



# Sustainability Report 2023



ASSURANT®

# Table of Contents

A Message from Our President and CEO ..... [3](#)

About Assurant ..... [5](#)

- Assurant At a Glance
- The Assurant Way
- Recent Recognition
- Our Approach to Sustainability

2020 — 2025 ESG Strategic Focus Areas..... [10](#)

**Responsible Employer** ..... [11](#)

- Diversity, Equity, and Inclusion
- Talent and Engagement

**Impact on Society**..... [24](#)

- Responsible Investing
- Climate, Energy, and Emissions
- Supplier Diversity and Inclusion
- Community Giving and Volunteering

**Customer Commitment** ..... [36](#)

- Customer Experience
- Innovation in Products and Services

**Integrity and Ethics** ..... [40](#)

- Ethics and Compliance
- Data Security, Privacy and Risk Management

**Appendix**..... [46](#)

- Task Force on Climate-Related Financial Disclosures (TCFD)
- Sustainability Accounting Standards Board (SASB)



# A Message From Our President and CEO



In 2022, we made progress against our vision and refreshed the core tenets of our culture that support our strategy and inspire the more than 13,000 employees who deliver for our clients and their 300 million customers worldwide every day. We continued to grow – strengthening key relationships while delivering new, innovative solutions for the mobile device, auto and home markets. We invested in our people, with a commitment to enrich their experience at Assurant.

Assurant’s culture is a key differentiating factor for us – it is grounded in our values and our commitments to serve our clients with passion and purpose, build and empower diverse, winning teams and bring determination to get things done. We know that our people are critical to our long-term success and serve as one of the most important ways we connect our strategy to our sustainability commitments and aspirations. We look to engage routinely with our employees to understand and respond to their needs. Last year, results from our enterprise-wide listening program highlighted that employees feel engaged and aligned with our enterprise priorities.

In 2022, we expanded our employee resource groups as we create a more diverse workforce

---

## Strengthening the communities in which we live and work is foundational for Assurant.

---

to support the execution of our strategy; launched an inaugural enterprise mentorship program for underrepresented minorities and women as we look to build over time a more robust, diverse pipeline for leadership roles; and continued to invest in our employees’ career growth with a wide range of training and development opportunities. We recognize the importance of our Total Rewards and Wellbeing programs, particularly with 64 percent of our workforce in hourly wage roles. That’s why we made sure to not only continue investing in merit increases but specifically allocate more funding to our frontline employees, recognizing the disproportionate impact of the challenging inflationary environment in many of the markets in which we operate. We also reinforced the importance of wellbeing with cultural awareness days, sponsored forums for promoting the importance of mental health and mindfulness, and introduced a new health

insurance benefit plan to help employees better manage expenses.

Assurant is focused on protecting the places where people live and securing the value of the goods they buy. We help consumers understand and invest in protection products and services to improve access and ease of use through seamless support. We leverage insights and technology to accelerate the introduction of offerings that add customer value and lead with innovation. Last year, our electric vehicle protection product, available to sell in 12 countries, was enhanced to include comprehensive battery coverage, which encourages the adoption of energy-efficient vehicles. In addition, Assurant repurposed more than 22 million mobile devices through repair, reselling or recycling devices with certified partners, enabling the reuse of valuable materials and reducing e-waste from landfills.

Strengthening the communities in which we live and work is foundational for Assurant. In 2022, we spent nearly \$100 million with diverse-owned businesses – surpassing our previous goal to double 2020 spend of \$46

million by 2025. Through our charitable giving, we donated \$4 million dollars to over 1,500 nonprofit organizations supporting many of our local communities.

We continued to reduce our environmental impact in our operations as another pillar of our sustainability strategy. Late last year, we announced our goal to reduce our greenhouse gas emission level 40 percent by 2030, aligned with the Science-based Target Initiative (SBTi). In addition to streamlining our real estate footprint, we are investing in energy-savings measures in key facilities to ensure we drive meaningful reductions over time.

Looking ahead, we are leveraging the power of our people and our collective commitment as a purpose-driven organization to enable our success. I look forward to further progressing this year as we build a more sustainable business for all stakeholders.



Keith Demmings  
President and CEO  
Assurant, Inc.



# Assurant At a Glance

Assurant is a leading global business services company that supports, protects and connects major consumer purchases. Every day, Assurant helps our clients support more than 300 million consumers as they live their connected lives. Our commitment is to serve them, and our clients, with passion and purpose. And because we're innovators, we are constantly seeking ways to make connected lives easier and better through investments in technology, strategic acquisitions, digital-first programs and partnerships with disruptors designed to improve the customer experience and everyday life.

Our clients choose Assurant for several reasons. The specialized nature of our services requires deep capabilities and expertise that can take years to tailor and perfect. We live our commitment to spend time on what adds the most value. We have an impressive track record of delivering superior customer experiences and industry-leading net promoter scores. And we've demonstrated a proven ability to launch, scale and migrate large client programs. Above all, we have the talent to deliver. Our experienced and diverse teams around the world are growth-oriented, sustainability-minded, and have a deep understanding of our clients' needs and their systems.

We help our clients support, connect, and service **300 million consumers** around the world



Assurant supports the advancement of the connected world by partnering with the world's leading brands to develop innovative solutions and to deliver an enhanced customer experience through mobile device solutions, extended service contracts, vehicle protection services, renters and lender-placed insurance and other specialty products.



Mobile devices connected and protected



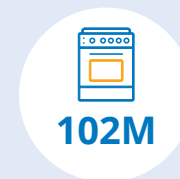
Homeowners protected from losses due to flood damage



Rental units protected



Travelers and credit card holders protected



Appliances, electronics, and household valuables protected



Motor vehicles running smoothly



Mortgage loans tracked



Customers with financial products covered with credit protection



**\$10.2B TOTAL REVENUE<sup>1</sup>**



**21 COUNTRIES**



**125 YEARS**  
of expertise



**13,700 EMPLOYEES**  
worldwide (approximately; as of December 31, 2022)

<sup>1</sup>Total revenue equals net earned premiums, fees, and other income.

<sup>2</sup>Assurant At a Glance stats are as of December 31, 2022.

# The Assurant Way

## A CULTURE THAT HELPS EVERYONE THRIVE

Our employees are the engine that has allowed us to outperform for our stakeholders and differentiate us from our competition. Our culture defines who we are, why we exist as a company, and how we relate to others. In 2022, we introduced a refreshed articulation of our culture that will help us carry Assurant forward to an even brighter future. We call it “The Assurant Way.”

Comprised of four dimensions - our purpose, our values, our commitments, and our vision — The Assurant Way strengthens our culture, defines our behaviors, champions our values and informs the way we live our purpose. Our culture will continue to evolve alongside our business strategy as we help our clients and their customers maximize opportunities in the connected world.

Our actions align with our purpose - helping people thrive in a connected world. As the world becomes increasingly connected, our strategy has evolved to meet the demands of the digital age. We remain focused on solutions that help our clients and their customers take full advantage of everything the connected world has to offer and it is why what we do each day matters to us and all the people we serve.

Our values are our bedrock. We are grounded by four enduring values – common sense, common decency, uncommon thinking and uncommon results. Our values are fundamental to who we are and how we relate to others every day.

Our commitments build on these core values and define the behaviors that drive success.

**The components of our culture — our values, our purpose, and our commitments, enable us to realize our vision.**

Our vision is to be the leading global business services company supporting the advancement of the connected world. This statement crystallizes the result of our multi-year transformation and our potential for growth.

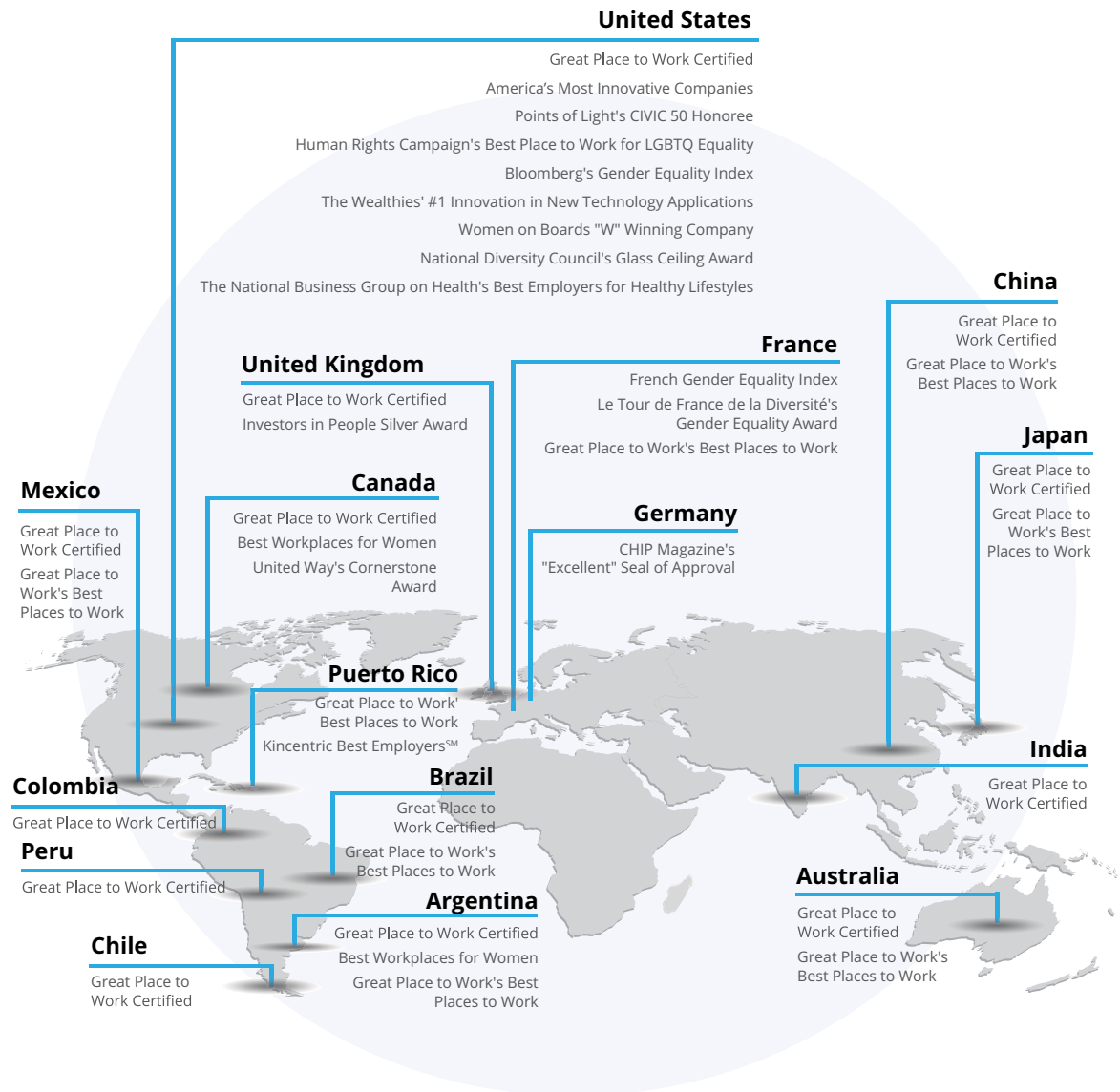
To complement the launch of The Assurant Way and to enhance our employee reward and recognition program, in 2022 we began a new Assurant Way CEO Award program to recognize when employees embody our values to deliver on our commitments and care for our clients, customers, colleagues and communities. Employees receiving the award demonstrate

exemplary fulfillment of living The Assurant Way, receive a monetary award or donation grant for a charity of their choice. Award recipients are highlighted by our President and CEO in our global all-employee town hall meetings and included in company spotlights.



# 2022 — 2023 Recent Recognition

- **Great Place to Work™ designation** in 13 countries worldwide.
- **Human Rights Campaign Foundation's 2022 Corporate Equality Index** recognizes Assurant as a Best Place to Work for LGBTQ+ Equality for the fourth consecutive year.
- **Bloomberg 2023 Gender-Equality Index** of highly recognized public companies committed to supporting gender equality through policy development, representation and transparency.
- **Forbes America's Best Employers 2023.**
- **Forbes Best Employers for Diversity 2023** for the fourth consecutive year.
- **Red Cross Golden Order of Merit** recognizing Assurant Japan's continuous support of local Red Cross initiatives.
- **CPA-Zicklin Index of Corporate Political Disclosure and Accountability** with a 100 percent 2022 index score that measures the transparency and accountability of electoral spending practices for the U.S.'s largest public companies.
- **JPMorgan Chase Gold Supplier** status representing the firm's top designation for preferred suppliers.
- **Fortune America's Most Innovative Companies 2023.**
- **Dealers' Choice Awards**, with four awards in 2022. These latest accolades celebrate the company's comprehensive training and development programs and increase the total number of awards earned by Assurant companies to 39 Dealers' Choice Awards since first participating in 2014.
- **Ward's top 50 Property and Casualty Insurers** for the 16th consecutive year, demonstrating excellence with key metrics, including average equity, growth in revenue, return on average assets and growth in surplus.
- **2022 Stevie® Top Honors** for the 6th consecutive year, recognized with a Gold Stevie® Award for Best Use of Technology in Customer Service in the Financial Services industry.



# Our Approach to Sustainability

At Assurant, we are committed to operating sustainably to deliver long-term value to our customers, employees, communities and investors. We believe integrating environmental, social and governance (ESG) considerations into our business approach supports our long-term success and our ability to create a positive impact for our stakeholders.

To guide our efforts, the Nominating and Corporate Governance Committee of our Board of Directors (Board) oversees ESG matters for Assurant and, together with the Compensation Committee, oversees our significant human capital management programs, including our efforts and commitment to diversity, equity and inclusion (DE&I). The Board directly oversees ESG matters relating to our strategy.

Our President and CEO, together with our Chief Administrative Officer (CAO) and SVP, Investor Relations and Sustainability, set the ESG and Sustainability strategic direction in collaboration with the Management Committee, as well as other leaders and subject matter experts. As our business strategy and stakeholder ESG expectations continue to evolve, we recognized the opportunity to refine our executive oversight ESG governance practices, and, in 2022, finalized our ESG Oversight and Action Committee (Committee). The Committee is comprised of select Management Committee

members and senior management across key functional areas and the business that meet regularly to provide oversight of the company's business-aligned ESG strategy. The Committee fulfills its responsibilities by:

- providing the relevant ESG oversight required to identify, develop, and set business-aligned ESG strategy for long-term value creation;
- establishing the enterprise ESG position and view for ESG policy, standards, requirements, disclosures, and mandates;
- providing recommendations and approval for enterprise ESG initiatives that advance Assurant's ESG strategy; and
- supporting the integration of enterprise-wide ESG strategy throughout the organization.

At the core of our approach to sustainability in 2023 and the years ahead, we'll leverage our ESG governance structure, engage and consult with our stakeholders on key ESG issues, and align with industry best practices to refine our ESG strategy. This year we are actively working in partnership with a leading global sustainability consultancy firm to complete a refreshed impact-based ESG prioritization assessment. Aligned with the concept of double materiality, which considers financially material topics that influence enterprise value as well

as other topics that impact the economy, environment and people, this assessment will be used to identify, assess, and prioritize the ESG topics that most impact Assurant's value, society, and the environment. The initial results reaffirm that our ESG reporting areas are in-line with evolving reporting standards and requirements, with high-priority topics including diversity, equity and inclusion, climate change adaptation, and opportunities to engage further with our clients and suppliers on circular economy. We also plan to further evaluate and consider our short- and long-term enterprise ESG aspirations and commitments in 2023, which will play a key role in reaffirming our ESG strategic priorities and shaping our longer-term strategic roadmap.





## Assurant's Sustainability Strategic Framework

Our sustainability strategic framework includes being a responsible employer that values DE&I and investing in talent; having a meaningful impact on society by strengthening communities and investing sustainably; anticipating and meeting our customer commitments and the needs of the people we serve; and adhering to unwavering standards of integrity and ethics, as described below.

- **RESPONSIBLE EMPLOYER:** We're a responsible employer with a culture that believes diversity, equity, and inclusion are critical to support business growth and that recognizes the importance of investing in talent as we look to deliver a superior employee experience.
- **IMPACT ON SOCIETY:** We actively engage to strengthen the communities where we live and work worldwide while operating our business, managing our investments, and evolving our product offerings to ensure we maintain a strong environmental commitment.
- **CUSTOMER COMMITMENT:** We deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve.
- **INTEGRITY AND ETHICS:** We adhere to unwavering standards of integrity, ethics, governance, privacy, and information security.



# 2020 — 2025 ESG Strategic Focus Areas

We've identified through our longer-term strategic planning process with our Board three multiyear ESG focus areas important for the success of our business: Talent, Products, and Climate. By focusing on these areas that are core to our business, we ensure we have a highly talented workforce, innovative products, and appropriate climate-related risk management, which is critical to our success. To make progress on these priorities, we've established a series of goals that are listed below.

## Our Talent, Products, and Climate Goals



### TALENT

We aspire to foster a diverse, equitable, and inclusive culture to drive innovation for the benefit of all stakeholders.

- Drive innovation by ensuring that our workforce reflects the diversity and inclusivity of our consumers and the communities we serve;
- Continue to adapt and evolve new ways of working to strengthen our global bench of talent and commit to fair, equitable pay and benefits; and
- Support communities and the greater good through grants, volunteer activation, and engagement.



### PRODUCTS

We aspire to help customers thrive in the connected world.

- Leverage insights to accelerate the introduction of offerings that add customer value and make a positive impact on society; and
- Continue to help consumers understand and invest in protection products and services to enhance access and ease of use through seamless support.



### CLIMATE

We aspire to operate in ways that minimize our carbon footprint and align our commitments to enhance climate action and environmental performance.

- Strengthen climate resiliency, extend and enhance product life cycles, and identify vulnerabilities through robust risk management;
- Track and report Scopes 1, 2, and relevant Scope 3 emissions globally with a near-term target to lower our Scope 1 and 2 emissions;
- Improve energy efficiency in our facilities and integrate our environmental commitments within our investment portfolio; and
- Adhere to our Climate Action Policy by integrating environmental commitment into our business operations.



ASSURANT®

# Responsible Employer



# Responsible Employer

Our people are the core of Assurant's competitive advantage because we know that diversity broadens our perspective and promotes innovation. It's a central reason why Assurant is increasingly recognized as a global employer of choice. We're not just supporting the connected world, we're helping our clients shape it with the people, the technology, and the experience to envision a brighter, even better-connected future.

## Diversity, Equity, and Inclusion

**ESG Guiding Principle:** *Foster a diverse, equitable, and inclusive workforce that reflects the customers and global markets we serve and supports innovation.*

At Assurant, we believe diversity, equity, and inclusion fosters innovation and creates growth opportunities by strengthening employee engagement for the benefit of all of our stakeholders. We believe diverse teams and inclusive cultures perform better by improving our ability to respond to the changing global marketplace and social landscape.

We celebrate the differences that make us who we are, recognizing that being a diverse, equitable, and inclusive company helps us to better understand and connect with our employees, clients, and customers. Talent is at the center of our DE&I strategy because our people reflect who we are and who we want to be. Each year, we find new ways to build and empower diverse, winning teams; to embody our values of common decency, common sense, uncommon thinking, and uncommon results; and to enable our employees to live The Assurant Way in celebration of our diverse experiences. By assembling extraordinary

We foster a culture that values DE&I, and we recognize the importance of investing in talent and their development.



teams from a variety of races, ethnicities, religions, sexual orientations, gender identities, ages, abilities, and experiences, we're able to better reflect the global communities where we live and work, remove barriers, and foster an environment that promotes equity.

To increase representation and engagement of underrepresented groups within Assurant, our CEO and Management Committee provide leadership oversight, engagement, and accountability throughout Assurant's global operations. Our Chief Administrative Officer has direct oversight and responsibility for our DE&I strategy and initiatives, and, together with our global DE&I Office and in partnership with the People Organization, business and functional leaders, identifies and carries out our strategic DE&I plans for programs that advance our enterprise DE&I strategy globally.

Our Board, Management Committee, and global workforce demonstrate a continued focus on building and empowering diverse winning teams — an integral commitment of The Assurant Way that cascades throughout our global organization. As detailed in [Assurant's Corporate Governance Guidelines](#), the Nominating and Corporate Governance Committee appreciates the value of Board diversity and is committed to including women and minority candidates in the pool of qualified candidates from which Board nominees are chosen. When evaluating the recommendations of the Nominating and Corporate Governance Committee, the Board considers whether

individual directors possess a diversity of backgrounds including age, race, gender and ethnicity, geographic location, meaningful experience, independence, leadership, integrity, accountability, informed judgment, financial literacy, mature confidence, interpersonal skills, and high-performance standards. As of June 2023, four diverse directors hold our Board Chair and various committee Chair roles, while the full board is 62 percent diverse — including both gender and race/ethnicity.

**DE&I in our Workforce, Workplace, and Marketplace position Assurant to be a stronger, more innovative company.**

**Highlights of our enterprise DE&I strategy, global initiatives, and progress in 2022:**



## Workforce

- **Enterprise-wide diversity and inclusion mentorship and allyship through Employee Resource Groups (ERGs)**

- Enhanced our enterprise-wide mentorship program providing select underrepresented minorities (URM) groups, women, and allies with mentorship opportunities and expanded the Upward Mentorship program that provides our operational/frontline employees the opportunity to develop and learn while connecting with leadership mentors.
- Expanded our employees' participation in targeted development programs for

women and underrepresented groups including representation at various forums such as HACE (Hispanic Alliance for Career Enhancement), ELC (Executive Leadership Council), and LEAP (Leadership Education for Asian Pacifics).

- **Recruit diverse talent to support strategy and innovation**

- Recruited talent from diverse communities, including through strategic and educational partnerships that bring greater visibility and expertise.
- Continued to strengthen our recruiting and talent practices to identify and remove inherent biases that could influence outcomes, including ongoing enterprise-wide diversity training and diverse slate and interviewing requirements for all managerial and above job openings.
- Leveraged dedicated resources within Assurant's talent acquisition team to support sourcing and recruiting efforts for open positions, including the use of online recruiting and sourcing tools with search functionality that supports us in building more inclusive talent slates.



## Workplace

### • Foster awareness and understanding

- Expanded DE&I training opportunities to all employees, complementing previously implemented learning opportunities
- Focused on global programming to spotlight the experiences of underrepresented groups:
  - Five diverse perspective programs reached an average of 1,400 participants live during each session. Program topics included: Black History Month; Women's History Month; World Day for Cultural Diversity; Women on Boards; and Veterans Day.
  - We focused on all aspects of wellbeing – physical, emotional, financial and social to help employees live well in their professional and personal lives - and recognized the importance of mental health and emotional wellbeing during Mental Health Awareness Week 2022.
  - Specific to promoting mental health, we launched a new, no-cost benefit for all global employees by providing access to the Headspace App, as an additional resource for managing stress and helping to find better balance.

### • Build community and promote belonging

- Launched two additional ERGs, Veterans@Assurant and Mosaic@Assurant, and continue to strengthen our first ERG, Women@Assurant. Our ERGs provide space for employees to be themselves and be part of a network of colleagues across business units, functions, and locations.
  - **Women@Assurant:** With over 1,300 members, this ERG supports women with their personal and professional growth by providing mentorship, leadership development, and sponsorship to drive empowerment and engagement.
  - **Veterans@Assurant:** This ERG supports veterans by fostering a sense of belonging, engagement, and empowerment for Assurant veterans, military families, and allies.
  - **Mosaic@Assurant:** This ERG amplifies the culturally diverse voices of our global workforce through allyship, awareness, and open dialogue.
- In 2023, we added **Pride@Assurant**, which is a global ERG focused on LGBTQ+ inclusion.
- Continued growth of functional, business, or regionally specific networks, including Women in Finance, UNITE (Women in IT), and Women in Europe.

- Activated 2-for-1 employee match campaigns to further promote the important work of DE&I nonprofits and double the impact of their donations.



## Marketplace

### • Leveraging Assurant's Supplier Diversity and Inclusion program, the Assurant Foundation<sup>1</sup> collaborated with external partnerships to enhance our DE&I impact

- Assurant's Supplier Diversity and Inclusion program seeks to increase participation of suppliers owned by women, minorities, veterans, LGBTQ+ individuals, and those with disabilities. For additional information and results, see the Supplier Diversity and Inclusion section on page 31 of this report.
- The Assurant Foundation supported Disability:IN and Catalyst, nonprofit organizations dedicated to disability inclusion and gender equality.
- Support social justice causes through the Assurant Foundation and partner with nonprofit organizations to provide leadership development opportunities
- Annually publish [Assurant's U.S. Employer Information Report \(EE0-1\)](#)

Our People Organization regularly reviews the diversity representation of our employees as we seek to ensure a diverse and inclusive company.

<sup>1</sup>The Assurant Foundation is a 501(c)(3) organization that aims to strengthen communities by supporting nonprofits that help protect where people can live and thrive, connect with local resources, inspire inclusion and prepare leaders of the future.

## Tracking Our Progress — Diversity and Inclusion

ESG Metric	2021	2022
Global Headcount	15,600	13,650
<ul style="list-style-type: none"> <li>North America</li> <li>Latin America</li> <li>Europe</li> <li>Asia-Pacific</li> </ul>		
<b>Employee Workforce Segments<sup>1</sup></b>		
• Frontline (Grades 1-9) <sup>2</sup>	69%	64%
• Managerial/Leaders (Grades 10 and above) <sup>3</sup>	31%	36%
<b>Employee Tenure</b>		
• Overall	7 years	8 years
<b>Global Gender Diversity<sup>1</sup></b>		
• Women	54%	60%
• Women (Managerial)	42%	43%
<b>Workforce Diversity (U.S. Only)<sup>1</sup></b>		
• Women	55%	62%
• Race/Ethnicity (URM)	54%	53%
<b>Managerial-Level Diversity (U.S. Only)<sup>1</sup></b>		
• Women	43%	44%
• Race/Ethnicity (URM)	43%	44%
<b>Management Committee Diversity</b>		
• Women	20%	18%
• Race/Ethnicity (URM)	0%	18%
<b>Board Diversity</b>		
• Women	25%	31%
• Race/Ethnic Diversity <sup>4</sup>	25%	23%
<b>Diverse Talent</b>		
• Percent diverse hires by either gender or race/ethnicity	69%	72%

<sup>1</sup> In 2021, our hourly workforce expanded as we scaled our dynamic fulfillment capabilities in the U.S. to support in-store mobile device repairs. That initiative, which attracted a more diverse workforce, shifted in 2022 and our frontline and gender representation lowered as a result.

<sup>2</sup> Frontline employees are predominantly hourly roles such as customer care, claims administration, mobile repair, and logistics.

<sup>3</sup> Managerial employees are predominantly salaried employees engaged in an array of business and support functions.

<sup>4</sup> Effective May 11, 2023, the company's board reflects an increased representation of diversity, with 31% now identifying as racially or ethnically diverse.

While 80% of the Assurant workforce was in North America, we continue to expand our presence in key international markets across Europe, Latin America, and Asia Pacific. Our employees span a wide range of roles and possess an array of skills in support of our strategy to enable the increasingly connected lifestyles of consumers. This is reflected in our diverse workforce mix.

As of December 31, 2022, approximately 64% of our employees were frontline workers, inclusive of hourly roles such as customer care, claims administration, mobile repair, and logistics. The remaining 36 percent were in managerial roles, inclusive of salaried employees engaged in an array of business and support functions. As of 2022 year-end, 60 percent of our global workforce were or identified as women. In the U.S., our largest market, women accounted for 62 percent of employees while other underrepresented minority groups accounted for 53 percent of our domestic workforce. We continue to promote a more diverse and inclusive workforce across all levels of the company in support of our business strategy.

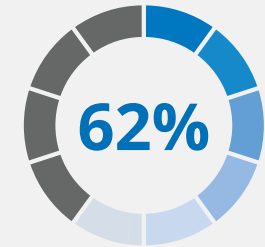
In 2022, we established our Global Capability Centers model to leverage our global scale and access to global diverse and best-in-class talent. This model advances our operating model, innovation, and focus on customer experience and creates value through:

- A combination of in-house, domestic, and international delivery to create value and diversify risk;

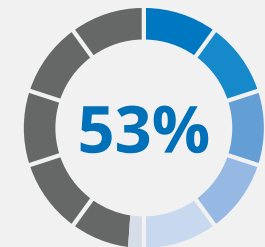
- Retaining critical intellectual property rights;
- Seizing opportunities created by new ways of working;
- Addressing client preferences; and
- Incubating a diverse global talent pool, strengthening broader global leadership capability.

In 2023, we've strengthened our commitment to disability inclusion, and are proud that our President and CEO, Keith Demmings, signed the Disability:IN Pledge. Disability:IN is a leading nonprofit resource for disability inclusion globally and one of our current DE&I strategic partners. With more than 150 CEOs currently participating, the Disability:IN Pledge is a CEO-to-CEO letter that asks other Fortune 1000 CEOs to help advance disability inclusion and equality with the intent to raise important information on disability inclusions and its impact on business performance.

At year-end 2022, we had balanced representation in our U.S. workforce:



Women (U.S.)



Racial/Ethnic Diversity (U.S.)





Assurant takes pride in maintaining a safe and inclusive workplace for employees with disabilities through policies, programs, and advocacy like the following:

- **Accommodations that allow employees to perform at their full potential:** Out of the hundreds of accommodation requests made last year, 90% were approved.
- **Increasing understanding and awareness through events and training:** Nearly 2,000 employees from around the world joined an event to learn more about what it means to make Assurant a more diverse, equitable, and inclusive workplace for people with disabilities. We followed up with DE&I training focused on disability inclusion.
- **Creating opportunities for inclusion in employment:** The STARS program hires and connects employees with disabilities to job opportunities at Assurant Device Care Centers, which specialize in light manufacturing, including mobile phone trade-in, repair and logistics. Employees who join Assurant through this program receive appropriate accommodations and support to be successful in the workplace.
- **Leadership advocacy for disability inclusion:** Assurant's CAO, Francesca Luthi, has advocated for disability inclusion in the workplace both internally and externally.

This year we plan to deepen our commitment to DE&I through new and expanded programs, by:

- Introducing Abilities@Assurant focused on the inclusion of employees with disabilities and participate in the Disability:IN Disability Equality Index
- Expanding DE&I accessibility practices through partnerships with internal and external organizations
- Broadening our training topics related to DE&I
- Performance goals for all managers
- Promoting more comprehensive assessment and development of high potential talent. Continue to put our people and their development as a core enabler to DE&I and The Assurant Way
- Further scaling our DE&I enterprise and development mentorship program along with programs within specific lobs or functions or geographies based on their specific needs.

We'll publish Assurant's Consolidated 2022 U.S. EEO-1 Report upon completion and continue to track our progress at building an even more diverse and inclusive Assurant, including our key role successor pipeline.

## Talent and Engagement

**ESG Guiding Principle:** *Promote a strong culture that engages employees through our practices and policies, total rewards and well-*

*being, and learning and development programs that support greater innovation and business outperformance.*

Our ability as an organization to effectively attract, develop, and retain the best talent globally is one of our ESG strategic focus areas and is key to our success in sustaining long-term profitable growth. We believe that to become a top employer of choice, our talent strategy must focus on employee engagement, career learning and development, and investment in competitive employee reward, recognition, and well-being. This focus empowers our people to leverage their skills and abilities in support of our business and creates the diverse pipeline of talent and leadership necessary to solidify Assurant's role in the digital age.

### Engagement

AssurantPulse is our enterprise-wide employee listening program that allows us to capture the voice of our employees on key drivers of employee engagement. It is designed to expand opportunities for anonymous, real-time feedback, and provides more timely insight into employee sentiment. It measures engagement using Employee Net Promotor Score (eNPS), which, similar to how we measure customer loyalty and satisfaction, we believe is an important factor that impacts our success. In 2022, we completed our second annual global survey, with enhancements that solicited employee feedback on elements that align with The Assurant Way, including

organizational fit, health and well-being, and included 10 targeted listening sessions across the global organization. The insight we obtain from AssurantPulse allows us to develop and introduce relevant action plans that enhance employee satisfaction and ensure alignment with our overall talent strategy.

Our 2022 AssurantPulse included participation from over 80 percent of our workforce and results highlighted that our employee base continues to demonstrate strong engagement, resiliency, and adaptability. It reinforced our culture as a differentiator and that overall engagement, goal setting, management support, flexibility/work environment, and diversity and inclusion continue to be areas of strength. Our 2022 eNPS score remained consistent compared to our 2021 score, totaling 38, a strong score that is at or above the industry benchmark. To close out the 2022 AssurantPulse program, our leaders presented a summary of the results to our workforce during an all-employee town hall, highlighting areas for improvement such as better identifying career development opportunities and managing workload. Assurant is committed to continuously improving our employee experience.

In 2023, we will launch our next employee listening session to track progress against our baseline and measure the results of the actions implemented to address the evolving needs and expectations of our employees.



Recognizing the benefit of flexible work arrangements for our business, customers and employees, in 2022, we enabled a shift to a hybrid work model that supports our business and talent strategy. While the majority of our employees work virtually on a full time or part time basis, we continue to champion purposeful in-person engagement to support our culture, team development and innovation. We believe our hybrid work model will remain a key competitive advantage to support the evolving needs of our customers and employees. Within this hybrid environment, we introduced a new framework to support enterprise engagement. We accelerated our ongoing real estate consolidation given our increasingly hybrid workforce while making necessary investments in key facilities and markets to support the long-term strategy of the company.

In addition to the AssurantPulse, we engage our workforce through Assurant's Engagement Champion Teams (ECTs),

which are available to all of our global employees regardless of location. In 2022, our ECT membership was comprised of 250 total employees across 35 teams globally, focused on activating our culture, advancing business priorities, deepening community partnerships, and strengthening well-being. ECTs provide employees the opportunity to engage with leaders on important topics and provide enterprise-wide, local, virtual and hybrid avenues that fortify our culture, strengthen employee connections, support well-being, fosters community engagement and volunteerism in our communities, and empowers our employees to take action across the company.

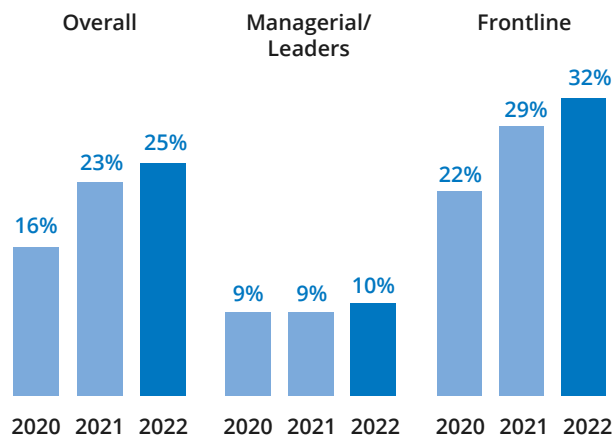
More recently, our ECTs have played an important role in helping to ensure that the workforce that has transitioned to a more virtual work environment continues to be engaged. We will continue to develop and evolve the ECT approach to enhance processes, procedures, and communications to support the overall employee experience of a more geographically distributed workforce.

Attracting, developing and retaining the best talent globally is key to our success in sustaining long-term profitable growth. In conjunction with the appointment of Keith Demmings as President and CEO in January 2022, we refreshed the composition of our Management Committee and evolved our organizational model and structure to support the execution of our strategy in alignment with our culture.

In December 2022, we finalized a restructuring plan that included realigning our organizational structure and talent to support our business strategy but also provide expanded opportunities for talent with approximately 40 percent of our key leaders in new roles as of year-end 2022. We expect those actions will enable us to not only realize operational efficiencies but also better leverage our global talent pool to support our business.

Last year, we enhanced our talent and succession planning process to provide better visibility into our employee bench strength for priority roles. We look to assess the performance and potential of current incumbents, identify and assess potential successors, and create targeted development plans to strengthen the preparedness and diversity of our talent pipeline. Annually, we conduct a comprehensive talent review to discuss potential successors of our Management Committee and other key leadership roles. In 2022, we extended this process to a broader group of top talent as we look to ensure better visibility into our strengths and opportunities for prioritized roles. The Board and the Nominating and Corporate Governance Committee annually review the CEO succession plan and succession plans for senior executives, which includes emerging successors for each role, with the goal to ensure we have the right leadership in place to execute the company's long-term strategic plans.

### Tracking Our Progress — Employee Engagement ESG Metric: Employee Turnover



Employee turnover is one indicator that we use to monitor organizational health. For full-year 2022, our global turnover rate was 25 percent, reflecting our blended workforce; turnover for managerial and salaried roles was 10 percent, generally consistent with the prior year despite an increasingly competitive market for talent. This compares to 32 percent turnover for frontline employees where turnover rates are typically higher. Following the height of the COVID-19 pandemic, we have seen an increase in turnover in these roles reflecting the tight market for hourly workers in customer care and claims roles, as well as the larger concentration of in-store mobile service and repair technicians in the U.S. in 2022. While turnover was higher, it continued to be in line with or better than comparable industry benchmarks in service-oriented business. We also continue to have a strong average employee tenure of 8 years

across all employees, as well as key leadership roles, which we believe is an important advantage in a client service business model where we rely on longstanding relationships and deep industry knowledge to best serve our clients and their consumers.

Looking ahead, we will enhance our Talent strategy by continuing to equip our diverse workforce with the tools necessary to navigate change and meaningfully grow their capabilities, impact, and careers to help Assurant succeed. Our key talent initiatives focus on:

- Optimizing our talent operating model to sustainably deliver on the global hiring and talent needs of the business;
- Further embedding The Assurant Way and creating a vibrant internal talent marketplace to unlock individual, team, and organizational performance and engagement;
- Enhancing manager capability and bench strength in target segments to ensure we have diverse leaders; and
- Upskilling/reskilling and supporting organizational change efforts to fuel transformation, growth, innovation, and operational excellence.

### Learning and Development

Learning and development are essential to unlocking potential and helping Assurant

achieve its purpose and vision. We're on a journey to reset our learning and development strategies to better align with business needs. We're clarifying what skills and capabilities are valued and required at Assurant. We're procuring leading content and optimizing our digital solutions and platforms. We're making content easier to find and consume when it is needed in ways that our employees learn best — on demand, face-to-face, virtual or self-directed. And, we're committed to creating experiences for employees to learn, practice, and embed new behaviors.

Across three key levels, which includes employees, people managers, and senior leaders, we aim to grow skills, capabilities, and careers to impact engagement, performance, and results. Leading the Way is our learning and development portfolio that we actively prioritize and manage to ensure our investments generate the greatest value possible for Assurant.

Our Leading the Way portfolio includes a wide range of programs and solutions, including new hire onboarding, mentorship,

career and development planning, cascaded performance expectations, managerial training, internal mobility, learning platforms, and more. All employees have access to over 26,000 online and classroom courses across a wide spectrum of job-specific, compliance, business, technology, personal effectiveness, and management/leadership topics through Assurant-developed and LinkedIn Learning courses. We offer a six-month development program for newly promoted and newly hired managers in their role as people managers and offer several other leadership development programs around business and financial acumen. Assurant also assists employees in the pursuit of undergraduate and graduate degrees, certifications, and continuing education required by certain professional organizations.

To support The Assurant Way transformation, we delivered live-virtual training to ensure employee awareness of our redefined culture tenets, and further integration into our talent practices such as recruiting, performance management, and recognition. In 2022, we implemented key initiatives to increase the adoption

Employees  
have access to over  
26,000 online and  
classroom courses



of new technology and processes providing both learning tools and change support, furthering our focus on a digital-first mindset.

On the business and technical skills training front, Assurant provides robust new hire technical onboarding experiences designed to teach role-specific skills that range from customer service to the understanding of policies to navigating various internal systems. Assurant also provides upskilling training to equip our workforce with the skills needed to effectively support new and emerging business needs, which includes training sessions on automation and the adoption of other digital systems. In addition to these programs, there are additional training programs offered in various functions and businesses, specific to their needs.

## Total Rewards and Pay Equity

We're committed to the health and safety of our employees as we believe the success of our business is directly connected to their well-being. In addition to providing robust compensation and benefits programs and opportunities to invest in their financial future, we offer employees and their families access to a variety of health and wellness programs. Our total rewards program helps to provide protection and security related to events that may require time away from work or that impact their financial well-being, such as paid time off, family leave, family care resources, and flexible work schedules. Our global employee assistance plan provides additional support

to help employees and their families access critical resources for their well-being, including financial, physical, and mental health.

We regularly benchmark our total rewards program against companies of similar size and industries to ensure our offerings remain competitive and we solicit employee feedback on the evolving needs of our workforce. In 2022, we conducted employee focus groups that helped validate that recommended benefit plan changes for 2023 met the needs of our diverse workforce, particularly around predictability and affordability of health care costs. We'll continue to assess additional opportunities across total rewards and well-being programs to help attract and retain top talent.

Assurant is committed to pay equity. Our compensation practices and programs consider a variety of factors designed to set fair and equitable compensation levels. We take a holistic approach to evaluating and aligning roles with compensation levels based on job responsibilities, market competitiveness, geographical location, the strategic importance of roles, and other relevant factors. We periodically evaluate our compensation practices through global gender pay gap assessments and compensation reviews, and for the last several years have engaged in a multistep process to ensure that we're compensating equitably across employees performing similar job responsibilities. Results from our last review completed in 2023, which examined base pay for 90 percent of the

workforce including, the U.S., U.K., Argentina, and Canada-based employees, confirmed that we're fairly administering pay and see no evidence of systemic and material pay equity issues across demographic groups for substantially similar roles. In addition, we evaluated short-term incentive pay percentage ranges for the U.S. population enrolled in the short-term incentive plan and determined that those are fair and equitable.

We've advanced our commitment to pay transparency, particularly in North America, by providing employees with base salary ranges for their roles and grade beginning in 2023.

We expect to continue to assess compensation practices annually and remain committed to remediating any significant pay disparities we may discover. We also continue to monitor and adjust market wages as necessary to ensure we provide competitive wages, consistent with our ongoing compensation practices.

We remain committed to investing in our people through competitive rewards and development opportunities. In 2022, this included making targeted off-cycle adjustments to ensure alignment of pay with the market and continuing to reward high performers. We continued to invest in merit increases, allocating more funding to front-line employees in recognition of the disproportionate impact of the current challenging economic environment.

## Highlights of our 2022 Talent programs included:

### Learning and Development:

- Professional and managerial onboarding** - 195 unique course offerings resulting in a total of 133,701 hours of training, or approximately 13.9 hours of training per participating employee.
- Risk and compliance job-specific online courses** - 1,623 unique course titles resulting in 148,499 hours of online learning, or approximately 7.4 hours of training per participating employee.
- Business and Technology Training Courses** - 3,612 employees completed 4,958 unique course titles resulting in 13,275 hours of self-enhancement online learning, or approximately 3.7 hours of training per participating employee.
- Success in leading employees** - a six-month virtual classroom experience open to all people managers where leaders learn key management principles, skills, tools, and practices needed to support Assurant's culture. In 2022, 210 employees participated.
- Empower** - a four-module virtual classroom program for managers in which leaders learn Assurant-specific financial acumen with a focus on the key business drivers.
- Continuous skill-building** - We're committed to helping employees build the skills needed to adapt and excel as the pace of change and demands increase. We've prioritized skills that are critical to our organization including delivering a superior customer experience (key drivers and how they lead to business and customer value), agile technology training, and expanding digital skills development.
- Annual Performance Management Process** - Over 95 percent of our employees received an annual review in 2022. Our performance management process is one of the ongoing check-ins between manager and employee. During these conversations, employees are encouraged to discuss development needs and progress.
- To support the launch and adoption of The Assurant Way, we:
  - Trained nearly 9,000 employees for a total of 2,999 hours (0.3 hours/employee) on The Assurant Way through introductory e-learning training sessions.

## Tracking Our Progress — Employee Engagement

ESG Metric	2021	2022
Engagement Champion Teams — total employees	250	250
Engagement Champion Teams — total teams	41	35
Overall eNPS score	38	37

ESG Metric	2021	2022
Online and Classroom Course Access	8,000	26,000
Onboarding, Professional and Managerial:		
• Enrollments	10,097	16,142
• Employees	4,529	9,651
• Unique Course Offerings	320	195
• Total Hours	61,144	133,701
• Hours of Training per Participating Employee	13.5	14
Continuous Skill-Building — Employees Receiving an Annual Review	95%	95%

## 2022 Employee Ratings



Our Responsible Employer commitments relate to the United Nations Sustainable Development Goals 3, 5, 8, and 10.



- Hosted 90+ sessions with over 4,900 employees for a total of 7,425 hours (1.5 hours/employee) on The Assurant Way via virtual classroom sessions.
- Secured a partnership with a leading industry vendor to provide access to a virtual mentor to help all employees further develop professional skills aligned to The Assurant Way in 2023.
- **Enhancing manager capability** – In 2023, we cascaded a performance expectation to all people managers and secured a partnership with an industry-leading vendor to deliver digital-first training solutions (on demand, e-learning, and virtual instructor led) to effectively reach and equip all 2,300 people managers to further build and empower diverse winning teams.
- **Senior leader development** - Developed a structured playbook and approach to support senior leader succession and development planning efforts to address business and talent needs.

## Recruitment and Talent Acquisition:

- Increasingly more remote opportunities have enabled a more robust candidate pipeline given reduced limits on geography, allowing for better caliber screening and selection and more attractive and competitive postings.
- Participated in the Venture Miami Hiring Fair, organized by the City of Miami, Florida, and several local universities including the University of Miami, with over 1,300 job seekers in attendance.
- Supported the Florida International University's School of Business Information Systems Analytics, Technology, Optimal Learning and Mentorship (ATOM), and have partnered to sponsor, judge, and/or mentor students for various challenges in the ATOM data analytics and cybersecurity space.
- Served as a sponsor for Kennesaw State University's 2022 hackathon, which includes coaching, mentoring, and providing participating students an opportunity to hone their skills to solve real-world technology challenges.





ASSURANT®

Impact on  
Society





# Impact on Society

*We actively engage to strengthen the communities where we live and work worldwide while operating our business and managing our investments with a meaningful environmental commitment.*

Assurant is a purpose-driven company committed to making meaningful advancements each year to integrate our sustainability efforts with our long-term strategy, global business operations, and our product and service offerings. In 2022, we enhanced our responsible investing commitments by maturing our process to quantify the environmental impact of our investment portfolio. We announced key climate-related initiatives and policy that further demonstrate our commitment to integrating sustainability into our business operations and value chain, delivered strong year-over-year outcomes with our supplier diversity program, and continued to engage with the communities where we operate through our community and giving programs. Our Board, Management Committee and employees understand the importance of sustainability to deliver greater value to our stakeholders as we operate our business each day and support Assurant's long-term strategy.

## Responsible Investing

**ESG Guiding Principle:** *Consistently integrate ESG factors and socially responsible standards.*

At Assurant, we uphold our purpose — helping people thrive in a connected world — with a deep commitment as a responsible corporate citizen. Our values guide the way we support our customers, how we work with others, and strengthen the communities where we operate as well as our overall impact on society.

We actively engage to strengthen the communities where we live and work worldwide while operating our business and managing our investments with a meaningful environmental commitment.



We recognize the importance of considering certain ESG factors in our investment portfolio and, since 2020, have leveraged the expertise of highly qualified third-party investment management firms, including Goldman Sachs Asset Management, Voya, and BlackRock. These firms work with Assurant on ESG strategies that seek to maximize long-term value, and increasingly, incorporate ESG factors in our investment processes and policies to execute the day-to-day management of our portfolio.

To facilitate this process, our Chief Investment Officer (CIO) oversees our investment activities, proposes and implements approved investment policy including the review of ESG screening factors that align with Assurant's ESG framework, and provides oversight to the teams of external investment managers who, in accordance with our investment management agreements, are responsible for investing our assets. These teams of investment managers integrate ESG-related research into their overall credit research and risk oversight process.

In 2021, we established the Assurant Responsible Investing Commitment that defines how we seek to integrate ESG factors and screenings into our investments. The company screens new money investments within our fixed maturity portfolio and restricts new investments in entities that exceed revenue thresholds in thermal coal extraction and power generation, oil sands extraction, tobacco production and distribution, and civilian firearms production and distribution.



In addition, the investment portfolio limits exposure to issuers with ties to controversial weapons, United Nations Global Compact violators, and issuers without female representation on their board of directors.

The Assurant Investment Committee oversees our commitment to achieve lower overall portfolio exposure to industries and companies with high-risk environmental issues and targets higher allocations to companies that demonstrate enhanced environmental and social attributes for future investments.

Our CIO, together with our Assurant Investment Committee (AIC), provides the ultimate management-level ESG investment oversight and provides regular updates to Finance and Risk Committee (F&R Committee) of the Board. The F&R Committee annually reviews and approve the Operating Policy and Procedures of Assurant Asset Management.

## Climate, Energy, and Emissions

**ESG Guiding Principle:** *Ensure facilities adhere to sustainability practices, such as reducing waste, as we work toward carbon neutrality.*

Assurant recognizes the importance of identifying, monitoring, and mitigating the risks that climate change poses to our business and customers. We're committed to addressing the physical and transitional risks of climate change, as well as reducing our carbon emissions. Our reporting is guided by the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations and Sustainability Accounting Standards Board (SASB) industry standards for both insurance and telecommunication services, and our 2023 TCFD and SASB indices is in the appendix of this report.

Assurant's Board, directly and through its committees as described in their charters, oversees the company's risk management policies and practices, including the company's risk appetite, and discusses risk-related issues

at least quarterly, including climate-related risk. The Nominating and Corporate Governance Committee has ultimate oversight responsibility for how the company manages sustainability and the Chief Administrative Officer and Senior Vice President, Investor Relations and Sustainability provide regular updates to Nominating and Corporate Governance Committee of the Board. Additional details about our Board's and management's oversight of climate-related matters can be found in the governance section of our TCFD.

In 2022, we announced our initial science-based 1.5°C aligned greenhouse gas (GHG) emissions reduction target with a commitment to reduce our enterprise-wide Scope 1 and 2 GHG emissions by 40 percent by 2030, from a 2021 baseline. We believe that this near-term target is a critical first step to drive measurable decarbonization efforts throughout our global organization as we continue to evaluate long-term net-zero aspirations. Last year, we continued to mature our global Scope 1, Scope 2, and relevant Scope 3 GHG emission calculation practices and delivered meaningful results in reducing our environmental impact. This includes a decrease in our enterprise Scope 1 and Scope 2 (market-based) GHG emissions by 12.5 percent year-over-year, primarily driven by a reduction in our total energy consumption recognized through our ongoing real estate optimization strategy given our increasingly hybrid workforce. We continued to enhance the way that we validate our enterprise GHG emissions and the way we externally disclose

our enterprise GHG footprint. This includes continued third-party limited assurance on our Scope 1, Scope 2 (location-based), and Scope 2 (market-based) GHG emissions, while also receiving third-party limited assurance on all our relevant Scope 3 Categories, excluding our investment portfolio. We made considerable strides in understanding the impact of our investment portfolio on the climate through an initial measurement of our Scope 3 GHG emissions. This included quantifying our total GHG emissions for over 75 percent of our investment portfolio and a breakdown of GHG emissions by asset class, industry, and scope. For additional details about our investment portfolio impact, please see our [2022 CDP Climate Change Disclosure](#) or the Climate, Energy, and Emissions Section on page 26 of this report.

To formalize our commitments to Climate — one of our ESG Strategic Areas of Focus — in 2022 we published our first enterprise [Climate Action Policy](#), which defines our commitments to operating sustainably to deliver long-term value to our stakeholders, including:

- Maintaining the appropriate governance and oversight to monitor, manage, and continuously improve our climate action and environmental performance, in consultation with stakeholders on environmental matters.
- Setting and integrating appropriate targets and objectives into our business operations

that reduce our impact and protect the environment, including a science-based greenhouse gas emission reduction target in line with the latest climate science.

- Regularly reporting on our climate action and environmental performance to provide transparency and raise awareness among our stakeholders.
- Complying with applicable climate and environmental laws, rules, regulations, and policies in jurisdictions where we operate.
- Improving energy and natural resource utilization to reduce and prevent emissions and waste and prioritize recycling and sustainable consumption where possible.
- Integrating ESG considerations, including climate impact, into our investment portfolio as detailed in our responsible investing policy. Engage with our critical and supply chain vendors to integrate climate and environmental considerations into our value chain to improve climate and environmental performance.

In 2023, we'll continue to evaluate ways to mature the way that we calculate and measure the impact of operations to further align with a 1.5°C world. This includes evaluating our longer-term aspirations around net-zero commitment.

## Our Climate, Energy, and Emissions highlights for 2022 include:

- Announced our science-based goal to reduce greenhouse gas emissions by 40 percent by 2030, from a 2021 baseline.
- Operated three Device Care Centers in the United States that are considered Responsible Recycling version 3 (R2v3) certified. Two of the three centers are currently certified to the Recycling Industry Operating Standard (RIOS), and the third, which is currently certified to the ISO9001 Quality Management System, the ISO14001 Environmental Management Standard, and the ISO45001 Occupational Health and Safety Management System Standard, is currently transitioning to RIOS certification and is on-track to be recommended for RIOS certification in 2023. We operate an Integrated Management System which integrates the R2v3 and RIOS standards across the U.S. device care centers to capitalize on operational consistency, maximize efficiency, and minimize waste.
- Operated one device care center in the United Kingdom (U.K.) that is certified to the ISO14001 Environmental Management System Standard.
- Our mobile device repair facilities continued to recycle more than 80 percent of waste on-site, in line with the previous year.
- Continued to invest in energy-efficient

lighting, building controls, and HVAC systems at key locations.

- We reduced our annual known paper consumption by 41% in 2022 as we continue to migrate to more digital applications and processes, removing printers wherever possible.
- Ongoing real-estate footprint optimization as we look to use our facilities more strategically and efficiently to meet business and employee needs.
- Maintained a “B” Climate Change rating with the CDP for the fifth consecutive year, demonstrating our continued focus on environmental practices and disclosures.
- Participated for the second year in the EcoVadis assessment, receiving a bronze award, ranking Assurant among the Top 50 percent of 90,000 participating companies.

Every day, we help our clients support over 300 million consumers as they live their connected lives by offering comprehensive products and service offerings that drive business value, many of which also drive environmental benefits. As we ensure that our clients and their consumers remain connected in a digital world, we integrate ESG principles into our supply chain by extending the useful life of underlying products. Practices that are inherent to our mobile business reduce the need for the consumer to purchase new products, which has cascading environmental benefits

throughout a new product’s life cycle, including its manufacturing, transportation, and end disposition.

To further enhance the environmental benefits of this program, we’re working on ways to provide our clients and customers insight into the carbon footprint throughout a device’s life cycle. For example, in our U.K. business, we’re targeting utilizing fully sustainable packaging to ship refurbished devices to consumers from our device care center by the end of 2023, while evaluating actions we can take with our logistics partners to leverage electric vehicle distribution.



One longstanding example of the way we’ve integrated ESG into our product and service offerings is our device trade-in offering within our Connected Living business. In 2022, Assurant, in partnership with our mobile clients, repurposed and extended the useful life of over **22 million devices**, which equates to:

- Diverting over **4,000 metric tons** of electronic waste from landfill; and
- Avoiding approximately **1.2M metric tons** of CO<sub>2</sub> emissions.

In addition to the environmental benefits of our device trade-in, repair, and upgrade activities, last year, Assurant's programs have helped support the global economy by putting over \$2.7 billion back in the pockets of consumers in exchange for their used devices.

Assurant has been recognized by one of our clients, Deutsche Telekom, for our commitment to sustainability with their #GreenMagenta label — highlighting how our products and services make a positive climate contribution and reflect a responsible use of resources. This is another example of further integrating ESG into Assurant's business operations and offerings worldwide to drive more value for our partners and our consumers.

In our Global Automotive business, we've continued the global rollout of electric vehicle-(EV) and hybrid vehicle-specific protection products, which is now available to sell in 12 countries worldwide including the U.S., Canada, U.K., Mexico, Argentina, Brazil, Australia, and New Zealand. In 2022, we introduced enhancements to Assurant's EV One Protection<sup>SM</sup> to meet the growing needs of EV owners with expanded benefits, including increased battery health transparency and greater protection and value. Assurant is well-positioned with our dealership clients and our growing dealer and third-party administrator networks to serve the expanding EV market globally as consumers look to minimize their carbon footprint. For more

information, please see the [product page for Assurant EV One Protection](#).

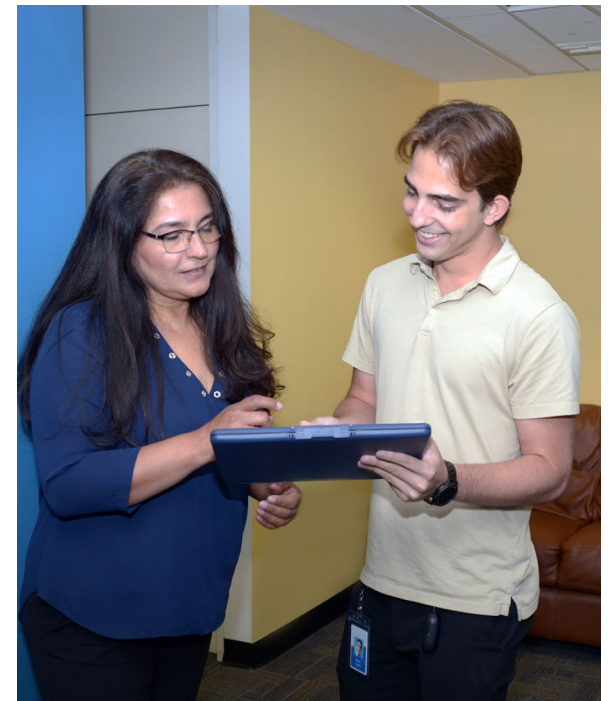
## Sustainable Procurement

As we continue to mature our enterprise-wide ESG and sustainability practices, we recognize the opportunity to drive meaningful impact by integrating ESG principles in our supply chain. [Assurant's Supplier Code of Conduct](#), establishes the operating expectations of our supplier partners, in alignment with Assurant's commitments to the highest standards of business integrity, ethical conduct, environmental practices, and conducting business within our sustainability framework. We require our suppliers to operate in full compliance with all applicable laws and regulations and in accordance with the principles of the Assurant Supplier Code of Conduct, which includes:

- Providing safe working conditions for workers;
- Treating workers with respect and dignity;
- Ensuring that products and services provided to Assurant use environmentally and socially responsible practices; and
- Conducting all activities ethically and in full compliance with the laws, rules, and regulations of the country or countries in which the supplier operates its business.

In 2022, we partnered with an industry leader to launch an ESG supplier assessment program

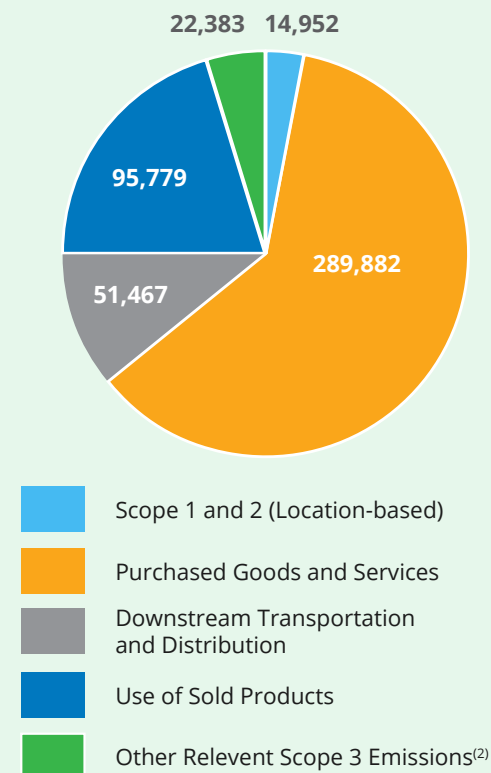
to further integrate sustainable procurement considerations into our global procurement and sourcing activities. Our vision for this program is that critical suppliers and supply chain vendors will share Assurant's commitment to sustainability and actively integrate ESG considerations into their activities to create broader value for our stakeholders. As we continue to implement this program in 2023, our ESG supplier assessment program will provide key ESG rating information and data-driven insight on ESG policy, actions, and results for many of Assurant's top suppliers. We anticipate that as the program continues to mature, it will provide us with another tool and channel for meaningful dialogue on key ESG topics and improvement opportunities with our top suppliers.



## Tracking Our Progress — Climate, Energy, and Emissions

ESG Metric	2020	2021	2022
<b>GHG Emissions (Metric Tons CO<sub>2</sub>e)</b>			
Scope 1 <sup>(1)(2)</sup>	1,128	2,132	1,505
Scope 2 <sup>(1)</sup>			
Location-based	16,428	14,670	13,447
Market-based	16,665	14,973	13,456
<b>Scope 1 and 2 (Location-based) Total<sup>(1)</sup></b>	<b>17,556</b>	<b>16,802</b>	<b>14,952</b>
Scope 3 <sup>(1)</sup>			
Purchased Goods and Services		228,495	289,882
Capital Goods		6,292	4,131
Fuel and Energy-related Activities		860	675
Upstream Transportation and Distribution		4,623	6,048
Waste Generated in Operations		622	955
Business Travel		1,631	2,999
Employee Commuting		3,240	4,478
Downstream Transportation and Distribution <sup>(3)</sup>		51,738	51,467
Use of Sold Products		97,732	95,779
End-of-Life Treatment of Sold Products		277	272
Downstream Leased Accounts	N/A	N/A	213
Franchises		3,055	2,612
Investment Portfolio <sup>(4)</sup>		2,547,309	-
<b>Scope 3 Total<sup>(4)</sup></b>		<b>2,945,875</b>	<b>-</b>
<b>Mobile, Real Estate Footprint and Paper Usage</b>			
Mobile Devices Recycled	1M	1.9M	1.7M
Mobile Devices Repaired/Resold	5.2M	16.9M	22.7M
Buildings/Facilities Owned	1.17M sq ft	1M sq ft	979K sq ft
Buildings/Facilities Leased	1.48M sq ft	1.4M sq ft	1.3M sq ft
Known Paper Usage	72.1 tons	64.9 tons	38 tons

2022  
GHG Emissions  
(Metric Tons CO<sub>2</sub>e)



- Assurant's Scope 1, Scope 2 (Location-based), Scope 2 (Market-based), and relevant Scope 3 GHG emissions, except Category 15 Investment Portfolio, received independent third-party limited assurance for 2022. The verification letter for 2022 can be found [here](#).
- Assurant's Scope 3 Category 15 Investment Portfolio GHG emissions are not included in this chart.
- In 2023, Assurant identified a calculation error for the previously reported 2021 Scope 3 Category 9: Downstream transportation and distribution emissions. The value listed in this table has been corrected and now reflects a more accurate estimate of our downstream transportation and distribution emissions for 2021.
- Assurant expects to calculate its 2022 Investment Portfolio as part of its upcoming CDP submission, at which point it will also be able to estimate 2022 Scope 3 Total GHG emission.

## Supplier Diversity and Inclusion

**ESG Guiding Principle:** *Achieve year-over-year growth of diverse suppliers by more fully integrating and providing opportunities for diverse suppliers in our sourcing/procurement processes.*

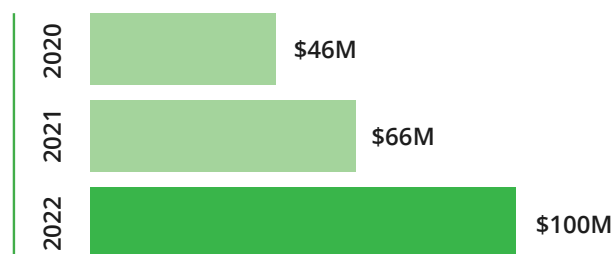
Assurant values diversity in our workforce, policies, practices, and relationships with an inclusive base of suppliers, consultants, and professional services firms. We expect our employees to be inclusive as they make business decisions day to day — including the identification and selection of the best partners to help our company succeed.

Our global supplier diversity and inclusion practices, processes, and program seek to further improve the representation of companies certified as small businesses, those owned by women, LGBTQ+, historically underrepresented groups, military veterans, and owners with disabilities. Our supplier diversity and inclusion program includes tracking our progress and constantly improving to meaningfully expand representation of certified diverse suppliers each year, currently with a focus on the U.S. Our vision is for our supplier base to increasingly represent the people and communities who rely on Assurant for business services that support, protect, and connect major consumer purchases.

To achieve this vision, we set a target of doubling our Tier 1 direct spend on diverse

suppliers by 2025 from our 2020 base spend of \$46 million. Assurant is proud to announce a major milestone: the program has more than doubled output as of year-end 2022, outpacing our 2025 target in approximately two years. In addition to this Tier 1 growth, our 2022 Tier 2 spend, which represents the diverse and small business spend by Assurant's suppliers for the purpose of servicing Assurant, more than doubled compared to 2021. The early success of the program can be attributed to the implementation of best practices, including commitment from Assurant's leadership and business stakeholders, dedicated program resources, and strategic sourcing. Although we achieved our target early, we remain committed to continually elevating our supplier diversity performance, and in 2023 will evaluate further commitments and aspirations for this program moving forward.

### Tracking Our Progress — Supplier Diversity ESG Metric: Diverse Supplier Tier 1 Spend<sup>1</sup>



<sup>1</sup> Tier 1 suppliers are diverse-owned businesses that Assurant pays directly for goods and services. Tier 2 suppliers are diverse-owned businesses that receive payment from Assurant indirectly, via a non-diverse supplier as a subcontractor or agent.

For additional information about our supplier diversity program, including ways for certified diverse-owned businesses to register in our Supplier Diversity Portal, please visit [Supplier Diversity & Inclusion | Assurant](#).

## Community Giving and Volunteering

**ESG Guiding Principle:** *Employee volunteer teams supported by the Assurant Foundation are engaged in local community initiatives focused on protecting, connecting, and inspiring.*

Assurant recognizes that we're part of the communities in which we operate, and that when our communities do well, we do well. We encourage our employees to volunteer with nonprofits in the communities we serve. Our employee volunteer teams are supported by the Assurant Foundation and continue to engage in community initiatives. In 2022, we donated \$3.4 million in grants to nonprofit organizations and provided over \$583,000 of employee-donation matches to causes they support through the Assurant Foundation.

Since 2020, Assurant Foundation grant investments decreased due to a reduction in COVID-19-related support. At the onset of the COVID-19 pandemic, additional Assurant Foundation grants were made in 2020 to help Assurant's core nonprofit partners meet the unprecedented needs in the community. In 2022, matching gift requests decreased as compared to 2021 levels, which we believe is

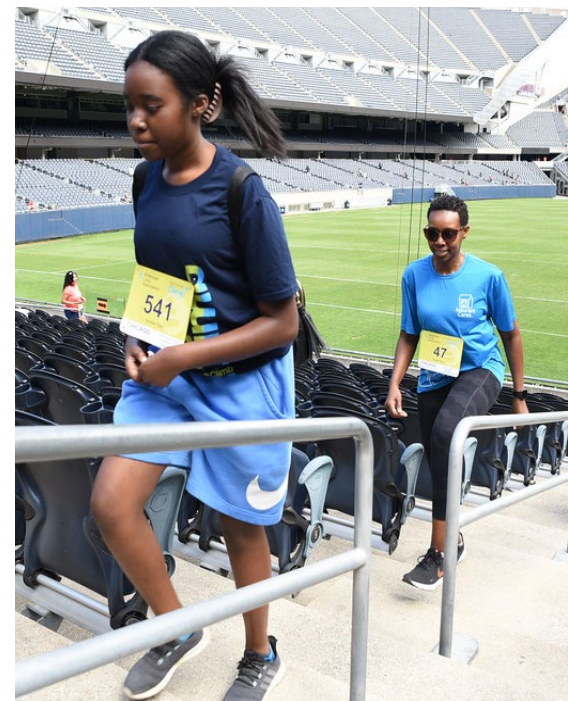
the result of global inflation and the economic climate. Volunteer hours increased significantly because of improved tracking capabilities and resource support.

Supporting our communities has been core to Assurant’s culture since the beginning. And while the last two years changed how we engage, we believe we’ve been successful in finding ways to leverage virtual engagement opportunities to help support our communities.

In 2022, Assurant and the Assurant Foundation donated in-kind products valued at nearly \$20,000 that included furniture and technology products that supported nonprofit organizations. Through the Assurant Foundation’s partner, Good360, laptops were donated to graduating high school students from lower income communities as they prepared to start college or join the workforce.

Last year, we also completed a strategic assessment of the Assurant Foundation to enhance our community engagement work to achieve greater societal impact. The assessment included benchmarking, a review of community engagement best practices, and a thorough evaluation of our partnerships and programs globally to align the Assurant Foundation programs to our company’s purpose, culture, and long-term vision. Key considerations included meeting the needs of a hybrid workforce, our changing footprint, employee input, and ensuring we can meet the needs of our diverse communities in innovative ways.

As a result, in 2023 we’ll launch an employee choice giving campaign, aimed at meeting the needs of our global workforce. The campaign will provide our employees the opportunity to engage in a 5K and support nonprofits of their choice including our longstanding partnership with United Way. The campaign is designed to amplify the impact of their donations with special matching gifts from the Assurant Foundation in addition to our ongoing Assurant Foundation Matching Gift Program. Moving forward, we’ll deepen our focus in the Assurant Cares strategic pillars of protecting, connecting, inspiring — and continue to support community programs that align with our purpose, values, and how we live The Assurant Way.



### Tracking Our Progress — Community Giving and Volunteering

ESG Metric	2020	2021	2022
Total Assurant Foundation Grants	\$4.7M	\$3.9M	\$3.4M
Nonprofits Supported	1,695	1,699	1,581
Matching Gifts	\$688,717	\$723,120	\$583,446
Volunteer Hours Reported	17,292	15,396	65,652



# Volunteering and Charitable Giving

## PROTECTING: We help people access safe places to live and thrive

### 2022 Action Against Hunger Campaign — Europe

- Action Against Hunger is a global organization committed to ending world hunger. Across Europe, 87 employees joined an annual online challenge to learn about the organization's work and raise awareness about climate change. Learnings specifically focused on countries facing the effects of climate change on food security, access to water, and the mental health of their populations. Employees joined sports challenges and logged 17,000 kilometers of walking, running, and cycling.

### Canadian Tire Jumpstart Charities — Canada

- The Assurant Foundation invested \$60,000 over a 3-year partnership with Jumpstart to support their Inclusive Play Project, which helped with the construction of 10 inclusive playgrounds across Canada for children of varying abilities.

### Habitat for Humanity

- In 2022, Habitat launched the Black Home Ownership initiative, which aims to dismantle the systemic bias that permeates

U.S. home buying, home financing, and exclusionary zoning practices, which have prevented generations of black families from accessing the intergenerational wealth-building potential of homeownership. Three homes that Assurant employees helped build supported black families and two supported multiracial families. A total of 197 employees volunteered logging approximately 1,500 hours.

### Japan Environmental Volunteer Event

- The Japan Engagement Champion Team organized an environmental event inviting employees to go plogging at Zushi Beach. Plogging is an activity that combines jogging and picking up litter. The activity was supported by Kanagawa Beach Clean Foundation, one of the largest organizations focusing on beach cleaning.

### Wounded Warriors Family Support

- In honor of Veterans Day, the Assurant Foundation and Veterans@Assurant in partnership with Wounded Warriors Family Support (WWFS) hosted a special ceremony honoring a Georgia-area veteran and the Mobility is Freedom program. The WWFS Mobility is Freedom program provides grants and modified vehicles for combat-wounded veterans. In 2022, the investment supported a retired U.S. Marine Corps corporal with a modified Chevy pick-up truck for use on his farm.



**CONNECTING: We strengthen communities where we operate, especially when disasters strike. This includes supporting core charitable partners in ways that enhance their capacity to serve**

### Pro Bono Pilot Program

- In partnership with the Assurant Foundation, Assurant's legal team launched a pro bono pilot program to strengthen and demonstrate our commitment to equality and addressing societal issues. The voluntary program will equip our organization with a targeted opportunity to further support our communities.

### Turning Miles into Meals

- This annual challenge brought together 2,304 Assurant employees who invested in their well-being by moving for good in multiple ways, logging over 150,000 miles to raise \$150,817 for Move for Hunger, an organization that aims to fight hunger and reduce food waste. During the month-long challenge, participants volunteered over 35,000 hours resulting in 380,700 meals to families and individuals facing hunger and food insecurity in the U.S. and Canada.

### United Way Campaign

- Assurant employees in Atlanta, Miami, and across the globe participated in a 5K run/walk in support of the United Way. Employees and partners raised more than



\$340,000 in 2022, which pushed the total funds raised from the annual 5K event over three years to more than \$765,000 in donations, sponsorships, and employee matches from the Assurant Foundation. More than 800 Assurant employees and partners participated in the 5,000-meter

events in October. Funds raised benefitted United Way partners in several Assurant locations across the U.S, Canada, and Mexico.

### York Depot Team Builder

- In partnership with Wish for Wheels, 200 of our York employees built bikes for youth from underserved communities. After all the bike building sessions were completed, the team partnered with Crispus Attucks, a local nonprofit to distribute the bikes to children in the community.

**INSPIRING: We encourage and prepare diverse talent and innovative leaders for the future**

### FIRST Nevada

- The Assurant Foundation is proud to invest in FIRST Nevada, a STEM (science, technology, engineering, and math) education organization whose mission is to inspire young people to become science and technology leaders, by engaging them in exciting mentor-based programs that build science, engineering, and technology skills, which inspire innovation, and that foster well-rounded life capabilities including self-confidence, communication, and leadership. Since 2018, the foundation has invested \$90,000 impacting 60,000 students and teachers reached via FIRST Nevada programs, events, training, and outreach.

## Girls on the Run

- Girls on the Run inspires girls to be joyful, healthy, and confident using a fun, experience-based curriculum, which creatively integrates running. The Assurant Foundation sponsored the organization's 5K and its programs. Our investment supported coaching and recruitment; enhanced coach training; in-person site visits; hand delivery of shoes and other related gear for girls; funds for after-school snacks; and reimbursement for transportation to teams for which transportation was a barrier. Our support impacted 114 girls from low-income communities in academic self-efficacy, improving confidence and learning critical life skills including conflict resolution and decision making.

## Girl Scouts of Greater Atlanta

- The Assurant Foundation in partnership with the Girl Scouts of Greater Atlanta and Women@Assurant supported STEM programs reaching over 120 girls.
  - Through a virtual STEM panel, four Women@Assurant members served as panelists from various STEM-related backgrounds and engaged up to 100 girls in an hour-long program where they learned about different careers in the STEM field.
  - Through the Girl Scouts' LeadHER workshop series, three Women@Assurant volunteers helped develop

and lead activities for 25 Girl Scouts in 6th-12th grade to explore how to impact your community, entrepreneurship, getting organized, and goal setting.

## Junior Achievement

- Assurant is a longtime partner of Junior Achievement of Georgia (JA) and the Assurant Foundation in three JA Discovery Centers in the Atlanta metro area and their 3DE program model that both aim to break from the traditional classroom structure to bring education to life and provide students with an immersive learning experience.



Our Impact on Society commitments relate to the United Nations Sustainable Development Goals 7, 11, 12, 13, and 17.





ASSURANT®

# Customer Commitment



# Customer Commitment

*We deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve.*

## Customer Experience

**ESG Guiding Principle:** *Provide customer experience excellence and seamless omnichannel digital capabilities while delivering improvements in metrics leading to best-in-class standing; customer experience is a competitive advantage, benchmarking favorably.*

The quality of our products and services and the experience of our customers are at the heart of our company culture. We are committed to quality design and oversight along with rigorous programs to ensure customer satisfaction at the highest possible level. Our deep understanding of our clients and the consumer markets they serve, paired with our industry-leading utilization of the latest CX techniques and methodologies, allows us to deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve. We leverage those insights with investments in emerging technologies and operations, such as artificial intelligence, machine learning, and robotic process automation, to introduce innovative products and services to our clients and continuously adapt our offerings to the changing needs of consumers in the connected world.

Our Customer Experience Center of Excellence is overseen by our Senior Vice President, Customer Experience (CX), who reports directly to our Chief Operating Officer. Under her guidance is a team focused on analyzing insights from the voice of the customer and designing modernized, omni-channel experiences across the enterprise to deliver a superior experience tailored to the changing needs of our diverse customer base.

We deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve.



In addition to building best-in-class experiences, we also drive cultural efforts throughout the Enterprise to further embed customer-centric ways of doing business for all employees. These include ongoing training & development content, idea incubation competitions, a fast-track path to resolve customer pain points, the pursuit of customer innovation patents, and hosting our annual CX Week, which is a weeklong internal focus on the global celebration of CX where we take time to recognize, appreciate, and reinforce what makes CX unique throughout Assurant’s global operations — our People.

These efforts and their dedication have resulted in net promoter score (NPS) improvements and sustained results in key segments of our business.

In 2023, leveraging the foundation we have built, we will continue to focus on driving insights-to-

action paths from our voice of the customer, CX, and social measurement and response ecosystem, while maturing our design practices to further enhance the customer experience.

## Innovation in Products and Services

**ESG Guiding Principle:** *Seen as an industry leader in incubating and bringing to market innovative solutions through a broad array of products and services.*

Innovation is core to meeting and anticipating our customer’s needs and an integral part of our continued success. We continue to roll out multiple new platforms for our clients and customers with a digital-first commitment to deliver exceptional service and support positive consumer experiences. Through consumer research and investments in emerging technologies, including digital-first solutions powered by artificial intelligence, we

are developing new products and services that meaningfully enhance consumer experiences and drive competitive advantage across the mobile, automotive, retail, and financial services markets. Our innovation team acts as an accelerator that brings value-creating innovations to the market faster through an agile and disciplined approach to drive growth across Assurant. Innovation is not limited to just our innovation team; it happens throughout the organization as we believe that our collective power in bringing forth scalable solutions faster and more efficiently will enhance the customer experience and strengthen our competitive advantages.

Throughout our largest customer care centers, we’re rolling out AI augmentation for voice and chat with capabilities for chat virtual agents, voice virtual agents, real-time voice transcription, auto summarization of call notes, and auto assist technology to provide our

### Tracking Our Progress — Customer Satisfaction

ESG Metric	2020	2021	2022
Consumer Affairs	3.45	3.48	3.98
Trustpilot	3.9	3.8	3.50
Google (Average of Markets)	4.1	4	3.95
Better Business Bureau	NA	3.27	4.51
<b>Total Consumers Served</b>	300+ million	300+ million	300+ million



agents with appropriate responses and knowledgebase articles quickly — all for a better customer and employee experience. We continue to increase the percentage of digitally filed claims, digital payments, and instantly approved claims with AI and have successfully executed over 30 automations completing millions of tasks and document-based transactions with robotic process automation and machine learning.

Building upon our previous digital platforms, in 2022, we launched Assurant Product Experience Exchange (APEX), which provides our mobile, retail, housing, and automotive businesses clients flexible point-of-purchase insurance, protection program, support, and services offerings in their omnichannel customer experience. Using APEX, clients can provide the following products and services to their customers:

- Insurance and protection products: Device and phone protection, renters insurance, F&I products, and more;
- Claims management: Portals for customers to file, track, and manage claims from start to finish;
- Tech support: On-demand access to experts and self-service solutions;
- Trade-in offers: Quotes for used devices and upgrade incentives; and

- Pricing and analytics: Device valuations, performance assessments, and more.

APEX is the latest step in Assurant’s ongoing investment in the transformation of its technology platforms, designed to deliver outstanding customer experiences that grow clients’ businesses.

Our Consumer Commitment relates to the United Nations Sustainable Development Goals 9 and 12.





ASSURANT®

# Integrity and Ethics





# Integrity and Ethics

*We adhere to unwavering standards of integrity, ethics, governance, privacy, and information security.*

## Ethics and Compliance

**ESG Guiding Principle:** *Maintain a diverse, skilled board with multisector, global expertise that champions strong governance practices.*

We're committed to gender, racial, and ethnic diversity and equal opportunity at all levels of the company. As of December 31, 2022, women comprised 31 percent of our Board; and 23 percent of our Board identified as racially or ethnically diverse. Through more recent Board refreshment, as of June 2023, 31 percent of our Board identifies as racially or ethnically diverse

The Nominating and Corporate Governance Committee actively considers diversity in the recruitment and nomination of the company's directors and makes recommendations to the Board regarding diversity among director candidates. The Board believes diversity is important because having a variety of points of view improves the quality of dialogue, contributes to a more effective decision-making process and enhances the overall culture in the boardroom. The Nominating and Corporate Governance Committee strives to achieve diversity in the broadest sense, including candidates diverse in race, ethnicity, gender and experiences. Although the Nominating and Corporate Governance Committee does not establish specific diversity goals or have a standalone diversity policy, it fully appreciates the value of Board diversity and seeks diverse Board candidate slates. The Nominating and Corporate Governance Committee is committed to including women

We adhere to unwavering standards of integrity, ethics, governance, privacy and information security.



and minority candidates in the pool of qualified candidates from which Board nominees are chosen and will continue to review its processes and procedures to ensure that diverse candidates are included. For additional detail on Board expertise and experience, visit [Assurant's Corporate Governance website](#).

**ESG Guiding Principle:** *Assurant's global ethics and compliance programs reflect internationally recognized best practice standards and processes.*

We have high standards at Assurant and have built a strong reputation as an ethical, fair, and honest company in interactions with employees, suppliers, investors, and the marketplace.

Our reputation reflects a promise to our customers, shareholders, and to one another that we'll act with honesty and integrity, and we uphold the highest legal and ethical standards. Nowhere is our commitment more evident than our expectations for ethical conduct by our employees throughout our company. Consistent with The Assurant Way, our conduct reflects our culture, built on the foundation of our uncompromising values: common sense, common decency, uncommon thinking, and uncommon results. By living these values, we are strengthening a culture based on trust and respect, and solving tough challenges with integrity — all because we want to help people thrive in a connected world.

Assurant's Ethics and Compliance program is directed by our Global Ethics and Compliance Officer with oversight from the Chief Legal

Officer and reporting to the Audit Committee of the Board at least quarterly. The Ethics Office, an internal function that reports to the Global Ethics and Compliance Officer, includes a team of ethics and investigation professionals with subject matter expertise, who also serve as members in global ethics and compliance organizations and research institutions including Ethisphere's Business Ethics Leadership Alliance (BELA) and Ethics and Compliance Initiative (ECI). These organizations provide support to build and sustain programs rooted in practices that promote strong ethical cultures.

Our [Code of Business Conduct and Ethics \(Code\)](#) helps to guide our actions and reinforces Assurant's commitment to integrity and ethical business conduct and is the cornerstone of our compliance program. Within our Code, we define our responsibilities and commitments, including those that address antibribery and anticorruption, avoiding conflicts of interest, safeguarding our assets and responsibilities concerning accounting standards, fair competition and antitrust, commitment to preventing money laundering, insider trading, our whistleblower programs, commitment to prohibit discrimination and harassment within Assurant, and zero-tolerance commitments for threats or acts of violence in the workplace. Our Code is especially important as we uphold our purpose to help people thrive in the connected world and sets the expectation for employee behaviors. It also provides awareness of the policies and principles that define how we do

## Tracking Our Progress — Ethics

### ESG Metric: Employees Trained<sup>1</sup>



<sup>1</sup> This reflects Code of Ethics training, which covers many different E&C topics.

business and make decisions consistent with our policies and principles. Every employee, including contract and temporary workers, is expected to read and understand our Code to ensure that day-to-day actions and decisions reflect the values of Assurant.

In 2021, the Code was released as an [interactive tool](#) to provide real-time guidance, training, and information in eight languages. Since then, we've continued to enhance the Code consistent with The Assurant Way and reflective of the evolving expectations of our stakeholders. It includes our human rights policy, which reinforces Assurant's global commitment to value and respect for human rights as we adhere to the International Labor Organization, as well as the laws of the countries in which we operate. Additionally, our [Supplier Code of Conduct](#) addresses labor and human rights, environment, ethics, and risk management for our suppliers and is used to integrate our ESG

and sustainability commitments into our supply chain. All suppliers are expected to attest to the Supplier Code of Conduct or provide a copy of their own code of conduct that is at least equivalent to our Supplier Code of Conduct.

In 2022, our total global workforce received training on our Code through new hire onboarding and annual refresher courses that included employee attestation. We also launched a new annual bribery and corruption training course with employee attestation for managers and other high-risk roles within our organization.

To ensure adherence to our Code, we have several ongoing processes in place to monitor and mitigate ethics and compliance risks at Assurant. These processes include targeted pre-activity approvals for gifts and entertainment, potential conflicts of interest, and certain transaction reviews, and include processes integrated into onboarding third parties. Our ethics and compliance programs encourage and empower our employees to remain vigilant and report potential ethics and compliance concerns via several different channels that are available to all employees in a manner that allows individuals to remain anonymous where permissible by local law. This includes our Ethics and Compliance Helpline. We conduct regular audits of our ethical standards, including biennial international anti-corruption risk assessments, periodic business ethics risk-based reviews, and periodic enterprise assessments through all employee surveys that provide insight into employee

engagement and cultural strengths and opportunities.

In addition, our corporate political activities are governed by our [Political Activities Policy Statement](#).

### Key elements of our Global Ethics and Compliance Programs:

- Human rights policy and program as detailed in our code;
- Policies related to money laundering, including a U.S. anti-money laundering policy and other country-specific programs that include reporting, investigation, and third-party screens to ensure we do not transact with individuals or entities on applicable sanctions and/or terrorist watchlists;
- An anti-corruption and bribery policy and an insider trading policy, and supportive guidance documents and training for our employees; and
- A whistleblower program that is communicated to all employees through new hire onboarding and annual refresher training, including the processes for reporting, commitments on anti-retaliation for concerns raised in good faith, and incident investigation, escalation, and corrective action, when warranted.



## Data Security, Privacy, and Risk Management

**ESG Guiding Principle:** *Foster a culture of data privacy protection through participation in, and continual improvement of, education/training programs; use best practice controls to safeguard customer, client, and employee data.*

Assurant is committed to maintaining a secure environment that protects information assets from unauthorized use, modification, disclosure, or destruction, whether accidental or intentional. Assurant follows a multidisciplinary approach to information security by defining roles and responsibilities specific to job function and through a security governance model that identifies accountability within the corporate structure. Additional security operating teams support functions covering risk and threat management, compliance, end-user security administration, posture management, incident response, and advisory services during technology initiatives.

Assurant has a designated Chief Information Security Officer who leads a global information security team and provides oversight for the program supporting the various lines of business, regional locations, and technology group functions. Assurant's Information Security Office is responsible for the information security program and employs a highly skilled team of subject matter experts and security professionals. Information security teams continue to stay apprised of risk trends through active participation in specialized training opportunities and maintenance of industry certifications. Our process is subject to oversight by the Management Committee and the Board. Our Information Security Committee meets quarterly and ensures the alignment of our security program to our business objectives. Our Board conducts a review of cybersecurity annually, with updates at least quarterly to the Information Technology Committee of our Board.

## Cybersecurity

Assurant recognizes the value of information and is committed to protecting those assets with safeguards based on its value and the risk of unintentional or unauthorized acts and has established the Assurant Information Security Management System (ISMS). This ISMS provides a comprehensive set of written policies and standards for 100 percent of our operations and is modeled after the International Organization of Standards (ISO) 27001, with mapping to the National Institute of Standards and Technology (NIST) in the United States. We also maintain



ISO27001 certification in our U.K. subsidiary and have active membership affiliations across multiple information-sharing and continuing education forums including FS-ISAC, ISC<sup>2</sup>, CISO Coalition, Gartner, Knowledge Connect, Security 50, ISACA, and others.

Integral to our ISMS is our comprehensive information security incident response framework, which leverages people, processes, and technology to detect and minimize the impact of potential incidents and data breaches. To raise awareness of Assurant's information security program, our global workforce completes mandatory information security training during new hire onboarding and annual refresher training, both of which require employee attestation. In 2022 alone, our information security training was completed by over 14,700 employees worldwide. In addition,

we have certified data security internal incident responders that leverage comprehensive documented technical response processes for incident management. This includes incident review and escalation processes when warranted. We maintain a robust framework of prevention and detective security controls and invest in innovative technology and tools to continually enhance our data security and incident management framework.

To proactively identify potential areas of vulnerability, we conduct annual incident response plan testing, routine tabletop exercises for preparedness, internal and external information security penetration testing, and phishing simulation tests among our global workforce to drive continuous awareness on information security. As part of our regular internal and external information security compliance process in 2022, we completed over 200 information security audits. We maintain comprehensive information security processes for our third-party suppliers who manage, store, or otherwise access Assurant data. These suppliers are required to subscribe to and complete an extensive data security assessment process including questionnaires, interviews, and input from external assessor bureaus to validate providers' security models, and in 2022, we completed nearly 900 third-party IT vendor assessments.

## Data Privacy

Trust is the foundation for every interaction with our customers, business partners, employees,

and other stakeholders. These stakeholders trust us to collect, use, and share their personal information and confidential business information in compliance with all applicable regulatory and contractual requirements.

In addition to accounting for the global regulatory requirements of all regions where we operate, Assurant's privacy program takes a principles-based approach aligned to privacy principles of transparency, collection minimization, and use limitation.

Beyond internal policies and procedures, these principles are also reflected in our various privacy notices, which are customized to address specific industry and regional requirements, for example for [U.S. residents](#), [insurance customers](#), and other stakeholders [around the globe](#), as well as in our mechanisms designed to guide and support stakeholders seeking to exercise their privacy rights.

To drive global awareness and adherence of our data privacy program, we require global data privacy training and attestation for all employees during new hire onboarding and through annual refresher training. This training covers employee privacy responsibilities, an overview of relevant data privacy laws, how employees can properly process personal information, how to address, or where to refer, individual privacy rights requests, and how employees can identify and report privacy incidents. On top of employee awareness, we leverage internal audits to monitor

## Tracking Our Progress — Privacy and Data Security

ESG Metric	2020	2021	2022
Privacy Training <sup>1</sup>	13,978	15,945	14,775
Data Security Training <sup>1</sup>	13,760	13,625	14,703
Security Audits Completed	210	222	206
Third-Party Vendor Assessments	938	1,015	897

<sup>1</sup> Reflects mandatory employee new hire and annual refresher training and accounts for turnover throughout the year

and measure the effectiveness of our data privacy programs and their adherence to regulatory requirements. This audit process provides us the means to identify data privacy improvement opportunities. We have robust processes to identify and mitigate potential data privacy incidents, including encouraging and empowering our employees to report potential incidents, comprehensive documented data privacy breach plans, processes, and procedures related to incident response, and processes and indicators to monitor potential data privacy trends.

In 2023, Assurant was re-certified under the Asia-Pacific Economic Cooperation (APEC) Cross-Border Privacy Rules (CBPR). APEC is a regional economic forum that aims to create greater prosperity for the people of the region by promoting balanced, inclusive, sustainable, innovative, and secure growth by accelerating regional economic integration.

The award demonstrates our adherence to the privacy practices of APEC's privacy framework requirements and our overall privacy commitments to our customers, clients, and other stakeholders.

Our Integrity and Ethics commitments relate to the United Nations Sustainable Development Goals 16 and 17.



## Appendix: Task Force on Climate-Related Financial Disclosures (TCFD) Index

We are committed to providing transparency on our climate change risk management, governance and performance. The Task Force on Climate-Related Financial Disclosures (TCFD) has developed a voluntary, consistent framework for climate-related financial risk disclosures for use by companies providing information to stakeholders. A summary of our response to the TCFD-recommended disclosures, with aligned references to our [CDP disclosure](#), is below, with new, expanded information.

Governance	CDP Section Alignment
a) Board Oversight	C1.1a & C1.1b

Assurant's Board of Directors (Board), directly and through its committees as described in their charters, oversees the company's risk management policies and practices, including the company's risk appetite, and discusses risk-related issues at least quarterly, including climate-related risk. The Board reviews management's assessment of the company's key enterprise risks and receives a risk management update from the Chief Strategy and Risk Officer annually, including management's strategy with respect to each risk. The Nominating and Corporate Governance Committee coordinates Board and committee oversight of the key risks. The Board and its committees receive updates from management on specific risks throughout the year, including climate-related risks, and each committee chair reports significant risk updates to the full Board so that the Board has the benefit of the committee's specific areas of risk oversight.

The Audit Committee reviews the company's policies with respect to risk assessment and risk management and coordinates with the Finance and Risk (F&R) Committee with respect to Board oversight of risk management and global risk management activities. The Audit Committee also focuses on risks relating to financial statements, internal control over financial reporting, disclosures (including disclosure of the company's material risks), and compliance with legal and regulatory requirements. The F&R Committee has primary oversight responsibility of the global risk management function and corresponding risk activities, and receives risk management updates at least quarterly from the Chief Strategy and Risk Officer and the Global Head of Risk that include the identification, assessment, reporting, and mitigation of existing and emerging key enterprise risks. The F&R Committee also focuses on risks relating to investments, capital management, and catastrophe reinsurance. The Nominating and Corporate Governance Committee has ultimate oversight responsibility for how the company manages sustainability and the Chief Administrative Officer and Senior Vice President, Investor Relations and Sustainability provide regular updates to the Nominating and Corporate Governance Committee. In fulfilling its responsibilities, the Board and each committee has the authority to retain external advisors.

Assurant's longer-term strategic planning process, overseen by our Board, prioritized climate as a multiyear environmental, social, and governance (ESG) area of focus, including to minimize Assurant's carbon footprint and enhance sustainability. In 2021, Assurant's preliminary scenario analysis, which is described in greater detail in the Climate Resilience section of this report, was reviewed with the company's Board. In 2022, Assurant developed and announced a near-term greenhouse gas (GHG) emissions reduction target of 40 percent across Scope 1 and 2 by 2030, from a 2021 baseline. The methodology and SBTi standard as well as a summary of key levers expected to achieve the target was reviewed with the nominating and corporate governance committee. Progress toward the goal is expected to be reviewed with the Board at least annually.

Assurant's Board, Management Committee, and employees understand the importance of sustainability to deliver greater value as the company operates the business in support of its long-term strategy. In its Notice of 2023 Annual Meeting of Stockholders and Proxy Statement, Assurant enhanced the list of experience and skills that the company believes are important for the Board to have to include sustainability.

The Chief Strategy and Risk Officer, Chief Administrative Officer, and Chief Financial Officer, who each report directly to our President and CEO, oversee functions responsible for climate-related actions, policies, and risk mitigation and management. Specifically, the Senior Vice President, Investor Relations and Sustainability, in collaboration with the Global Head of Risk, oversee climate-related risk from a management perspective. Overall risk management is the responsibility of the Chief Strategy and Risk Officer, who leads the global risk management function that coordinates our risk management activities, and the Global Head of Risk, who reports to the Chief Strategy and Risk Officer. The company's risk management framework cascades downward into the enterprise through various management committees. Climate-related issues inherent in Assurant's property insurance writings are monitored by the management-level Reinsurance Risk Committee (RRC), which reports into the management-level Enterprise Risk Committee (ERC), and subsequently the F&R Committee of the Board. Quarterly updates from the Chief Strategy and Risk Officer to the F&R Committee include the company's risk appetite related to reinsurance, changes to catastrophic risk, and material climate-related issues as appropriate.

The ERC includes members of Assurant's Management Committee, risk management leadership, and certain support function leaders of the company, and is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management, and recommendation of the risk appetite framework and limits.

Our President and CEO, together with our Chief Administrative Officer and Senior Vice President, Investor Relations and Sustainability, set the strategic direction of ESG-related matters, including climate issues, in collaboration with the Management Committee as well as other leaders and subject matter experts. To identify and prioritize key ESG matters for integration into the ESG strategy, a cross-section of leaders representing sustainability, investor relations, risk management, strategy, facilities, legal, business operations, customer experience, and the people organization are engaged to monitor and assess climate-related issues that are relevant to Assurant through the ESG committee described below.

In 2021, Assurant's preliminary scenario analysis, which is described in greater detail in the Climate Resilience section of this report, was reviewed with our Management Committee to inform them about climate-related risks and opportunities and with the company's Board. Since 2021, our Senior Vice President, Investor Relations and Sustainability, along with a cross-section of functional leaders, provide routine updates to the Management Committee to ensure they remain informed of climate-related risks, opportunities, and issues.

Beginning in 2021, Assurant formed the Assurant Investment Committee to provide a forum for ESG topics to be discussed and considered in balance with other investment considerations specific to managing Assurant's \$7.5 billion-dollar investment portfolio, excluding cash and cash equivalents, as of December 31, 2022. This committee comprises a cross section of internal stakeholders that's empowered to identify and incorporate into investment policy ESG topics with the objective to generate consistent, long-term, risk-adjusted investment income. This includes consideration, where applicable, of factors that may influence our investments, including energy costs and climate impact.

In 2022, Assurant enhanced its climate-related governance process and finalized its ESG Oversight and Action Committee (ESG Committee), which comprises select Management Committee members and senior management across key functional areas to provide oversight of the company's business-aligned ESG strategy. The ESG Committee meets at least quarterly and fulfills its responsibilities by (i) providing the relevant ESG oversight required to identify, develop, and set business-aligned ESG strategy for long-term value creation; (ii) establishing the enterprise ESG position and view for ESG policy, standards, requirements, disclosures, and mandates; (iii) providing recommendation and approval for enterprise ESG initiatives that advance Assurant's ESG strategy; and (iv) supporting the integration of enterprise-wide ESG strategy throughout the organization. On a semiannual basis, the ESG Committee leadership provides updates to the Management Committee on (1) the status of key ESG initiatives, (2) updates related to enterprise ESG performance, its roadmap, and investments, and (3) opportunities for continual enterprise ESG improvement.

In 2022, Assurant leveraged the ESG Committee to develop and approve its 40 percent Scope 1 and 2 GHG target and its enterprise Climate Action Policy.

## Strategy

## CDP Section Alignment

### a) Climate-Related Risks and Opportunities

C2.1a, C2.3, C2.3a, C2.4, & C2.4a

Assurant defines a substantive financial or strategic impact as one which would materially harm our business and the delivery of our strategic objectives or cause material harm to our financial condition, results of operations, and cash flows. In assessing whether an impact is material we consider both financial (e.g., impact to annual adjusted EBITDA or capital position) and nonfinancial criteria (including potential for harm to our clients, business partners, regulators, and investors) and on an inherent and residual basis. The magnitude of the impact considered will vary depending on the affected business line and geography. When conducting climate risk assessments, risks are assessed across short-, medium-, and long-term time horizons. The specific time horizon for individual assessments can differ considering the business line, geographical area, or useful life of the assets or infrastructure being assessed, generally with short term and medium term aligning to our business planning time horizons, and long term going beyond that.

Assurant faces climate-related risks and opportunities across its business activities, which includes its catastrophe-exposed and noncatastrophe-exposed insurance portfolios, investment activities as an asset owner, and within its own operations including its supply chain.

Key climate risks facing Assurant span both transition and physical risk categories, including:

### Table 1: Summary of Risks

#### Transition Risks

#### Policy and Legal (Medium Term)

**Business Activities:** Policy and regulatory environments are encouraging electric vehicles, alternative transportation fuels, and micro mobility, so warranty coverage may need to be aligned with changing risks/liabilities in the marketplace. For example, Assurant's portfolio of auto warranty products now includes a product for electric vehicles, which we're rolling out to markets worldwide.

**Investment Activities:** Regulatory changes and rezoning in response to climate risk may shift the value of certain properties, affecting the value of Assurant's equity real estate portfolio. Emissions reduction legislation may accelerate the clean energy transition in certain jurisdictions, leading to heavily fossil fuel-reliant investments becoming devalued or stranded.

**Own Operations:** Assurant may incur additional costs associated with tracking and reporting on climate-related aspects of its operations based on increasing mandatory disclosure in various jurisdictions. In addition, as we publish more details about our climate change mitigation plans and targets, for example the Climate Action Policy and emissions reduction targets published in December 2022, we face increased risk of regulatory action and litigation from stakeholders if those plans and targets aren't met in the future.



<p><b>Technology</b> <i>(Long Term)</i></p>	<p><b>Business Activities:</b> New “green” technologies, reduced personal vehicle ownership due to micromobility and ridesharing alternatives, and shifts toward extended product life cycles may require Assurant to evaluate the cost-revenue implications for insurance and warranty products and services in its Connected Living and Global Automotive businesses. Assurant will also need to continuously assess how new technologies influence the goods the company protects and how this may impact the experience and pricing needs of the business.</p> <p><b>Investment Activities:</b> Green technology shifts may require Assurant to reconsider additional strategies and screening criteria for future investments.</p> <p><b>Own Operations:</b> Assurant may incur costs associated with transitioning toward low-emissions operations, such as the cost of building efficiency. Some of these transitions may be partially offset by energy cost savings over the long term.</p>
<p><b>Market</b> <i>(Long Term)</i></p>	<p><b>Business Activities:</b> In Global Lifestyle, specifically, within our Global Automotive business, there’s a risk that products won’t meet market needs as dominant technologies change, or markets shrink due to movement away from personal vehicles and reduced vehicle miles traveled. In Global Housing, while the consumer market may expand for hazard insurance in climate-prone areas, Assurant will need to consider the impact of increasing climate-related hazards when defining its strategy in climate risk-prone markets.</p> <p><b>Investment Activities:</b> Assurant may need to further consider its investment screening criteria due to changes in risk and return of long-term investments in carbon-intensive industries, driven by the pressure to decarbonize and the risk of stranded assets.</p>
<p><b>Reputation</b> <i>(Medium Term)</i></p>	<p><b>Own Operations:</b> Assurant may experience increasing pressure from investors, employees, regulators, and clients to measure, disclose, and act on climate-related risks and broader ESG considerations. This includes the ongoing adherence to and refinement of the SBTi-aligned carbon emissions reduction target announced in 2022, the appetite for pursuing a net-zero target and the necessary resources, processes, and accountability needed to meet these objectives.</p> <p><b>Investment Activities:</b> Assurant may face growing pressure from investors and customers to divert more investments away from heavy-emitting industries and toward green investments.</p>
<p><b>Physical Risks</b></p>	
<p><b>Acute</b> <i>(Long Term)</i></p>	<p><b>Business Activities:</b> Catastrophe losses, including human-made catastrophe losses, could materially reduce our profitability and have a material adverse effect on our results of operations and financial condition.</p> <p>In Global Housing, our participation in U.S. FEMA’s National Flood Insurance Program (NFIP) is subject to a portion of this risk. Assurant is one of the largest administrators for the U.S. government under NFIP. Congress must support NFIP to ensure it’s able to meet its reimbursement obligations to insurers and also reauthorize the NFIP periodically. A failure to reauthorize the NFIP, beyond the current extension period of September 30, 2023, would effectively stop the sales and renewal of NFIP flood policies, which may reduce our role as an administrator in the Write Your Own program.</p>

**Acute  
(Long Term)  
(continued)**

Because Global Housing’s lender-placed homeowners and lender-placed manufactured housing insurance products are designed to automatically provide property coverage for client portfolios, our exposure to certain catastrophe-prone locations, such as Florida, California, Texas, North Carolina, South Carolina, and Puerto Rico, may increase. The withdrawal of other insurers from these or other states may lead to adverse selection and increased use of our products in these areas and may negatively affect our loss experience.

**Investment Activities:** Assurant may see devaluation in its equity real estate portfolio depending on the exposure of certain sites to climate-related hazards. Risk and screening categories for future investments in Assurant’s fixed maturity investment portfolio may need to be adjusted to account for vulnerability to acute climate hazards.

**Own Operations:** Assurant may encounter increased physical damage to offices and device care centers and prolonged outages and/or disruption of electricity and other services due to climate hazards such as flooding, storm surge, and extreme weather events. Damage and disruption may interfere with critical operational functions for the business for on-site operations, the remote workforce, and outsourced business processes. Operating costs may rise to: 1) implement and further harden existing business resiliency processes, providers, and equipment; 2) account for recovering property, data, equipment, systems, and human resources; and 3) insure against these hazards. Insurance may be unavailable to transfer some of these risks.

**Chronic  
(Long Term)**

**Business Activities:** In the United States, insurance regulators seek to maintain orderly markets, which can lead to moderation of indicated rate movements. One of the unintended consequences of this can be a potentially insufficient differential between regulator-approved insurance rates for properties with high exposure to climate events and the true exposure of these properties. Some state insurance departments don’t allow the use of computer models in rate proposals submitted by companies such as Assurant while, in other states, the use of models is highly constrained to the state’s approved view and use. The evolving nature of climate-related chronic physical risk is not well captured without the ability to model situations and exposures using a forward-looking view reflective of this risk.

The increasing frequency and severity of catastrophic events as a result of climate change may cause Assurant increased difficulty or increased costs when securing catastrophe reinsurance protection to minimize financial impact and provide capital offsets. Additionally, Assurant’s lender-placed product may see an increase in exposure to more catastrophe-prone areas. This may occur when increased risks and catastrophe costs cause other insurers to withdraw from a state and, therefore, Assurant may become the role of insurer of last resort on properties with higher climate-related risks. Assurant may see downgrades of the financial strength ratings of reinsurers who are less diversified, which could increase Assurant’s counterparty credit risk.

**Own Operations:** In addition to those noted in “Acute Risks,” hazards could include temperature change, sea-level rise, and extreme weather events. Any properties owned by Assurant in its operations may decline in value due to sea-level rise. Damage to property, equipment, systems, and climate-related health effects on the workforce will likely increase operating costs associated with insuring against these hazards.

**Table 1: Summary of Opportunities**

<p><b>Resource Efficiency</b> <i>(Short Term)</i></p>	<p><b>Business Activities:</b> As the telecommunications industry seeks to mitigate the environmental impacts from their customers' use of connected devices and transition to more circular business models through increasing the longevity of devices and moving to zero waste, opportunities for Assurant to further extend its device protection, warranty, trade-in and upgrade, and certified pre-owned disposition programs will continue to grow.</p> <p><b>Own Operations:</b> Assurant may benefit from cost savings and system efficiency from the adoption of new technology; however, this must be balanced against increased exposure to new risks associated with moving toward digital, decentralized and cloud-based systems/technology (e.g., cyber risk, energy security, data centers), and the time and resources required to implement this transition on a global scale.</p>
<p><b>Energy Source</b> <i>(LongTerm)</i></p>	<p><b>Business Activities:</b> Further adoption of clean energy and technologies (e.g., electric vehicles, micro mobility, ridesharing, distributed energy, solar and storage) may offer opportunities for Assurant to continue to explore new products and markets in its Global Housing and Global Lifestyle businesses.</p> <p><b>Own Operations:</b> Assurant may need to make further investments in clean energy and technology (e.g., on-site generation, energy-efficiency, energy storage, etc.) to meet energy conservation goals. While capital costs may be incurred, there also may be opportunities to reduce operating costs and increase business resiliency.</p>
<p><b>Products and Services</b> <i>(Medium Term)</i></p>	<p><b>Business Activities:</b> The growth of the electric vehicle or EV market globally will provide further growth opportunities of Assurant's EV One Protection extended warranty solution and associated products. This solution provides comprehensive, flexible, and customized coverage options for wear and tear and mechanical repair to service the growing EV market.</p> <p>Additionally, the growing market for second-hand mobile devices and opportunities for customers to upgrade to 5G are likely to continue to drive the expansion of the mobile trade-in business, which helps to extend the life of a mobile device and reduce e-waste.</p>
<p><b>Products and Services</b> <i>(LongTerm)</i></p>	<p><b>Business Activities:</b> In addition to those noted in "Energy Source" and "Products and Services," Assurant may create new ways to bundle products due to the convergence of climate risk in certain areas. For instance, certain fire-prone areas may, in the future, also be susceptible to flooding or storm surge.</p> <p>Assurant may be able to expand its offerings to include low-cost products in new, emerging markets that are most at risk of climate-related impacts.</p> <p><b>Investment Activities:</b> Existing responsible investment screens focus on selectively restricting investments in entities whose activities are fundamentally inconsistent with Assurant's values or are likely to result in reputational and/or other risks. Beginning in December 2021, the company restricts new investments in entities that exceed revenue thresholds in thermal coal extraction and power generation, oil sands extraction, tobacco production and distribution, and civilian firearms production and distribution. In addition, the investment portfolio limits exposure to issuers with ties to controversial weapons, United Nations Global Compact violators, or without female representation on boards of directors.</p>

**Resilience  
(Long Term)**

**Own Operations:** Assurant can invest in renewable energy and energy efficiency programs to minimize financial risks associated with carbon pricing, increase business resilience (e.g., through on-site generation), and align with peers, investors, and clients to set and achieve decarbonization goals.

**Business Activities:** Assurant could work with its clients to engage end-user customers in the Global Housing business to adopt distributed energy technologies that could reduce costs for customers and increase resilience against climate-related hazards. Assurant will continue to explore new partnerships/products with resilience service companies (ReSCOs) that offer capital outlay for risk retrofitting and generate a return from reduced insurance costs.

**b) Impact on Strategy**

C2.3a, C2.4a, C3.1, C3.2a, C3.2b, C3.3, C3.4, C-FS3.7, & C-FS3.7a

We believe considering and incorporating climate risks and opportunities into our business strategy drives long-term profitability. Assurant faces the greatest risk exposure to climate change through our lender-placed, voluntary homeowners, renters, and flood property insurance offerings, particularly in coastal regions prone to hurricanes. We integrate several strategies into our business approach to mitigate these risks and seize opportunities, including:

**Most Substantial Business Decision:** As part of our strategy, we've continued to diversify our portfolio toward products and services with lower catastrophe exposure, including by growing our Connected Living and Global Automotive businesses. Assurant's multiyear strategy to position the company for longer-term profitable growth is focused on growing business where we can maintain or reach market-leading positions, as well as advancing our diversification and shift to capital-light and fee-based offerings that provide greater stability and predictability, and less climate-related risk. Catastrophe-exposed businesses contributed meaningfully less to Assurant's profitability at year-end 2022 compared to prior years.

Additionally, Assurant's Responsible Investing Commitment recognizes the importance of considering ESG factors in the management of Assurant's investment portfolio. Our portfolio management professionals and third-party asset managers integrate ESG considerations into due diligence, monitoring, and investment decision-making. Assurant's Responsible Investing Commitment Policy is located [here](#).

**Risk Transfer and Diversification:** Responsible and diversified risk transfer forms the foundation of Assurant's catastrophe risk mitigation strategy, specifically with respect to its insurance offerings. For exposure to catastrophe risk above its internally established risk appetite thresholds, Assurant works with a leading reinsurance broker and more than 40 global reinsurers to transfer risk. Assurant may additionally transfer its weather-related catastrophe risk through private equity or capital markets, including the insurance-linked securities or ILS market. Risk is also transferred to the Florida Hurricane Catastrophe Fund. Assurant's exposure to acute risk in the change of its risk transfer strategies is mitigated by the procurement of reinsurance arrangements, which have a multiyear duration.

For 2022, our property catastrophe reinsurance program included multiyear reinsurance contracts covering approximately 45 percent of the U.S. program, reducing volatility in future reinsurance costs and as of January 2023, approximately two-thirds of the 2023 program was placed with the remaining one-third expected to be completed by June of this year.

In our Global Automotive business, we continued the global rollout of an electric vehicle (EV) and hybrid vehicle-specific protection product which is now available in 12 countries worldwide including the U.S., Canada, U.K., Mexico, Argentina, Brazil, Australia, and New Zealand. Assurant's EV One Protection provides extended warranty solutions that are comprehensive, flexible and include customized coverage for wear and tear and mechanical repair. Assurant is well-positioned to serve the growing EV market globally as consumers look to minimize their carbon footprint.

**Catastrophe Modeling:** Assurant employs a proprietary view of risk, which combines and adjusts results from several models to arrive at a comprehensive assessment of our climate-related catastrophe risk, policy rates, and reinsurance costs. Assurant’s total exposure to catastrophe risk is reviewed on a quarterly basis.

**Model Risk:** Modeling tools that support business decisions involve historical data and numerous assumptions that may differ materially from actual events. Reinsurance catastrophe models rely on, in part, past catastrophe losses to project the future. As the impact of climate change has the potential to exponentially grow the frequency and severity of insured damage from weather events, reliance on historical data inherently implies that there’s model risk. Additionally, the modeled futuristic view (beyond one year) of catastrophe risk is continually modified as more favorable historical loss years in the loss data set are replaced, year by year, by less favorable recent years.

## c) Climate Resilience

C3.2, C3.2a, & C3.2b

**Preliminary Scenario Analysis:** The process of screening for climate-related risks and opportunities across operations and business units informed our preliminary scenario analysis activities. We conducted an initial climate scenario analysis in 2021, with third-party support, to identify and analyze the various climate-related risks faced by 10 of Assurant’s critical and/or highly vulnerable facilities across the globe. We also explored climate-related opportunities for Assurant’s operations to enhance resilience. Key modeling assumptions related to asset values and GHG emissions associated with each site. In alignment with the TCFD recommendations, we reviewed impacts in the near term (2020 – 2029) and how they may evolve in the longer-term (2030,-,2039) under a “two-degree” scenario and a “business-as-usual” scenario.<sup>1</sup> In 2021, Assurant’s preliminary scenario analysis was shared with the Board and Management Committee.

In the future, Assurant may conduct additional scenario analyses covering underwriting activities and investments as resources, analytical tools, and data become available. Assurant expects that climate scenario analysis and other climate-related risk evaluations will be important inputs that will influence the company’s long-term strategy, business operations, and physical footprint.

**Impact and Strategy for Climate Resilience:** With exposure to natural catastrophe through our insured properties, Assurant maintains a high-quality panel of reinsurers, works with state regulators, and incentivizes flood-prone policyholders to use physical risk management tools. Our reinsurance program reduces our financial exposure to climate change and enhances our ability to protect more than three million homeowner and renter policyholders against severe weather and other hazards as of March 31, 2023. We also prioritize opportunities that address the underlying causes of climate risk. For example, we educate consumers and regulators about the benefits of adopting climate-resilient improvements when constructing or repairing homes. To incentivize these behaviors, we offer discounts to those who have fortified their homes to mitigate the impacts of floods, hurricanes, or other severe weather.

1. A “business-as-usual” scenario represents an emissions trajectory should no major global effort to limit greenhouse gas emissions come into effect (RCP8.5). In a “two-degree” scenario, global emissions are aligned with international pledges to manage global average temperature increases to below 2°C by 2100 (RCP4.5).

## Risk Management

## CDP Section Alignment

### a) Process to Identify Climate Risk

C2.1, C2.2, C2.2a, C-FS2.2b, C-FS2.2c, C-FS2.2d, & C-FS2.2e

Climate-related risk identification is integrated into our multidisciplinary, company-wide risk identification, assessment, and management processes, which incorporate our global risk management framework, governance structure, risk appetite framework and limits, key risk themes, risk taxonomy, catastrophe modelling and analytics, and reinsurance purchase decision-making frameworks.

The Enterprise Risk Committee (ERC) meets at least six times per calendar year to focus on all risks with a substantive financial or strategic impact on our business. The ERC, which is chaired by our Global Head of Risk and includes members of Assurant's Management Committee, risk management leadership, and certain support function leaders of the company, is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management, and recommendation of the risk appetite framework and limits. Through the Global Head of Risk, the ERC reports and provides regular updates to the F&R Committee of Assurant's Board.

The company conducted a full climate risk and opportunities screening analysis in 2021 to identify potential climate-related issues for Assurant businesses, which continues to be maintained and refreshed as necessary. As part of that process, the major lines of business were reviewed and assessed based on current climate change trends, the varying degrees of potential downside and upside, and the additional information and analysis required to gain greater understanding of the risks. The assessment considered both physical and transition-related risks across the key drivers identified in the TCFD framework over specific time horizons as well as considering current and emerging regulatory requirements.

**Physical risk:** For our climate-related catastrophe exposures inherent in our property insurance business, our Reinsurance Risk Committee (RRC) monitors catastrophe exposure and the reinsurance leader that reports into the management-level Enterprise Risk Committee (ERC), and subsequently the F&R Committee of the Board on an annual and as-needed basis. Our RRC reviews and approves our catastrophe reinsurance activities. Annually through our catastrophe reinsurance program, we aim to reduce our company's financial exposure.

When identifying or assessing climate-related risks, an individual catastrophe event that generates losses in excess of \$5.0 million, pre-tax, net of reinsurance and client profit sharing adjustments, and including reinstatement and other premiums, is considered a reportable catastrophe loss. All such items greater than \$5.0 million are reported to the audit committee on a quarterly basis.

**Transition risk:** Assurant monitors the emergence and development of transition risks and opportunities through the processes described above and through specific climate-related considerations.

Risk Management and Government Relations and Regulatory Affairs teams monitor how changing policy and regulatory environments worldwide may directly or indirectly affect products. For example, insurance policies and/or warranty coverage may need to be aligned with changing risks/liabilities in the marketplace. We are also engaged on climate regulatory matters. Assurant has partnered with relevant trade associations to provide feedback on proposed guidelines including the American Property Casualty Insurers Association, the Life Insurance Council of New York, and the Business Roundtable as a few key examples. Assurant also directly engages with lawmakers about the National Flood Insurance Program and other fire and hazard risk management regulations.

In relation to our investment portfolios, the Assurant Investment Committee provides a forum for ESG topics to be discussed and considered in balance with other investment considerations specific to managing Assurant's \$7.5 billion-dollar investment portfolio, excluding cash and cash equivalents as of December 31, 2022. This committee comprises a cross section of internal stakeholders that's empowered to identify and incorporate into investment policy with the objective to generate consistent, long-term, risk-adjusted investment income. This includes consideration, where applicable, of factors that may influence our investments, including energy costs and climate impact.

## b) Process for Managing Climate Risk

C2.1, C2.2, C-FS2.2d, & C-FS2.2e

The company employs a risk governance structure, overseen by the Board and senior management and coordinated by the global risk management function, to provide a common framework for evaluating the risks embedded in and across our businesses and functional areas, developing risk appetites, managing these risks, and identifying current and future risk challenges and opportunities.

Risk Management coordinates the company's internal risk management activities, including climate-related risks, and is the responsibility of the Chief Strategy and Risk Officer and the Global Head of Risk, who reports to the Chief Strategy and Risk Officer. Risk Management develops risk assessment and risk management policies and facilitates the identification and assessment, monitoring and reporting, and mitigation of risks. Risk Management also coordinates with compliance and other departments and internal committees overseeing risk to develop recommendations for risk limits. Periodic reporting and discussion of climate risk occurs at the ERC and subcommittees, as warranted.

Risk appetite is defined as the levels, types, and amount of risk that we're willing to accept in the pursuit of our business and strategic objectives, consistent with prudent management of risk concomitant with available levels of capital. Using metrics allows for a cohesive assessment of risk, resources, and strategy, and it supports management and the Board in making well-informed business decisions. The company's risk appetite is subject to Board oversight and approval.

Risk Management relies on a combination of activities and processes, including through scenario analysis and the Own Risk and Solvency Assessment, to provide analysis and seek assurance that the most significant risks have been identified and are managed to be within the Board-approved risk appetites.

**Physical Risk:** Assurant prioritizes climate-related physical risks and opportunities based upon each business unit's exposure to natural catastrophe, flood, fire, existing and emerging regulatory requirements related to climate change, and other climate-related events.

Assurant is most prone to climate change impacts related to the homes for which we provide lender-placed, voluntary and flood insurance through Global Housing. In managing our portfolio of voluntary property insurance policies, Assurant uses risk concentration models to identify and de-risk areas of high exposure to climate-related perils such as wildfire and flood. To enhance our understanding of our significant risk exposure to catastrophic events, we purchase aftermarket information that provides us with additional building characteristics, which we include in our modelling process and supply to our diverse panel of reinsurers. We employ catastrophe models for various geographic regions that contain five-year projections of climate-related weather activity, which allow us to make more accurate assumptions on the frequency of hurricanes or other climate-related events to determine pricing and guide appropriate risk-taking within the company.

Changes in total insured value and potential risk concentrations are reviewed quarterly, with aggregate and trend information reported to management on a quarterly basis. This analysis ensures ongoing oversight and monitoring of the business portfolio exposure and the adequacy of the in-force and prospective reinsurance programs.

While Assurant cannot underwrite individual policies within its lender-placed portfolio, coverage terms offered within the policy can be changed over time to manage the risk within the portfolio. One example is the deductible level, which can be increased in higher-risk areas. Assurant's homeowners policies are also issued with annual (12-month) terms, so pricing, coverage, and the contracts with our insurance clients can be reviewed within a relatively short time horizon relative to the longer term impacts of climate change.

A key response to climate-related physical risk is the strategy of diversifying the business portfolio toward products and services with lower catastrophe exposure, including by growing the Connected Living and Global Automotive businesses. Assurant's multiyear strategy to position the company for longer-term profitable growth is focused on growing business where it can maintain or reach market-leading positions, advancing diversification and shift to capital-light and fee-based offerings, and less climate-related risk. For our own operations, Assurant Risk Management, in collaboration with Corporate Real Estate and Facilities, assesses all of the company's facilities for exposure to severe climate-related events and recommends improved climate resiliency where appropriate.

**Transition Risk:** Under the oversight of the Assurant Investment Committee, our portfolio management professionals and our third-party asset managers work to consistently lower our overall investment portfolio exposure to industries and companies with high-risk environmental issues and target higher allocations to companies and issuances that demonstrate enhanced environmental, social, and sustainability attributes.

## c) Climate Risk Integration

C2.1, & C2.2

As described above, climate-related risk identification is integrated into a multidisciplinary, company-wide risk identification, assessment, and management processes.

Given the characteristics of climate risks, Assurant uses a cross-cutting risk approach wherein climate risks are part of the existing framework and attributed to the existing risk taxonomy. The main reasons for that are:

- Climate-related risks are intertwined with other risks and risk types. They should be looked at holistically and be an integral part of the decision and risk mitigation process
- Assurant operates in multiple countries with different business lines.
  - The impact and severity of climate risks are geographically diverse.
  - The impact and severity will differ among the various business lines (e.g., Auto is different from Connected Living).
  - In most circumstances, physical and transition risks are a driver for other conventional risk types (e.g., strategic, market, or operational).

The Assurant risk appetite framework sets out our approach to determining risk appetite and the risk themes for which an appetite statement is captured. Given this approach, wherein climate risks are part of the existing framework, there's no single appetite statement for climate risk. If the impact of climate risk is material, it should be included in the risk appetite statements of that specific risk theme. Examples may include actions in relation to:

- The Assurant climate action policy and commitment to reduce carbon emissions
- Efforts to monitor climate risk exposure through catastrophe exposed underwriting
- Efforts to monitor climate risk exposure in the investment portfolio

For these and other possible instances regarding separate climate risk appetites, the regular risk appetite setting process is followed.



<b>a) Metrics</b>		<b>CDP Section Alignment</b>	
We monitor absolute energy use, Scope 1, Scope 2, and relevant Scope 3 emissions, and emissions intensity relative to revenue.		C4.1, C4.1a, C4.2, & C6.10	
<b>b) Scope 1, 2 and 3 GHG Emissions</b> (Metric Tons CO <sub>2</sub> e) <sup>1,2,3</sup>		<b>CDP Section Alignment</b>	
Scope 1	1,505	C6.1, C6.3, C6.5, C-FS14.0, C-FS14.1, & C-FS14.1a	
Scope 2			
	Location-based		13,447
	Market-based		13,456
Scope 3			
	Purchased Goods and Services		289,882
	Capital Goods		4,131
	Fuel and Energy-Related Activities		675
	Upstream Transportation and Distribution		6,048
	Waste Generated in Operations		955
	Business Travel		2,999
	Employee Commuting		4,478
	Downstream Transportation and Distribution		51,467
	Use of Sold Products		95,779
	End-of-Life Treatment of Sold Products		272
	Downstream Leased Assets		213
	Franchises	2,612	
	Investment Portfolio <sup>4</sup>	-	

<sup>1</sup> Scope 1, 2, and 3 emissions calculated according to Greenhouse Gas Protocol | ([ghgprotocol.org](https://ghgprotocol.org)).

<sup>2</sup> Scope 2 GHG emissions are estimated using the market-based Scope 2 accounting method in alignment with the Greenhouse Gas Protocol.

<sup>3</sup> Category 15 emissions represents a 75 percent portfolio coverage and includes the 2021 Total Carbon Emissions calculated for Fixed Income, Listed Equity and Real estate/property asset classes.

<sup>4</sup> Assurant expects to calculate its 2022 Investment Portfolio as part of its upcoming CDP submission.

<b>c) Targets</b>	<b>CDP Section Alignment</b>
In 2022, Assurant announced its goal to reduce enterprise Scope 1 and 2 GHG emissions by 40 percent by 2030, from a 2021 baseline. The target, which aligns with the Paris Agreement and is science-based, was set as part of the company's ESG guiding principle to ensure its facilities around the world adhere to sustainability practices. We continue to consider our path to implementing a Scope 3 GHG emission target, which would also take into account our investment portfolio and supply chain, among other areas.	C4.1, C4.1a, & C4.2

## Appendix: Sustainability Accounting Standards Board (SASB) Index

Assurant, Inc. (NYSE: AIZ) is a leading global business services company that supports, protects, and connects major consumer purchases. Assurant supports the advancement of the connected world by partnering with the world’s leading brands to develop innovative solutions and to deliver an enhanced customer experience through mobile device solutions, extended service contracts, vehicle protection services, renters insurance, lender-placed insurance products, and other specialty products. Given Assurant’s unique business model that spans multiple industry categories with an ongoing shift to more service-oriented business, particularly in mobile, Assurant is providing the following disclosures aligned with the Sustainability Accounting Standards Board (SASB) industry standards for both insurance and telecommunication services.

As of August 2022, the International Sustainability Standards Board (ISSB) of the IFRS Foundation assumed responsibility for the SASB Standards. The ISSB has committed to build on the industry-based SASB Standards and leverage SASB’s industry-based approach to standards development. Assurant has prepared the 2023 SASB Index to continue to drive transparency and will look to evolve future disclosures in alignment with updated IFRS standards which are expected to be forthcoming.

### Insurance Industry Metrics

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
Insurance – Activity Metric	FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	Assurant currently tracks and reports the policies in force globally for mobile device protection, auto, and renters policies. <a href="#">See our Q4 2022 Financial Supplement</a> for policies in force, specifically, page 4 for Mobile and Auto and page 7 for Renters.
Transparent Information & Fair Advice for Customers	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	For a description of any material pending legal proceedings in which we are involved, see the Legal and Regulatory Matters portion of Note 28, Commitments and Contingencies, on page F-78 of <a href="#">Assurant’s Fiscal Year 2022 Form 10-K filing</a> .
	FN-IN-270a.2	Complaints-to-claims ratio	Assurant currently tracks complaints by line of business internally. This data is used to track performance and identify opportunities for improvement. However, given the varying nature of how our product and service offerings are sold, and the varying definitions of complaint types by product line, we don’t currently calculate or publicly disclose an overall complaints-to-claims ratio.
	FN-IN-270a.3	Customer retention rate	Due to the nature of Assurant’s business, the variability in our lines of business and how our products and services are sold, we don’t currently calculate or publicly disclose customer retention rates.

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
<b>Transparent Information &amp; Fair Advice for Customers</b> (cont.)	FN-IN-270a.4	Description of approach to informing customers about products	Assurant provides a variety of products across our lines of business and has established policies and procedures to ensure the information given to customers is transparent, complete, and accurate. For more information, see the Our Products and Services section of Item 1. Business in <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> , specifically pages 5-6 for Global Lifestyle and pages 8-9 for Global Housing.
<b>Incorporation of ESG Factors in Investment Management</b>	FN-IN-410a.1	Total invested assets, by industry and asset class	As of December 31, 2022, Assurant had total investments of \$7.52 billion. For more information about Assurant's invested assets, see Management's Discussion and Analysis of Financial Condition and Results of Operations (MD&A) on pages 58-59 and Note 8 Investments starting on page F-30 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .
	FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	Assurant's approach to the incorporation of ESG factors into our investment management processes and strategies is outlined in our Responsible Investing Commitment, which is available here: <a href="https://www.assurant.com/our-story/sustainability">https://www.assurant.com/our-story/sustainability</a> , and the Responsible Investing section on page 25 of Assurant's 2023 Sustainability Report.
<b>Policies Designed to Incentivize Responsible Behavior</b>	FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	While Assurant doesn't explicitly track net premiums related to energy efficiency and low-carbon technology, we do provide products and services that incentivize environmentally minded actions. For example, we provide coverage for efficiency-related items such as smart thermostats through our Connected Living business. Additionally, in 2020, Assurant launched an industry-first electric vehicle protection product, Assurant EV One <sup>SM</sup> , which has expanded and is now available in 12 countries globally. Additionally, Assurant's services in mobile trade-in support extend the life of a mobile device, helping to minimize e-waste. See Climate, Energy, and Emissions starting on page 26 of Assurant's 2023 Sustainability Report for a discussion of these products and services.
	FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>																																
<p><b>Environmental Risk Exposure</b></p>	<p>FN-IN-450a.1</p>	<p>Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes</p>	<p>Assurant utilizes various proprietary modelling processes to make underwriting and pricing decisions, and to manage exposure to catastrophe risk. The table below details the estimated reportable losses affecting its Global Housing insurance portfolio that could result from weather-related natural catastrophes, based on three likelihood scenarios: (1) 1-in-50; (2) 1-in-100; (3) 1-in-250.</p> <p>Assurant defines a reportable catastrophe event as an individual catastrophe event that generates losses in excess of \$5.0 million, pretax, net of reinsurance and client profit-sharing adjustments and including reinstatement and other premiums. This data includes hurricanes, earthquakes, and other perils, of which hurricanes are the most significant to Assurant's business. The hurricane loss amounts are based on Assurant's catastrophe risk models and include losses from wind and storm surge. The earthquake loss amounts include losses from earthquakes, as well as fires following earthquakes. This data, reported as of June 2022, covers Assurant's Global Housing insurance portfolio, and is reported gross and net of reinsurance.</p> <p><b>Probable Maximum Loss – Hurricane</b></p> <table border="1" data-bbox="1220 800 2007 1019"> <thead> <tr> <th>Probability of Non-Exceedance</th> <th>Return Period (Year)</th> <th>Direct and Assumed</th> <th>Net (Excl. reinstatement premiums)</th> </tr> </thead> <tbody> <tr> <td>98.00%</td> <td>50</td> <td>\$784.3M</td> <td>\$212.7M</td> </tr> <tr> <td>99.00%</td> <td>100</td> <td>\$1.09B</td> <td>\$251.9M</td> </tr> <tr> <td>99.60%</td> <td>250</td> <td>\$1.55B</td> <td>\$308.4M</td> </tr> </tbody> </table> <p><b>Probable Maximum Loss – Earthquake + Fire Following</b></p> <table border="1" data-bbox="1220 1092 2007 1312"> <thead> <tr> <th>Probability of Non-Exceedance</th> <th>Return Period (Year)</th> <th>Direct and Assumed</th> <th>Net (Excl. reinstatement premiums)</th> </tr> </thead> <tbody> <tr> <td>98.00%</td> <td>50</td> <td>\$47.3M</td> <td>\$30.3M</td> </tr> <tr> <td>99.00%</td> <td>100</td> <td>\$78.0M</td> <td>\$52.7M</td> </tr> <tr> <td>99.60%</td> <td>250</td> <td>\$140.6M</td> <td>\$81.1M</td> </tr> </tbody> </table> <p>For further information about Assurant's risk management processes, see Item 1. Business, specifically pages 7, 9, 17, 18, 19 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a>. See also Assurant's 2023 Sustainability Report, Task Force on Climate-Related Financial Disclosures (TCFD) Index, specifically the section entitled Risk Management.</p>	Probability of Non-Exceedance	Return Period (Year)	Direct and Assumed	Net (Excl. reinstatement premiums)	98.00%	50	\$784.3M	\$212.7M	99.00%	100	\$1.09B	\$251.9M	99.60%	250	\$1.55B	\$308.4M	Probability of Non-Exceedance	Return Period (Year)	Direct and Assumed	Net (Excl. reinstatement premiums)	98.00%	50	\$47.3M	\$30.3M	99.00%	100	\$78.0M	\$52.7M	99.60%	250	\$140.6M	\$81.1M
Probability of Non-Exceedance	Return Period (Year)	Direct and Assumed	Net (Excl. reinstatement premiums)																																
98.00%	50	\$784.3M	\$212.7M																																
99.00%	100	\$1.09B	\$251.9M																																
99.60%	250	\$1.55B	\$308.4M																																
Probability of Non-Exceedance	Return Period (Year)	Direct and Assumed	Net (Excl. reinstatement premiums)																																
98.00%	50	\$47.3M	\$30.3M																																
99.00%	100	\$78.0M	\$52.7M																																
99.60%	250	\$140.6M	\$81.1M																																

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>										
<b>Environmental Risk Exposure</b> (cont.)	FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) nonmodeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	<p>In Assurant's 2023 TCFD Index, we disclose our catastrophe modeling practices and strategy, together with how we employ catastrophe modeling for climate risk identification and integration. See details starting on page <a href="#">46</a> in Assurant's 2023 Sustainability Report, TCFD index.</p> <p>The following table presents the losses, net of reinsurance, incurred by Assurant during 2022 as a result of both modeled and nonmodeled significant catastrophe events. Assurant defines a reportable catastrophe event as an individual catastrophe event that generates losses in excess of \$5.0 million, pre-tax, net of reinsurance and client profit-sharing adjustments and including reinstatement and other premiums. This data includes hurricanes, earthquakes, and other perils, of which hurricanes are the most significant to Assurant's business.</p> <p><b>2022 Net Incurred Catastrophe Losses</b></p> <table border="1" data-bbox="1220 727 2007 938"> <thead> <tr> <th data-bbox="1220 727 1614 776">Event Type</th> <th data-bbox="1614 727 2007 776">Incurred Losses*</th> </tr> </thead> <tbody> <tr> <td data-bbox="1220 776 1614 816">Hurricane</td> <td data-bbox="1614 776 2007 816">\$118.9M</td> </tr> <tr> <td data-bbox="1220 816 1614 857">Earthquake</td> <td data-bbox="1614 816 2007 857">\$ 0</td> </tr> <tr> <td data-bbox="1220 857 1614 898">Other Perils</td> <td data-bbox="1614 857 2007 898">\$20.3M</td> </tr> <tr> <td data-bbox="1220 898 1614 938"><b>Total</b></td> <td data-bbox="1614 898 2007 938"><b>\$139M</b></td> </tr> </tbody> </table> <p>*Includes incurred but not reported (IBNR) estimates. Excludes approximately \$35M of reinstatement premiums.</p>	Event Type	Incurred Losses*	Hurricane	\$118.9M	Earthquake	\$ 0	Other Perils	\$20.3M	<b>Total</b>	<b>\$139M</b>
	Event Type	Incurred Losses*											
Hurricane	\$118.9M												
Earthquake	\$ 0												
Other Perils	\$20.3M												
<b>Total</b>	<b>\$139M</b>												
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts, and (2) the management of firm-level risks and capital adequacy	<p>Assurant has an extensive risk management process, covering both pricing and underwriting of policies as well as management of firm-level risks. For further information about Assurant's risk management processes, refer to the following in <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a>:</p> <p><b>Item 1.</b> Business, specifically, pages 17-19 covering Global Risk Management and pages 7 and 9-10 covering the segment-level risk management for Global Lifestyle and Global Housing, respectively.</p> <p>See also Assurant's 2023 Sustainability Report, Task Force on Climate-Related Financial Disclosures (TCFD) Index, specifically the section titled Risk Management.</p>											

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	Assurant uses derivative financial instruments on a limited basis to hedge risk. For more information, see Investments on pages F-30–F-36, Fair Value Disclosures on page F-37, and Interest Rate Derivatives on page F-60 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .
	FN-IN-550a.2	Total fair value of securities lending collateral assets	As Assurant doesn't engage in securities lending, we don't consider this metric to be applicable to our business model. For more information, please see the Investments portion of Item 7, MD&A, on pages 58-59 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .
	FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic noninsurance activities	For information on our approach to managing capital resources and liquidity and related risks, please see the Liquidity and Capital Resources portion of Item 7, MD&A, on pages 59–64 and Risk Factors on pages 19–39 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .

## Telecommunication Services Industry Metrics

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
Telecom – Activity Metrics	TC-TL-000.A	Number of wireless subscribers	As a provider of mobile device solutions, extended service products, and related services for mobile devices, Assurant doesn't have any wireless, wireline or broadband subscribers nor do we have network traffic. These metrics are therefore not applicable to our business.
	TC-TL-000.B	Number of wireline subscribers	
	TC-TL-000.C	Number of broadband subscribers	
	TC-TL-000.D	Network traffic	
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed (Gigajoules), (2) Percentage grid electricity, (3) Percentage renewable	(1) The total CY2022 (actual & estimated) energy consumption (GJ): 150,798 <sup>1</sup> (2) Grid electricity: 84% (3) Renewable: 0%

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	As a provider of mobile device solutions, extended service products, and related services for mobile devices, Assurant doesn't have any wireless, wireline, or broadband subscribers nor do we have network traffic. Thus, this SASB metric isn't applicable to Assurant's business model.  Assurant's privacy practices are outlined in Assurant Privacy Policies, which can be found here: (1) <a href="#">Assurant's Privacy Policy</a> ; and (2) Additional jurisdiction-specific privacy statements for North America, Europe, Asia-Pacific, and Latin America, and the Caribbean are available via the links at the bottom of Assurant's <a href="#">WHAT WE DO website</a> .
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Assurant doesn't have any material pending legal proceedings associated with privacy-related issues. For further information about material pending legal proceedings in which Assurant is involved, see the Legal and Regulatory Matters portion of Note 28, Commitments and Contingencies, on page F-80 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information, (2) Number of customers whose information was requested, (3) Percentage resulting in disclosure	This metric is specific to traditional telecommunications businesses. Assurant doesn't consider this metric applicable to our business model.
Data Security	TC-TL-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of customers affected	Assurant didn't experience any material information security breaches in 2022. For more information, see the Cybersecurity and Privacy Regulation portion of Item 1. Business on page 17 in Assurant's Fiscal Year 2022 Form 10-K filing.
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Assurant's Information Security Program is in place to manage cyber risk for the organization. It includes a comprehensive set of written policies and standards aligned to the global International Organization for Standardization (ISO), which are mapped to the United States' National Institute of Standards and Technology (NIST) framework. The policies have been established at the enterprise level and apply to all Assurant subsidiaries and businesses. The Information Technology Committee of Assurant's Board of Directors is responsible for oversight of information technology risk assessment

Topic Area	Metric Code	Metric Description	Disclosure <sup>2</sup>
<b>Data Security</b> (cont.)			and risk management. This includes oversight of cybersecurity policies, controls and procedures, such as procedures to identify and assess internal and external cybersecurity risks. The Information Technology Committee receives updates from management, including the Chief Information Security Officer, on internal and external cybersecurity risks at least quarterly.
<b>Product End-of-Life Management</b>	TC-TL-440a.1	(1) Materials recovered through takeback programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	See Climate, Energy, and Emissions starting on page <a href="#">26</a> of Assurant's 2023 Sustainability Report.
<b>Competitive Behavior &amp; Open Internet</b>	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Assurant and its subsidiaries weren't party to material litigation relating to anti-competitive behavior regulations as defined by the Federal Trade Commission, nor did Assurant or its subsidiaries suffer any monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations in 2022. For further information about material pending legal proceedings in which Assurant is involved, see the Legal and Regulatory Matters portion of Note 28, Commitments and Contingencies, on page F-80 of <a href="#">Assurant's Fiscal Year 2022 Form 10-K filing</a> .
	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) nonassociated content	
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	
<b>Managing Systemic Risks from Technology Disruptions</b>	TC-TL-550a.1	System average interruption frequency and customer average interruption duration	These metrics are not applicable to Assurant's business model.
<b>Technology Disruptions</b>	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	

1.Total energy includes electricity, natural gas and stationary diesel usage at global facilities. Source data was used where possible. Where source data was unavailable, data for electricity and natural gas usage was estimated using energy intensity per square foot from the U.S. Energy Information Administration (EIA), Office of Energy Consumption and Efficiency Statistics. Data from the April 2022 U.S. EPA Emission Factors for Greenhouse Gas Inventories was used for converting from volume usage to energy for natural gas and diesel. A natural gas heat content of 0.001026 mmBTU per cubic foot and a diesel heat content of 0.138 mmBTU per gallon were used.

2.Page numbers associated with Assurant's Fiscal Year 2022 Form 10-K filing references align with the 2022 Annual Report to Security Holders published in March 2023.