purposes and may not be incorporated into a contract.

IT IS NOT A COMMITMENT TO DELIVER ANY MATERIAL, CODE OR FUNCTIONALITY, AND SHOULD NOT BE RELIED UPON IN MAKING PURCHASING DECISIONS. THE DEVELOPMENT, RELEASE AND TIMING OF ANY FEATURES OR FUNCTIONALITY DESCRIBED FOR ORACLE'S PRODUCTS REMAINS AT THE SOLE DISCRETION OF ORACLE. THE DEVELOPMENT, RELEASE AND TIMING OF ANY FEATURES OR FUNCTIONALITY DESCRIBED FOR HALEY'S PRODUCTS REMAINS AT THE SOLE DISCRETION OF ORACLE.