

# 2024 Sustainability Report



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# A Message from Our President and CEO

At Assurant, we continue to pursue innovation without being bound by tradition. It is that approach that has led to *Fortune* magazine selecting our company as one of America's Most Innovative Companies in 2024 for two consecutive years since starting the ranking. We're proud to be recognized for our accomplishments. Innovation runs through our products, services, processes, and culture, and that enables us to develop comprehensive offerings that drive business and customer value — many of which also drive societal and environmental benefits.

In 2023, we completed our impact-based environmental, social, and governance (ESG) prioritization assessment, which helped us identify our sustainability strategic priorities — Diversity, Equity, and Inclusion (DE&I), Circularity, and Climate. Building on this foundation, we are excited to announce that we are advancing our strategy and have accelerated our renewed sustainability agenda, putting a strategic focus on: Connected Communities, Respected Resources, and a Protected Planet. In alignment with our sustainability strategic priorities, we are focusing on three key ambitions: *A Thriving Society*, *A Circular Economy*, and *A Stable Climate*. This provides a framework for our cohesive sustainability vision. Moving forward, we will lean into these areas as we set our sights on our global growth sustainability strategies and long-term objectives.

Assurant's sustainability initiatives continue to gain momentum and create impact. As a leader supporting mobile device upgrade and trade-in programs, we repurposed over 22 million mobile devices in 2023 and are well-positioned to champion the transition from a linear economy to a circular economy. Embedding new technology, expanding capabilities to meet our clients' needs, and reinforcing our commitment to sustainable solutions will be important ingredients to accomplish this.

We remain committed to integrating sustainability considerations into our business and actively invest in energy efficiency throughout our operations while streamlining our real estate footprint. These actions drive meaningful progress towards our greenhouse gas (GHG) reduction target to reduce Scope 1 and 2 GHG emissions by 40 percent by 2030 from a 2021 baseline. In 2023, these initiatives contributed to a reduction of these enterprise emissions by over 5 percent year-over-year with continued momentum expected in 2024.

Assurant fosters a workplace focused on inclusion and belonging, and in 2023, we advanced our workplace culture with the launch of two new Employee Resource Groups, *Pride@Assurant* and *Abilities@Assurant*. These additions expand our network of employee engagement opportunities to provide both personal and professional support with growing participation each year. Attracting, developing, and retaining the best talent is critical to our success in executing our long-term growth strategy, and we regularly engage our employees to solicit their feedback. Our most recent enterprise-wide listening



program concluded in June 2024, demonstrating improved employee satisfaction with an eNPS score of 53, an increase of nine points compared to the previous year. We will continue to invest in our training, mentoring, and development programs with an eye toward further diversifying our talent pipeline across our global workforce.

As a company that supports the advancement of a connected world, digitalization and Artificial Intelligence (AI) are top of mind for our stakeholders — and will only continue to increase in importance. We recently launched DigiTal NexT as a new phase of transformation, leveraging emerging technology such as Gen AI to enable our operations to drive innovation while enhancing both employee and customer experience. These investments will yield results over time and create benefits not only for our customers and clients, but also enable our employees to grow and innovate.

We continue to strengthen the communities where we live and work through strategic partnerships with non-profit organizations and charitable giving, and our dedicated employees spend time volunteering in ways that are meaningful to them. In 2023, the Assurant Foundation donated \$2.7 million through charitable giving, and employees volunteered over 91,000 hours and supported over 1,500 nonprofit organizations.

Last year, we hosted the first global giving campaign for Assurant with participation across 15 countries. We also supported our communities by spending \$115 million with diverse-owned businesses, predominantly in the U.S.

Our strong culture continues to be a differentiating factor for us, and our success is possible because of our collective commitment as a purpose-driven organization. We live and work by The Assurant Way, which 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.

Our 13,600 employees across 21 countries, representing 68 nationalities, are the engine that has allowed us to outperform and distinguish us from our competition. A huge thank you to our amazing workforce for delivering the very best for our people, our clients, and their customers every day.

I look forward to working together with all of our stakeholders toward our vision of creating a more sustainable business, future, and world.



**Our strong culture continues to be a differentiating factor for us, and our success is possible because of our collective commitment as a purpose-driven organization.”**



**Keith Demmings**  
 PRESIDENT AND CEO  
 ASSURANT, INC.

# Our Company

Assurant is a leading global business services company that supports, protects, and connects major consumer purchases.

We have a deep understanding of our clients and the consumer markets they serve, and we seek to harness consumer insights, together with extensive capabilities, to identify and anticipate their needs. We leverage those insights with investments in emerging technologies and operations, including digital solutions, to introduce innovative products and services, and continuously adapt those offerings to the changing needs of consumers in the connected world.

Our clients choose Assurant for our deep capabilities and expertise, unmatched insight, and innovative products and solutions to keep clients ahead of the changing world. They trust our track record of delivering superior customer experiences, and proven ability to launch, scale, and migrate large client programs. Above all, our experienced and diverse teams around the world are growth-oriented, sustainability-minded, and have the talent to deliver.

## The Assurant Way

Our culture is the key to our success. We call it The Assurant Way. It defines who we are, why we exist as a company, and how we connect to others. It shapes our behaviors, champions our values, and informs the way we live our purpose. The four dimensions of The Assurant Way describe what makes our company culture unique, and it is these components that enable us to realize our vision. As we move into the future, 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 UNCOMPROMISING VALUES

#### Common Sense

We seek to build simple, straightforward solutions that keep life running smoothly for the businesses and consumers we serve.

#### Common Decency

We treat others with empathy and respect. We are honest and transparent. We act with the utmost integrity and are committed to doing the right thing.

#### Uncommon Thinking

We are never satisfied with the status quo. We seek diverse perspectives and thrive on challenges. We believe there is always a way to build upon our successes.

#### Uncommon Results

We approach each opportunity with a sense of urgency and act decisively to deliver results that exceed expectations.



## Assurant At a Glance

We help to advance the connected world by partnering with the world’s leading brands to develop innovative solutions designed to help clients and consumers flourish in the digital age and to deliver an enhanced experience.

A Fortune 500 company, with over 125 years of expertise, Assurant generated \$10.7B in total revenues<sup>1</sup> for full-year 2023, and is currently serving 300M+ consumers globally including<sup>2</sup>:

# 61 million

mobile devices protected<sup>3</sup>

# 30 million

mortgage loans tracked

# 13.6 thousand

employees in 21 countries representing 68 nationalities

# 104 million

appliances, electronics, and household valuables protected

# 3 million

rental units protected

# 55 million

protected vehicles<sup>4</sup>

# 55 million

travelers and credit card holders protected

# 401 thousand

homeowners protected from losses due to flood damage

# 7 million

customers with financial products covered with credit protection

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

<sup>2</sup> All data as of December 31, 2023.

<sup>3</sup> Includes insurance and upgrade contracts inforce for mobile phones, tablets, e-readers, and accessories.

<sup>4</sup> Includes insurance and service contracts inforce for vehicles, RVs, powersports, and ancillary products.

# 2023–2024 Awards & Highlights

- Bloomberg 2023 Gender Equality Index
- EcoVadis Silver rating
- Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion — Human Rights Campaign’s top score of 100 for the fifth consecutive year
- *Forbes*’ Best Employers for Diversity
- *Forbes*’ World’s Top Companies for Women
- *Fortune*’s America’s Most Innovative Companies
- Great Place to Work Certification™ in the U.S. for the third year
- Great Place to Work™ designation in 15 countries worldwide, including the addition of New Zealand and South Korea
- *Newsweek*’s America’s Greenest Companies
- *Newsweek*’s America’s Most Responsible Companies
- America’s Most JUST Companies by JUST Capital and CNBC
- *TIME* World’s Best Companies
- World’s Most Ethical Companies by Ethisphere



## United Kingdom

- Best Workplaces, Large Organizations
- Best Workplaces for Development
- Best Workplaces for Wellbeing
- Great Place to Work Certified™
- The Times Top 50 Employers for Gender Equality 2024



## France

- French Gender Equality Index



## Australia/China/India/New Zealand/South Korea

- Great Place to Work Certified™



## Japan

- Great Place to Work Certified™
- Great Place to Work’s Best Workplaces
- Japanese Red Cross Society’s Golden Order of Merit



## Canada

- Best Workplaces for Women
- Best Workplaces in Financial Services & Insurance
- Great Place to Work Certified™



## Puerto Rico

- Kincentric Best Employers
- Mejores Patronos



## Peru

- Best Places to Work for Women
- Great Place to Work Certified™



## Brazil/Chile/Colombia

- Great Place to Work Certified™



## Argentina

- Best Places to Work for Women
- Best Places to Work for Young Talent
- Great Place to Work’s Best Places to Work
- Great Place to Work Certified™
- Great Place to Work’s Companies That Care



## United States

- Great Place to Work Certified™



## Mexico

- Great Place to Work’s Best Workplaces
- Great Place to Work Certified™

# Our Approach to Sustainability

Assurant is a purpose-driven company that remains committed to integrating our sustainability efforts into our long-term strategy. We believe this approach supports our business outcomes, our global business operations, and our product and service offerings. We have a rigorous process in place to ensure [oversight and governance of our sustainability efforts](#).

In the last 12 months, we've made meaningful progress building on our 2023 impact-based ESG prioritization assessment, conducted by a third-party and aligned with the concepts of double materiality and global reporting requirements. We did this in accordance with materiality best practices, including consideration of financially-material topics that influence enterprise value as well as topics that reflect our company's most material impacts on the economy, environment, and people. The purpose of the assessment was to align with leading reporting standards and frameworks and to determine the areas where we can have the most impact for our business and our global stakeholders and serve as our foundation to establish our long-term ambitions.

The assessment process included identifying a list of relevant sustainability topics relating to specific ESG issues, and robust internal and external stakeholder consultation and feedback to identify and assess impacts, risks, and opportunities. These topics were prioritized based on their impact to Assurant's value, society, and the environment, resulting in our sustainability priorities shown in the table to the right.

## Priority Topics

<b>Environmental</b>	Climate Adaptation — Physical Risks  Resource Use and Circular Economy, including Supply Chain  Climate Adaptation — Transition Risks  Energy Use and Air Emissions
<hr/>	
<b>Social</b>	Diversity, Equity & Inclusion  Employee Retention, Training & Development  Living Wage, Social Benefits, and Pay Equity  Affected Communities  Employee Well-Being, including Occupational Health & Safety
<hr/>	
<b>Governance</b>	Quality of Products and Services, including Delivering on Customer Commitments  Cybersecurity  Product/Service Marketing and Selling Practices  Data Privacy  Anti-Corruption and Responsible Competition  Responsible Investment  Responsible and Sustainable Procurement  Access to Financial Services  Public Policy

The assessment will serve as a basis for the advancement of our sustainability strategy; the assessment and evolution of the current programs and related long-term objectives; and identification of categories of business risks and opportunities. For transparency, we have published these priority topics with a narrative describing our assessment process, senior management's engagement, and anticipated reassessment frequency on our [website](#).

### KEY ASSESSMENT INSIGHTS

- Culture is viewed by both internal and external stakeholders as a differentiating factor for Assurant.
- Operational resiliency, transparency, and honesty are the foundation of Assurant's long-standing client relationships and crucial for continued success.
- Digitalization, AI, Cybersecurity, and Data Privacy are top of mind for stakeholders and will only continue to increase in importance.
- Assurant is well-positioned to contribute to the circular economy by offering protection and services to accelerate the adoption of more sustainable products and consumption patterns.
- Stakeholders believe that as a provider of protection for homes, vehicles, mobile devices, and consumer products, there is an opportunity for Assurant to better understand and address the business, workforce, and supply chain risks associated with climate change.
- Supply chain shocks driven by extreme weather events and geopolitical risks make responsible supply chain management and transparency more important than ever.



# Long-Term Sustainability Strategic Priorities and Goals

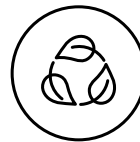
The assessment identified three Sustainability Strategic Priorities that most impact Assurant’s value, society, and the environment — Diversity, Equity, and Inclusion (DE&I), Circularity, and Climate. We developed definitions and aspirational goals that will help shape our longer-term strategic roadmap and guide us towards meeting our long-term ambition.



**Diversity, Equity & Inclusion:** Diversity at all levels, including the Board of Directors, senior management, and within our broader employee base and the supply chain, and a commitment to an equitable and inclusive workforce.

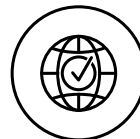
**Diversity, Equity & Inclusion Goal:** As a trusted and valued employer that is attuned to the needs of its workforce, we want an environment where all employees feel empowered and rewarded. Our performance on and investment in DE&I and talent initiatives demonstrates our values and distinguishes us from other organizations as an employer and supplier of choice.

Our ability to create a workforce that is diverse like the clients, consumers, and global markets we serve, and our investment in DE&I and talent initiatives, are important to ensure a culture of continuous innovation. Currently, we are building the foundation of this ambition. Ultimately, we seek to integrate DE&I throughout the organization at every level and expand our diverse supplier commitment.



**Circularity:** The impact of Assurant’s operations, products, and services on the environment, including the responsible management of e-waste streams and recovering materials at the end of each service life.

**Circularity Goal:** Be the world’s most impactful re-use and refurbishment solutions provider and partner of choice for mobile devices. We want to transform the way people think about re-use, refurbishment, and extending the life of electronics and appliances.



**Climate:** The physical risks and impacts of climate change and those associated with the transition to a lower-carbon economy.

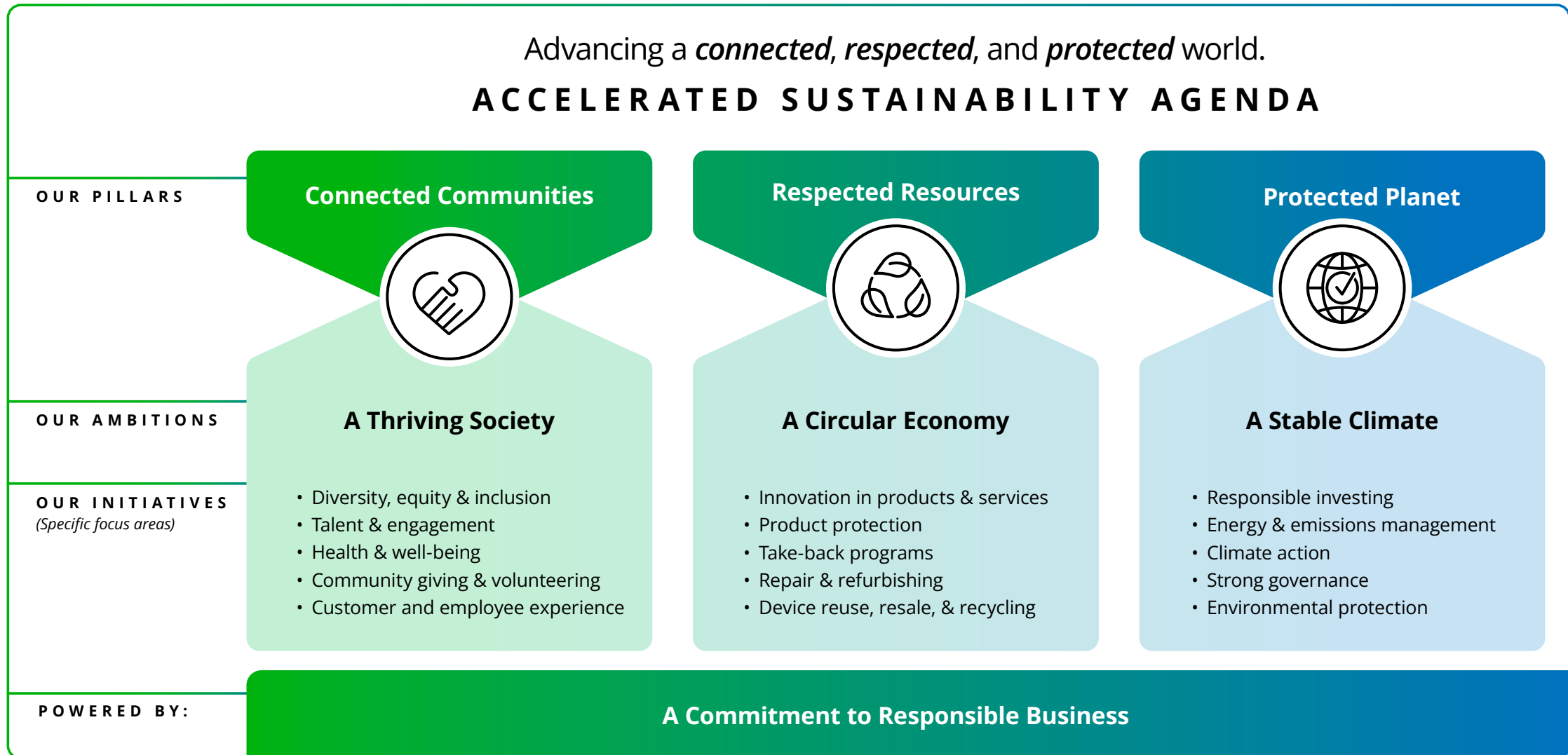
**Climate Goal:** As a responsible business and trusted partner, we play a critical role in providing protection to our clients and end-consumers from the negative effects of climate change. We will set ambitious targets to reduce our climate impact, support our clients in achieving their climate commitments, and create long-term value for our employees and other stakeholders.



# Our Sustainability Vision

At Assurant, we are advancing a connected, respected, and protected world, with a strategic focus on Connected Communities, Respected Resources, and a Protected Planet. Within these pillars, we are embarking on an accelerated sustainability agenda to set long-term ambition for A Thriving Society, A Circular Economy, and A Stable Climate.

This framework is all Powered by Our Commitment to Responsible Business.



# A Thriving Society

As a purpose-driven company, we help our customers maximize opportunities in a connected world in a way that contributes to a thriving society. We do this by focusing on creating an inclusive workplace where employees have opportunities to learn and grow; supporting communities through investing our time, skills, and resources where needed; and creating superior experiences for our customers.



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



## In This Section

- [Diversity, Equity & Inclusion »](#)
- [Talent and Engagement »](#)
- [Health and Well-Being »](#)
- [Community Giving and Volunteering »](#)
- [Customer and Employee Experience »](#)

# Diversity, Equity, and Inclusion

DE&I is one of Assurant’s three key Sustainability Strategic Priorities. This encompasses diversity at all levels, including the Board of Directors, senior management and within the supply chain, and a commitment to an equitable and inclusive workforce.

At Assurant, our commitment to DE&I focuses on fostering a diverse, equitable, and inclusive workforce that reflects the clients, consumers, and global markets we serve and supports innovation. This requires embedding DE&I in all areas of Assurant’s business model, as we believe that a diverse workforce leads to improved talent attraction and retention, a more engaged and motivated workforce, increased development of innovative services that are core to our long-term success, and improved client and customer experience.

Celebrating the differences that make us who we are, we recognize that being a diverse, equitable, and inclusive company helps us better understand and connect with our global employees, clients, and customers. We strive to have a positive impact on the communities where we operate and our employees by attracting and developing talent from all backgrounds and experiences. We work to cultivate a culture of equity and inclusion, and to achieve a senior leadership team reflecting our employee population and global presence.

As we go on this journey, we’ll focus on reflecting stakeholder sentiment, including employees; demonstrating our ability to continuously attract, retain, and develop diverse talent;

and continuing to advance more diverse representation through to leadership. We’ll look to measures of success including achieving above benchmark, inclusive workplace all employee survey results and employee satisfaction with our DE&I programming.



## DIVERSITY, EQUITY, AND INCLUSION AT A GLANCE

**Our Goal:** As a trusted and valued employer that is attuned to the needs of its workforce, Assurant fosters an environment where all people feel empowered and rewarded. Our goal to create a workforce that is diverse like the clients, consumers, and global markets we serve, and our investment in DE&I and talent initiatives, demonstrates our values and are important to ensure a culture of continuous innovation.

### DE&I Strategic Pillars

#### Workforce

**Goals:** Building a diverse workforce supported by targeted development and performance opportunities.

#### Workplace

**Goals:** Foster an inclusive environment that enables employees to thrive.

#### Marketplace

**Goals:** Engage community and strategic partnerships that align with our vision.

Our DE&I strategy is central to how we work, grow, and innovate. It guides us as we recruit, retain, and develop our workforce. It motivates us to deepen our understanding of each other, foster greater collaboration as we work together to solve problems, and make Assurant the best place to work. Our DE&I Strategic Pillars — Workforce, Workplace, and Marketplace — position Assurant to be a stronger and more innovative company.

## Workforce

Our talented global workforce is at the center of our DE&I strategy. We focus on attracting and retaining diverse talent because we know this positively shapes our culture. A diverse workforce broadens our perspective and promotes innovation, increases engagement, helps us build winning teams, and creates value for all our stakeholders.

Across the globe, our workforce culture encourages and rewards new ideas. Employees bring unique skills and experiences to work with them and, because they feel empowered, create opportunities for innovation and change.

Underlying our workforce culture is an environment that puts equity at the forefront. Our employees reflect the global communities where we live and work, and they are hired, promoted, rewarded, and retained on the basis of merit, competence, and qualifications without regard to age, ancestry, citizenship, color, creed, ethnicity, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, pregnancy, race, religion, sexual orientation, veteran status, personal appearance, or other categories defined by federal, state, or local law.

A focus of our DE&I strategy is [building a broader pipeline of qualified talent](#) that reflects the diversity of our communities and embraces traditionally underrepresented groups. We're proud of our progress: as of year-end 2023, 62 percent of our U.S. workforce identified as women while 54 percent identified as underrepresented minorities.

Mentoring is an example of how developing diverse talent spans across the organization. After two years of piloting a mentoring program through our Employee Resource Groups (ERGs), we have matured and further scaled to an

enterprise-wide mentoring program that is open to employees globally. Our ERGs also provide informal mentoring and networking circles each month to continue to develop our people and strengthen our talent base.

We continue to evolve our workforce. In 2023, we expanded our DE&I focus to include individuals with disabilities — a historically underemployed group, representing more than one billion people, or 15 percent of the global population. We seek to increase opportunities for individuals with visible and invisible disabilities, including posting jobs in the Disability:IN Monthly newsletter to attract candidates with disabilities, providing accommodations in our interview schedule, and partnering with and attending Disability:IN recruiting sessions. In 2024, our Abilities@Assurant ERG hosted a Neurodiversity Panel, offering perspectives of neurodiverse employees and caregivers as we look to build on our awareness and support for the neurodiverse community. Outside the U.S., we are also partnering with two firms in Argentina to help neurodivergent individuals find job opportunities. In addition, Assurant President and CEO Keith Demmings signed the Disability:IN CEO Letter on Disability Inclusion, which commits to benchmarking the disability inclusion journey with the Disability Equality Index. This index is designed for companies and their senior leaders to build inclusive, accessible, and equitable workplaces.

Leveraging our DE&I Strategic Partnerships is another key way that we are focused on development opportunities for underrepresented groups, touching upon both our Workforce and Marketplace pillars. In 2023, employees participated in various leadership programs with dedicated DE&I organizations such as Hispanic Alliance for Career Enhancement (HACE), Executive Leadership Council (ELC), the National African American Insurance Association (NAAIA), and Leadership Education for Asian Pacifics (LEAP).

In 2024, we have expanded those partnerships to also include the National Diversity Council, Out & Equal, and Ascend as we look to extend and deepen our professional development opportunities and networking opportunities for our ERG leaders and members in addition to our global talent programming.



## Workplace

Our workplace culture is viewed by both internal and external stakeholders as a differentiating factor for Assurant. As employee expectations continue to increase, we work to maintain our focus on topics such as DE&I, competitive wages, pay equity, and mental health. Elevating the voices of front-line workers and further developing a talent strategy and benefits packages that meet their needs is critical for Assurant's strategic success.

A core part of how we apply our DE&I strategy is through supporting the development of underrepresented groups and creating learning opportunities that promote allyship and understanding.

In 2023, we hosted two Diverse Perspectives programs, which highlighted speakers across a variety of DE&I topics, to coordinate with the launches of our two new ERGs. These events, "A Diverse Perspective with Disability Advocate Ali Ingersoll" and "Celebrating LGBTQ+ Perspectives & Allyship," reflected our company values and created valuable learning experiences. Over 1,400 employees attended the Ali Ingersoll event, and over 1,000 participated in the LGBTQ+ allyship discussion. These programs provide a forum for various viewpoints and experiences to be discussed with people of different backgrounds and, over the last several years, consistently attracted strong employee participation and engagement.

DE&I training helps our global employees deepen their understanding of others while introducing skills and behaviors that lead toward a more inclusive work environment. In 2023, we offered DE&I courses in our online learning platform such as Allyship, How to Give Feedback Across Cultures, and How to Use Pronouns in Everyday Language. The course topics align with our ERG focus areas of gender, abilities, cultural

diversity, veterans, and LGBTQ+, as well as the universal topic of intersectionality. We continue to offer unconscious bias training to explore how differences connect people and expand diversity of thought. All new employees are required to complete unconscious bias training and new managers are required to take a course on managing with inclusion within their first 90 days of employment. In addition, all employees have 24/7 access to a virtual mentor platform in all Assurant languages, providing a range of practical tools and resources to help address unconscious bias.

Our DE&I training and development strategy spans across our organization and is embedded in our enterprise training. For example, we have enhanced training on non-discrimination and topics specific to gender identity and sexual orientation.

In 2023, Assurant required employees to complete annual anti-sexual harassment training, in addition to a Code of Conduct course that includes content on DE&I and anti-harassment.

### Best Employers for Diversity 2023

by *Forbes*

### World's Top Companies for Women 2023

by *Forbes*

### Best Place to Work for LGBTQ+ Equality

by Human Rights Campaign



Allyship is essential for promoting a culture of inclusion and serves as the basis for supporting long-term growth and change. It's about recognizing privilege, dismantling barriers, and nurturing an environment where every voice is heard and every person is seen."

Suzanne Shepherd

SVP, GLOBAL COMMUNICATIONS & SUSTAINABILITY

## Employee Resource Groups

Inclusion and belonging are central tenets of our culture, and we continue to find new ways to embrace them through our ERGs, which nurture different perspectives across the workforce that enable a sense of belonging and community and help to create opportunities for connection. Assurant's ERGs are voluntary, employee-led groups open to all employees, inclusive of allies, and chaired by our executives. ERGs help employees feel empowered to raise topics that are important to underrepresented groups, which allows us to spark innovation through diversified thought.

In 2023, we launched two new ERGs:

- **Pride@Assurant** focuses on the global LGBTQ+ community and allyship, offering a forum to connect while fostering inclusion and opportunities for collaboration across the organization.
- **Abilities@Assurant** aims to foster an inclusive environment where employees of all abilities are supported, understood, and valued. The group works to reduce stigma surrounding visible and invisible disabilities, while embracing the unique role of caregivers.

These two new additions bring our total number of ERGs to five. Our other ERGs are: Mosaic@Assurant, which amplifies culturally-diverse voices; Veterans@Assurant, which supports military employees and their families; and Women@Assurant, which supports women with their personal and professional growth. All of our ERGs provide professional development and engagement opportunities to support Assurant's DE&I strategy. Assurant's ERGs are a key connector to Assurant's culture, amplifying voices of underrepresented groups during various DE&I heritage months, observances, and other engagement events. ERGs also work together to bring a DE&I focus to our community work and have cultivated connections with various

internal centers of excellence to build bridges between well-being, total reward, and professional development.

As we look ahead, our ERGs will continue to further scale and mature with expanded learning opportunities, professional development programs, community effort initiatives, and cross-ERG collaborations.

# More than 1,000

Total active employee membership across five ERGs

# 500

Employees engaged to participate in ERG-led DE&I professional development courses with topics such as self-advocacy, networking, and leading with an intersectional lens

# 1,000

Employees attended ERG events in 2023

## Marketplace

Diversity and inclusion (D&I) fosters innovation and creates growth opportunities for individuals and our business, which is central to The Assurant Way. This commitment includes our supplier base, and we believe they should also represent the people and communities in which we serve.



## Supplier Diversity and Inclusion

Through our Supplier D&I program, we seek to achieve year-over-year growth of diverse suppliers by more fully integrating and providing opportunities in the procurement process for certified small businesses owned by women, LGBTQ+, military veterans, people with disabilities, and other historically underrepresented racial and ethnic groups. Our employees are expected to be inclusive as they identify and select the best partners to help our company succeed in alignment with our company strategy.

Each year, we track our progress and expand representation of certified diverse suppliers. Our efforts have paid off: by the end of 2022, the program had more than doubled output, spending nearly \$100 million with diverse-owned businesses, outpacing our 2025 target by three years. We attribute this success to engagement from Assurant leadership and business unit stakeholders, our dedicated Supplier D&I team, and strategic sourcing.

# \$115 million

In diverse supplier Tier 1 spend, up 15 percent from 2022

## Tracking Our Progress — Supplier Diversity

Metric	2021	2022	2023
Diverse Supplier Tier 1 Spend <sup>1</sup>	\$66 million	\$100 million	\$115 million

In 2023, we had year-over-year Tier 1 growth, driven by Supplier D&I team collaboration with business unit leaders to establish opportunity areas and ensure diverse/small business suppliers were included in competitive sourcing events. In this timeframe, the largest area of growth was newly discovered diverse spend from the automotive business unit.



## DE&I Strategic Partnerships

Assurant is committed to establishing strategic partnerships with external organizations that are aligned to our DE&I mission — a core component of our Marketplace pillar. These partnerships are driven by Assurant’s DE&I strategic pillars, allowing us to enhance our offerings in the areas of Talent (Workforce), Employee Education and Inclusion (Workplace), and Community Engagement (Marketplace). These partnerships offer opportunities to help Assurant:

- Increase the retention, development, and engagement of our diverse workforce.
- Enhance access to best practice DE&I resources and benchmarking.
- Build brand awareness and trust with employees, the community, and external stakeholders.

In 2023, we aligned our DE&I Strategic Partnerships to our relevant ERG focus areas — gender, disability inclusion, and underrepresented minorities. We also engaged these partnerships with an intersectional approach to consider the unique experiences of underrepresented employees with respect to intersecting identities based on race, ethnicity, sexual orientation, gender identity and expression, and disability.

Approximately 50 employees from various lines of business participated in professional development or leadership programs with the following partners:

- The Executive Leadership Council (ELC)
- Hispanic Alliance for Career Enhancement (HACE)

- National African-American Insurance Association (NAAIA)
- Leadership Education for Asian Pacifics (LEAP)
- Korn Ferry Leadership U for Humanity via NAAIA

In 2023, we also partnered with Catalyst, Disability: IN, Advancing Women Executives (AWE), PathBuilders, the Human Rights Campaign (HRC), and numerous other organizations for volunteer/community engagement focusing on underrepresented groups.

Moving forward, we continue to evolve our DE&I Strategic Partnership strategy as we mature our DE&I program to ensure these partners fit our needs and the underrepresented groups we want to support.

### LOOKING AHEAD

Assurant is positioned to transition beyond the foundational phase of our supplier D&I program to a more advanced phase where growth rates are expected to be more measured after several years of significant increases. We’ll continue to review areas such as spend disparity among diverse groups and categories and to evaluate additional success measures. In addition, we will continue collaboration with internal Assurant teams to focus on obtaining reporting from our critical suppliers and consider what opportunities are appropriate to pursue outside of the U.S.

In 2023, Tier 2 spend was down due to a drop-off in reporting from our suppliers and a reduction of spend by suppliers that did report. Moving forward, we will continue to focus on engaging our critical suppliers and work with our Sourcing team to encourage reporting through our supplier agreements.

<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.





## Strategic Partner Spotlight: Atlanta Women’s Foundation (AWF)

Assurant partners with the Atlanta Women’s Foundation (AWF), an agency whose mission is to catalyze change in the lives of women and girls. This mission is aligned with our commitment to empower women to be successful. Through our sponsorship of the AWF’s Inspire Atlanta Program, we support the development of women personally, professionally, and philanthropically. Over the years, several key women leaders have participated in the program, spanning roles within our People, Finance, Technology, and Operations organizations.

### Tracking Our Employee Population — Diversity and Inclusion<sup>1</sup>

Workforce Metric	2021	2022	2023
Global Headcount	15,600	13,700	13,600
<b>Global Region</b>			
North America	84%	80%	77%
Latin America	5%	7%	9%
Europe	9%	10%	10%
Asia Pacific	2%	3%	4%
<b>Employee Workforce Segments</b>			
Frontline (Grades 1–9) <sup>2</sup>	69%	64%	63%
Managerial/Leaders (Grades 10+) <sup>3</sup>	31%	36%	37%
<b>Overall Attrition<sup>4</sup></b>			
Frontline Attrition (Grades 1–9)	25%	27%	19%
Grades 10 and above Attrition (Managerial / Leaders)	8%	9%	6%
<b>Employee Tenure</b>			
Employee Tenure – Overall	7 years	8 years	8 years
<b>Global Gender Diversity<sup>5</sup></b>			
Women	54%	60%	60%
Women (Managerial)	42%	43%	43%
<b>Workforce Diversity (U.S. Only)</b>			
Women	55%	62%	62%
Race/Ethnicity (URM)	54%	53%	54%

Workforce Metric	2021	2022	2023
<b>Managerial-Level Diversity (U.S. Only)</b>			
Women	43%	44%	44%
Race/Ethnicity (URM)	43%	44%	45%
<b>Management Committee Diversity</b>			
Women	20%	18%	15%
Race/Ethnicity (URM)	0%	18%	23%
<b>Board Diversity</b>			
Women	25%	31%	31%
Race/Ethnic (URM)	25%	23%	31%

Our employees span a wide range of roles and possess an array of skills to foster a diverse, equitable, and inclusive workforce that reflects the clients, customers, and global markets we serve and support. As of December 31, 2023, approximately 63 percent of our employees were frontline workers, inclusive of hourly roles such as customer care, claims administration, mobile repair, and supply chain. The remaining 37 percent were in managerial roles, inclusive of salaried employees engaged in an array of business and support functions.

We continue to promote a diverse and inclusive workforce across all levels of the company in support of our business strategy. As of 2023 year-end, 60 percent of our global workforce identified as women. In the U.S., our largest market, women accounted for 62 percent of employees while other underrepresented minority groups accounted for 54 percent of our domestic workforce.

In 2023, our global workforce presence continued to grow. While 77 percent of our employees were in North America, we continue to expand our presence in key international markets

<sup>1</sup> The drop in Global Headcount from 2022 to 2023 had corresponding impact across all metrics in this table.

<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> Previously, voluntary and involuntary turnover (excluding any significant restructuring actions) were incorporated in our definition of employer turnover. As of the 2024 Sustainability Report, Assurant will now report employee turnover including voluntary turnover only. We believe this updated approach provides better insight into the programs and actions we can take as an organization to impact employee sentiment and engagement.

<sup>5</sup> Global Gender Diversity definitions are based upon Bloomberg Gender-Equality Index (GEI) KPIs.

across Asia Pacific, Latin America, and Europe. As part of our talent strategy, we have established Global Capabilities Centers (GCCs), or global talent hubs in key markets, to leverage our global scale and access to diverse and best-in-class talent. We believe this advances our operating model, creates new capacity for client growth, fosters innovation, and enables talent to focus on customer experiences in key markets. This past year, we continued to mature our GCCs in key markets in Latin America and Asia Pacific and we expect to continue to scale this model in the years ahead.

Effective January 1, 2024, Assurant's Management Committee reflects increased racial or ethnic diversity, with 25 percent identifying as racially or ethnically diverse as well as 17 percent women. As of May 23, 2024, the company's Board reflects an increased overall diversity, with 36 percent now identifying as gender diverse and 27 percent identifying as racially or ethnically diverse. This includes five diverse directors who hold our Board Chair and various committee Chair roles.

As detailed in Assurant's Corporate Governance Guidelines, the Nominating and Corporate Governance Committee of Assurant's Board of Directors (Board) 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 background including age, race, gender and ethnicity, geographic location, and meaningful experience, independence, leadership, integrity, accountability, informed judgment, financial literacy, mature confidence, interpersonal skills, and high performance standards. Effective May 23, 2024, the company's board reflects a strong overall diversity, with 36 percent identifying as women and 27 percent identifying as racially or ethnically diverse. This includes five directors who hold our Board Chair and various committee Chair roles.

For full-year 2023, our global voluntary turnover rate was 15 percent, reflecting our blended workforce of frontline and managerial roles; turnover for managerial and salaried roles was 6 percent, and turnover for frontline employees was 19 percent, which is typically higher given the nature of the roles. The voluntary turnover rate for both managerial and frontline employees improved by three and eight percentage points, respectively, year-over-year. Overall, this is attributed to ongoing actions to identify and remediate talent risks and enhance the employee experience, as well as signs of stabilization in select labor markets.

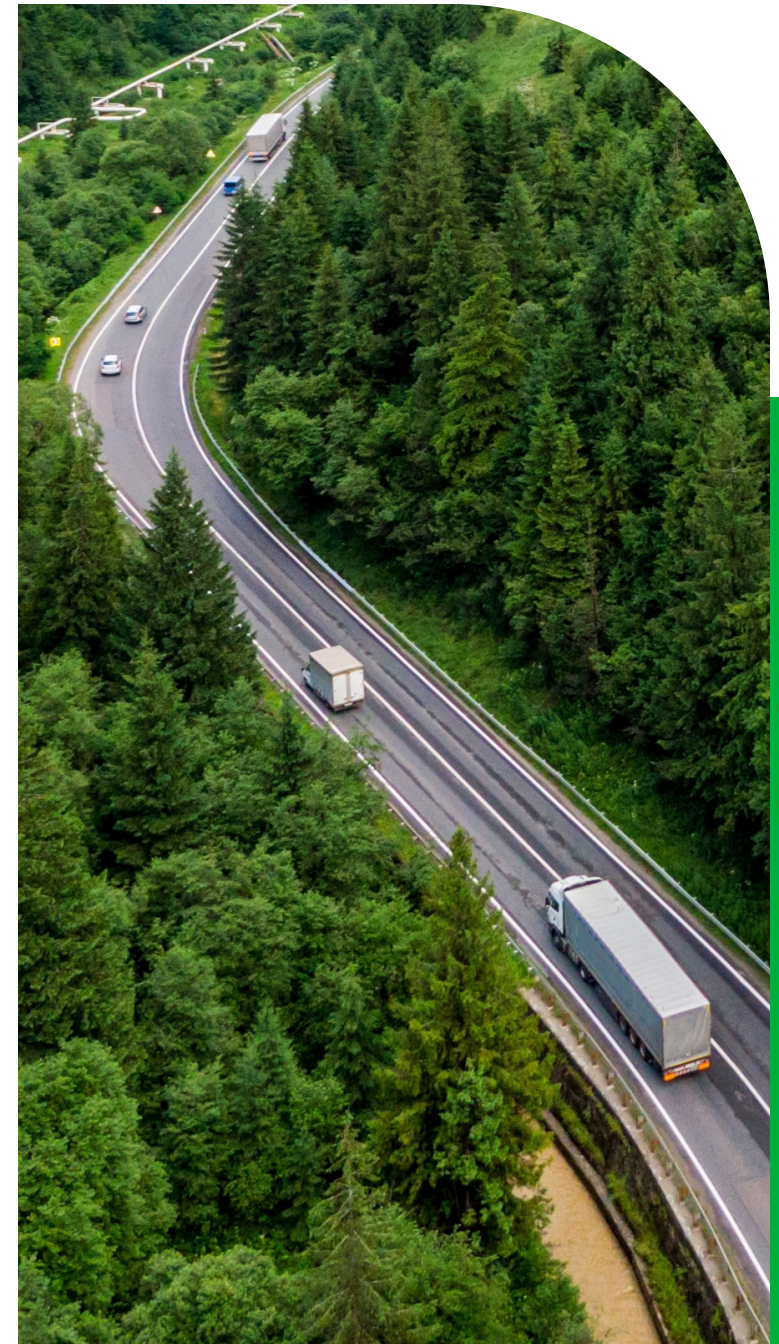
For the third consecutive year, we have made our annual consolidated EEO-1 report publicly available. We believe that public disclosure of our U.S. workforce information is important for accountability and increased transparency related to progress over time. Assurant's Consolidated 2022 U.S. EEO-1 Report is available [here](#). We anticipate publishing our Consolidated 2023 U.S. EEO-1 Report in July 2024.

## Sustainable Procurement

Extending our sustainability objectives to our value chain creates even more impact. To do so, we develop supplier programs, partnerships, and practices that support the integration of sustainability considerations into global procurement and sourcing activities.

## Engaging Suppliers

We launched a Sustainability Supplier Assessment program and have engaged over 100 supply chain partners on ESG issues that matter to our company. With third-party support, we are in the process of completing initial outreach and identifying reporting gaps. In 2024, we will review the assessment results, other independent ratings, and information published directly by suppliers to identify sustainability performance gaps and risks.





The assessment provides an important tool for dialogue with our suppliers on key sustainability topics to more fully understand opportunities for improvement and existing challenges. We believe that increased understanding and communication will lead more suppliers and supply chain vendors to actively integrate sustainability into the way they do business.

Another way we intentionally integrate our sustainability practices across our value chain is Assurant's [Supplier Code of Conduct](#), which establishes expectations for our suppliers. These include ethical conduct, human rights and labor standards, environmental practices, and conducting business within our sustainability framework and commitments. We require that our suppliers operate in full compliance with all applicable laws and regulations and in accordance with the principles of the Supplier Code of Conduct.

In the years ahead, we will continue working with our suppliers to help them integrate sustainability considerations into their processes.



**LOOKING AHEAD**

DE&I is a journey we are committed to taking now and into the future. Moving forward, the DE&I team is actively working to advance its global efforts, focusing on our DE&I strategic pillars and enhancing available programming to increase employee inclusion. Each year, we find new opportunities to live our DE&I values and to deepen our understanding of each other. Moving into 2024, we will:

- Finalize the DE&I Long-term Ambition Roadmap defining our view of what success looks like in the future, including how we measure progress over time .
- Continue to showcase relevant and thought-provoking discussions through our Diverse Perspectives programming.
- Sustain our Employee Resource Group (ERG) momentum.

- Expand DE&I accessibility practices through partnerships with internal and external organizations.
- Continue to drive our programming and participation using our employee voices while also looking to complement our talent development practices to build more diverse talent pipelines.

We will also lean into the importance of allyship, the act of lifting up others, by developing opportunities to become a better ally through learning and understanding about the cultures and experiences of others. At work, this means breaking down barriers, overcoming biases that prevent all employees from having equal opportunities, and sharing in meaningful dialogue that can help educate others and foster ways in which our colleagues know they are valued and respected for bringing their full selves to work.

# Talent and Engagement

At Assurant, we support the connected world and help our clients to deliver new and innovative products and services to more than 300 million customers daily. Our people make this happen as they bring our values, purpose, and commitments to life every day.

We promote a strong culture that engages employees and supports growth, innovation, and business performance. We believe in the importance of recognizing and rewarding performance and empowering and motivating employees to succeed personally and professionally. In January of 2024, our new Chief People Officer was appointed and will continue to implement his vision for a global talent strategy in this role.



Assurant’s success is driven by our talent and our culture that enables our people to lead, thrive, and be their best. Our commitments and vision unite the company globally, and propel Assurant’s talented employees to innovate.”

Subhashish Sengupta  
CHIEF PEOPLE OFFICER

## Employee Engagement

Our employees play a critical role in our success, and we have programs in place to get their input. AssurantPulse is our enterprise-wide employee listening program that provides opportunities for anonymous feedback and offers insight into employee sentiment. It measures engagement using Employee Net Promoter Score (eNPS).

In 2023, we completed our third annual global survey, with questions related to culture, DE&I, learning and development, compensation, benefits, ethics, how our employees experience our Assurant values day-to-day, and recognition. Results highlighted:

- Our culture is a differentiator.
- Our employee base continues to demonstrate strong engagement.
- Managers continue to demonstrate care for their team members.
- Managers consistently provide support for people to do their jobs, while prioritizing open and honest communication.
- Overall engagement, goal setting, management support, and diversity and inclusion continue to be areas of strength.

Areas of improvement included identifying career development opportunities and managing workload. Addressing these areas will be a multi-year journey and we have already begun to respond in several ways, such as rolling out a new internal



career site, Udemy, and launching Virgin Pulse, a digital tool that promotes ways for employees to focus on their health and well-being.

We recently launched our 2024 listening session and will continue to track progress against our prior year baseline and measure the results of the actions implemented to address the evolving needs and expectations of our employees.

### 2023 ASSURANT PULSE HIGHLIGHTS

**Over 87%**

workforce participation, up 7 percent from 2022

**44**

eNPS score, an increase compared to 2022 score and at or above industry benchmarks

As feedback is an engine that enables greater innovation and business performance, we have several programs and forums to address the evolving and diverse needs and expectations of our employees. For example, Connect Live is a monthly all-employee meeting that provides an opportunity for our global workforce to hear from our leaders on key business updates and includes an open Q&A. We know our employees value direct and routine dialogue, and forums such as this are another important way in which we can share updates and hear what is top of mind for them.

## Engagement Champion Teams

While the majority of our employees work virtually full-time or part-time, we have championed a hybrid approach to develop teams, support our culture, and spark innovation. Our hybrid work model remains a key competitive advantage to support the evolving needs of our customers and employees and our Engagement Champion Teams (ECTs) play an important role in helping employees stay engaged and connected regardless of location. These teams are focused on leading efforts that activate our culture, advance business priorities, deepen community partnerships, and strengthen well-being. In 2023, we evolved our ECT structure and strategy to meet the needs of employees where they are and created a central, global engagement hub to increase awareness and accessibility to resources, opportunities, and ways to get involved.

Another meaningful contribution of ECTs is encouraging community engagement and volunteerism in our communities. An example includes ECT Canada’s Pink Shirt Day, which promotes anti-bullying.

### ENGAGEMENT CHAMPION TEAMS

**284**

ECT leaders across 35 teams globally, including four fully-remote ECTs

**Over 660**

total activities planned (153 onsite, 175 virtual, and 338 hybrid)

**60**

charities supported

**Over 87,000**

volunteer hours



### Tracking Our Progress — Employee Engagement

Metric	2021	2022	2023
eNPS score	38	37	44
Engagement Champion Teams – leaders	250	250	284
Engagement Champion Teams – teams	41	35	35

### LOOKING AHEAD

In 2024, ECTs will expand their impact by strategically aligning members of the Assurant Leadership Team to each ECT. This will provide additional opportunities to interact with leaders, cultivate connections, and reinforce a sense of belonging and inclusion to drive better outcomes for our people, business, and communities.

# Recruitment and Talent Acquisition

We view talent acquisition through a DE&I lens and have ramped up efforts in several areas to ensure that we are recruiting talent from diverse communities and building a more inclusive talent pool. By adopting a hybrid work model and offering more remote opportunities, we have been able to create more competitive postings and attract a more robust and higher caliber candidate pipeline. In 2023, we also refreshed our Internal Career Site, making it easier for employees to search jobs and apply quickly, access resources, and set job alerts.

Our talent recruitment initiatives include strategic and educational partnerships with universities and organizations.

In 2023, we focused on strengthening key pipelines. Here are some highlights from around the globe:



## ARGENTINA

- Partnered with expert neurodiversity organizations to educate employees about autism and begin recruiting neurodiverse employees in 2024.
- Adjusted onboarding and hiring process to be more inclusive and accessible to all.



## AUSTRALIA/NEW ZEALAND (ANZ)

- Strategically developed our go-to-market strategy, building connections with passive talent that aligns with our growth agenda for the region.
- We have three women on our Senior Leadership Committee for ANZ.



## INDIA

- 25 percent of hires were sourced through employee referrals.
- Through the Data Analytics internship program, we onboarded nine interns and placed them directly from institutions such as National Institute of Technology (NIT), Trichy, and NIT, Raipur, among others. Notably, three of last year's interns converted to full time roles.



## JAPAN

- Leveraged an external job board to reach junior-level candidates directly.
- Through the global Data Analytics internship program, we onboarded the first intern for Japan's Data Analytics team.



## MEXICO

- Updated talent acquisition procedures to ensure they are inclusive for people with disabilities.
- Deployed a disability awareness and sensitivity training program for all employees to promote understanding and empathy.



## U.K.

- Developed active partnerships with Women in Tech, Women in Banking and Women in Finance.
- Leveraged technology that decodes bias from job descriptions.



## U.S.

- Participated in the Middle Tennessee State University Mechatronics Career Fair and sponsored Capstone projects.
- Sponsored a resume review and career fair prep event at Georgia Tech.
- Employee participation and leadership in the YELLS (Youth Empowerment through Learning, Leading, and Servicing) program, which provides community support and mentoring in multiple areas including Career Readiness for high school students.
- Created more visibility around accommodation requests, as well as partnered with the National Diversity Council to hire interns.

Beyond diversifying pipelines, we also aim to strengthen our recruiting and talent practices in other ways. To identify and remove inherent biases, we offer enterprise-wide diversity training and have established diverse slate and interviewing requirements for all managerial and above job openings. We have adjusted our hiring process to be more inclusive and accessible for all. We have also dedicated resources to help us build more inclusive talent slates.

## Succession Planning

Succession planning and building diverse leadership pipelines for our most critical roles across the organization are important elements to ensure we sustain profitable growth. We 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, as well as a broader group of top talent as we look to ensure better visibility into our strengths and opportunities for the most critical roles.

In November 2023, we realigned our executive team to support the execution of our growth strategy with the appointment of Keith Meier as Chief Financial Officer and Francesca Luthi as Chief Operating Officer. Also, we expanded our Management Committee, effective January 2024, to broaden leadership expertise and depth in the areas of financial, human capital, and technology strategy. These appointments further underscored our deep talent pool and robust succession bench.

Also last year, we engaged an external partner to assess the skills and strength of the overall Management Committee succession pool. The Board and the Compensation & Talent Committee annually review the CEO succession plan and succession plans for other senior executives, which includes emergency successors for each role, with the goal of ensuring we have the right leadership in place to execute the Company's long-term strategic plans.

## Strategic Learning and Development

Talent is at the core of everything we do. As such, we are keen to build and empower diverse teams that can help us reach our goal of helping people thrive in a connected world.

In 2023, we embarked on a multi-year journey to reset our learning and development strategies and launched Leading the Way to help unlock potential at all levels.

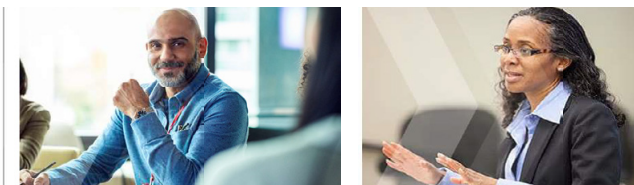
### LEADING THE WAY

Our Leading the Way portfolio is designed to help our people:

**Know Assurant, Your Role, and Your Self**



**Build Capabilities and Future Readiness**



**Expand Networks and Collaboration with others**



### LOOKING AHEAD

In 2024, we will continue to refine our operating model to sustainably deliver on our global hiring and talent needs and impact performance, results, and experience by:

- Prioritizing talent initiatives to support global growth, innovation, and operational excellence.
- Helping employees grow their skills, capabilities, careers, and impact.
- Reinforcing belonging and inclusion.
- Strengthening key talent pipelines.



Leading the Way aims to grow skills, capabilities, and careers across three levels: employees, people managers, and senior leaders. It includes a wide range of programs and solutions, including new hire onboarding, mentorship, career and development planning, managerial training, internal mobility, pipeline programs, and more. All employees have access to online and classroom courses across a wide spectrum of job-specific compliance, business, technology, personal effectiveness, and management/leadership topics through Assurant-developed and vendor-supported courses.

**In 2023, we designed several programs for managers:**

- **People Manager Core Development** consists of online and facilitated sessions accessible to all 2,300+ People Managers globally offered in multiple languages. In 2023, over 1,700 attended a facilitated session and 2,600 completed online courses.
- **New People Managers** is a six-month program for newly promoted and newly hired people managers. Launched in 2024, the course provide essential tools, resources, and foundational skills required to succeed in the role.
- **Aspiring People Manager Program** is a 20-hour, self-paced course that introduces the role of People Manager. In 2024, this program was made available to all interested employees with manager support.
- **Learning Boosts** are opportunities to extend learning. An example is our internal mentoring program, which provides small group mentoring to address shared development goals.

**Tracking Our Progress — Learning and Development**

Metric	2021	2022 <sup>1</sup>	2023
Total hours	61,144	159,460	151,949
Hours of training per employee <sup>2</sup>	3.9	11.6	11.2
Employees receiving an annual performance review	95%	95%	97%

<sup>1</sup> In 2024, Assurant identified a calculation error for 2022 that understated the hours of training per participating employee metric. The 2022 value listed in this table has been corrected.

<sup>2</sup> Starting in 2024, we are now reporting hours of training per FTE vs. hours of training per participating employee. Numbers for 2021–2023 have been updated to reflect this calculation.

In 2023, new and expanded tools and resources were launched for employees and we are seeing broader search and utilization in 2024.

**LOOKING AHEAD**

Based on insights gathered from AssurantPulse, we aim to build on our momentum with Leading the Way and set a goal of improving our career growth eNPS by double digits by 2025. To achieve this goal, among other things, we will focus on:

- Supporting career planning and development and empowering employees to own their careers.
- Launching an Emerging Senior Leader Program to equip top talent for senior leadership roles.
- Expanding our assessment and coaching solutions to gain valuable insights and build new behaviors and capabilities that boost individual skills, confidence, and motivation to perform better.
- Expanding our internal mentorship program.
- Launching Peer Groups to support people managers in sharing best practices and overcoming challenges in real-time.
- Equipping employees with information on Assurant's AI policies and how they play a role and can get involved.



## Shaping the Future

Assurant also trains employees on role-specific skills that range from customer service to policy training to navigating systems. In addition to the programs below, we offer additional training programs in various functions and businesses specific to their needs.

### Internship Program

Assurant offers an internship program for current students, individuals with undergraduate or graduate degrees, and others. The program is available globally in both the summer and year round in areas such as Sales, IT, Data Analytics, Finance, Legal, and Marketing.

### Advancing Technical Training

To ensure that we remain agile, adaptable, and well-prepared for the challenges ahead, we invest in the business and technical skills of our employees.

### Front-Line Onboarding Experiences

Our robust onboarding experiences are designed to equip new hires with role-specific skills. From mastering customer service techniques to understanding complex policies and navigating our internal systems, these ensure new hires are equipped to create amazing customer experiences.

### Equipping the Business

We update our training programs on a continuous basis to meet the demands of a rapidly evolving business landscape. Our upskilling initiatives focus on equipping our workforce with the skills needed to support new and emerging business requirements, including automation, digital systems adoption, change management, and skills for the future.

### Instructional Design Tools

We leverage cutting-edge tools to support employees to grow and develop. These tools help us create engaging learning experiences, map out effective training programs, and ensure alignment with our business goals and priorities.



# Health and well-being

Healthy employees are happy employees. Happy employees lead to greater satisfaction, productivity, and innovation. Because the health and safety of our employees is a top priority, we are committed to creating an environment that promotes health and well-being at every turn. This includes our Total Rewards and Well-being program that encompasses a multitude of well-being benefits and resources to meet the needs of our diverse workforce. We also hold Well-being Discovery Sessions throughout the year, delivering feedback that helps us shape our future well-being offerings.

that recommended plan changes for 2023 met the needs of our diverse workforce, particularly around predictability and affordability of health care costs.

Additionally, we introduced several enhancements to our benefits program starting in 2024, such as increased HSA/HRA employer funding, expanded plan offerings, and more affordable virtual care and mental health access. Assurant also rolled out an HR AI virtual assistant called ERIN for easy access to routine questions, with the goal of improving the employee experience.



## Women Investing in their Future

In 2023, the employee resource group Women@Assurant collaborated with Assurant partner MetLife to hold a workshop for all employees that covered information on investing, such as budgeting, tax diversification, investment options, and estate planning. Over 250 employees attended the event.

## Creating Strong Pillars of Well-being

In 2023, we launched Virgin Pulse, a customizable well-being platform and app (in multiple languages) to help employees reach their well-being goals and build positive habits. The platform enables employees to track progress and provides activity challenges and rewards to help them stay accountable. The platform was initially rolled out for U.S. employees in 2023, followed by a global launch in 2024.

We regularly benchmark our benefits and well-being programs against companies of similar size and industries to ensure our offerings remain competitive. We also solicit employee feedback on the evolving needs of our workforce. For example, we conducted employee focus groups that helped validate

### Assurant offers a diverse range of benefits under four Live Well pillars: Physical, Emotional, Financial, and Social.

Physical	Emotional	Financial	Social
<ul style="list-style-type: none"> <li>High-quality preventative care and general health care.</li> <li>Customized care for unique conditions or situations.</li> <li>Health guides to navigate care and benefits.</li> <li>Resources and access to pre-pregnancy, maternity, and post-partum care, as well as parenting support for hopeful, expecting, or new parents, no matter their gender.</li> </ul>	<ul style="list-style-type: none"> <li>Mental health support and behavioral health resource management.</li> <li>Digital tools to build mindfulness.</li> <li>Sleep support.</li> <li>Global Employee Assistance Program, which offers a wide variety of free, confidential resources to support emotional well-being for employees and their family members on topics such as stress and anxiety, family dynamics, dealing with a crisis, bereavement, and more.</li> </ul>	<ul style="list-style-type: none"> <li>Resources for saving, investing, and financial planning.</li> <li>Resources to save on healthcare costs and everyday expenses.</li> <li>Planning for the unexpected.</li> <li>Assistance for parents and caretakers.</li> <li>Continuing education and aid.</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer opportunities and charitable matching.</li> <li>Emergency financial assistance.</li> <li>Engagement opportunities with Assurant colleagues.</li> <li>Paid volunteer time off.</li> <li>Personal time off.</li> </ul>



Assurant’s well-being program, Live Well, focuses on four pillars to support employee needs and priorities as they shift over time: physical, emotional, financial, and social. In 2024, we have renewed our focus on the emotional and financial well-being pillars, and are becoming even more proactive about creating enterprise-wide team-based activities throughout the year.

## Pay Equity

Assurant is committed to pay equity. We commit to identify and promote best practices in compensation, hiring, and career development; to develop strategies to reduce unconscious bias; and to make hiring and compensation decisions that promote 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, strategic importance of roles, and other relevant factors. We periodically evaluate our compensation practices, annually report out on pay equity to the Compensation and Talent Committee, and for the last several years have engaged in a multi-step process to ensure that we are equitably compensating employees with similar job responsibilities.

Results from our last review, completed in 2023, which examined base pay for U.S., U.K., Argentina- and Canada-based employees, confirmed that we are 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.

In 2024, we updated our annual compensation process to better empower managers to make more holistic compensation decisions through a stronger link to pay for performance, which adjusted the timing of our compensation process. As a result, this pushed the timing of our annual pay equity study, which we expect will be completed in the fall of 2024. We 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. We continue to reward high performers and invest in merit increases, allocating more funding to front-line employees in recognition of the disproportionate impact of the current challenging economic environment. We have advanced our commitment to pay transparency, particularly in North America, by providing employees with base salary ranges for their role and grade beginning in 2023.

### LOOKING AHEAD

In 2024, we will renew our focus on the emotional and financial well-being pillars, and become even more proactive about encouraging and creating team-based activities throughout the year. We will continue to assess additional opportunities across Total Rewards and Well-being to help attract and retain top talent. In addition, our Global Compensation Team will continue using research and analytics to support and enhance our equitable compensation programs.

# Community Giving and Volunteering

Supporting and celebrating our communities is one example of how we live The Assurant Way. Around the world, our employees and our company find opportunities to make a positive impact and help our communities thrive. This includes an employee choice giving campaign, a Matching Gift Program, and volunteerism. Across our company, employee volunteer teams supported by the Assurant Foundation are engaged in local community initiatives focused on protecting, connecting, and inspiring. This work is facilitated by our global Assurant Cares, a community engagement platform used to connect, support, measure, and report ways employees and Assurant are engaged and investing in the communities we serve.

## Volunteer Initiatives

We support our employees in finding ways to harness their skills, time, and resources to serve local communities and to address issues they find meaningful.

### Moving to Fight Hunger

Moving to Fight Hunger is Assurant's largest annual volunteer initiative, which challenges employees to invest in their well-being while also doing good in the world. Last year 2,500 Assurant employees logged over 195,000 miles to raise \$150,000 for Move for Hunger, an organization that aims to fight hunger and reduce food waste. This equates to 380,700 meals to families and individuals facing hunger and food insecurity in the U.S. and Canada.

### Pro Bono Program

In partnership with the Assurant Foundation, Assurant's legal team launched a Pro Bono Program to strengthen our commitment to equality and addressing societal issues. In 2023, 18 attorneys participated in the program, volunteering 190 hours.

### Habitat for Humanity's Home Ownership Initiative

In 2023, 260 Assurant employees donated over 2,000 hours to build nine homes in U.S. cities including Miami, FL; Florence, SC; Atlanta, GA; St. Petersburg, FL; Springfield, IL; and Chicago, IL. Seven of the nine home builds supported black families through Habitat Humanity's 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.

### Good360 Hygiene Kit Packing Event

In partnership with the Assurant Foundation, the Women@Assurant Employee Resource Group (ERG) hosted a hygiene kit packing event to benefit students in need in the greater Atlanta, GA area. Over 60 Assurant leaders and employees packed 2,000 kits that were distributed to students from low-income communities.



### Action Against Hunger

Employees across Europe joined an annual online challenge in support of Action Against Hunger, a global organization committed to ending world hunger. As part of the program, employees learned about the effects of climate change on food security, access to water, and mental health. One hundred employees joined sports challenges and logged 23,906 km walking, running, and cycling.

### Girls on the Run

Girls on the Run inspires girls to be joyful, healthy, and confident leaders using a fun, experience-based curriculum which creatively integrates running. Our employees volunteered 356 hours in 2023. With employee support and an investment from the Assurant Foundation, 57 girls from low-income communities were able to participate in the programs at no cost to their families. The impact of the program included girls' increasing academic self-efficacy, improved confidence, and learning of critical life skills such as conflict resolution and decision making, both recommended interventions for youth mental health.

### Junior Achievement of Georgia

Assurant employees dedicated over 600 volunteer hours in 2023 to support our longtime partner of Junior Achievement of Georgia (JA). In addition to volunteering at the JA Discovery Centers in metro Atlanta, employees also donated their time to the 3DE program, which aims to break from the traditional classroom structure to provide students with an immersive learning experience. Assurant volunteers presented an

Assurant case challenge to 3DE students, functioning as coaches and judges as students researched the case challenge, learned about our company, and presented their solutions. We reached 222 students through the program.

### American Red Cross

Assurant has supported the American Red Cross with grants and matching gifts since 2018, investing over \$1.6 million to support their massive disaster relief efforts, and we are a proud member of their Disaster Responder Program. In 2023, 117 Assurant employees joined virtual mapping initiatives through their global Missing Maps program, which focuses on developing accurate maps, which play a critical role in understanding the disaster risks facing global communities. Employees were trained as digital volunteers, and mapped over 3,000 km of land in countries including Afghanistan, Honduras, Chad, Nepal, and Sudan.

### My CWA

The Assurant Foundation invested in My CWA, formerly known as My Cheshire Without Abuse, a U.K. based nonprofit that supports individuals and families affected by domestic abuse. My CWA was nominated by the Assurant European Women's Network, an employee affinity group whose purpose is to support women in the workplace and beyond. In addition to the donation, Assurant has also supported the charity with skill-sharing initiatives, employer-supported volunteering, and a corporate fundraising event.

## Global Giving Campaign

As we look to ensure our giving creates the most meaningful impact, starting in 2023 we launched our first annual global giving campaign, which attracted participation across 15 countries. As part of the #GivingtheAssurantWay campaign, employees engaged in a 5K run and supported nonprofits of their choice, including our longstanding partnership with United Way. Over 1,300 Assurant employees supported 424 charities, which helped raise over \$175,000.



# The Assurant Foundation

The Assurant Foundation is a 501(c)(3) organization that aims to strengthen communities by supporting nonprofits that help protect where people live and help them thrive, connect vulnerable individuals with local resources, and inspire and prepare diverse talent and leaders of the future. In 2023, we invested in virtual and in-person community volunteer initiatives to further engage our hybrid workforce, resulting in a 28 percent increase in employee volunteer hours. We also launched our first employee choice giving campaign, leading to a 30 percent increase in employee engagement and additional matching gift dollars invested in our global communities.

We support our nonprofit partners in meeting the needs of their communities through grants, donations, and in-kind goods. For example, the Assurant Foundation sponsors the National Automobile Dealership (NADA) Foundation's Workforce Initiative, which promotes employment in the auto sales industry, facilitates access to educational resources, and highlights the importance of advancing diversity, equity, and inclusion within the automotive retail and service industry.

The Foundation's 2023 contribution helped to support the NADA National Urban League (NUL) Technician Apprenticeship Program. The 18-month pilot program supports apprentice service technician candidates who receive college-level technical training, mentoring, and opportunities for placement at automotive dealerships. The first cohort of technicians are currently working with a participating dealership to help jumpstart their automotive careers.

We also look for ways to celebrate our veterans. In honor of Veterans Day, the Foundation presented a specially-modified 2023 GMC Sierra 1500 truck to a retired U.S. Army Sergeant as part of the Wounded Warrior Family Support (WWFS) Mobility is Freedom program. Assurant has partnered with WWFS since 2018, and this is the third mobility-modified vehicle presented to a veteran since the collaboration began.

To encourage and prepare diverse talent and innovative leaders for the future, the Assurant Foundation partnered with Scholarship America to develop the Assurant Cares Scholarship Program. This program will award one-time \$5,000 scholarships to five eligible dependents of Assurant employees who plan to enroll in full-time undergraduate study at an accredited two- or four-year college, university, or vocational-technical school for the upcoming academic year. The first cohort of Assurant Scholars will be awarded in August 2024.

Beyond the scholarship support, the Assurant Foundation has continued to invest in FIRST Nevada, a STEM (science, technology, engineering, and math) education organization. Their 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 to inspire innovation and foster self-confidence, communication, and leadership.

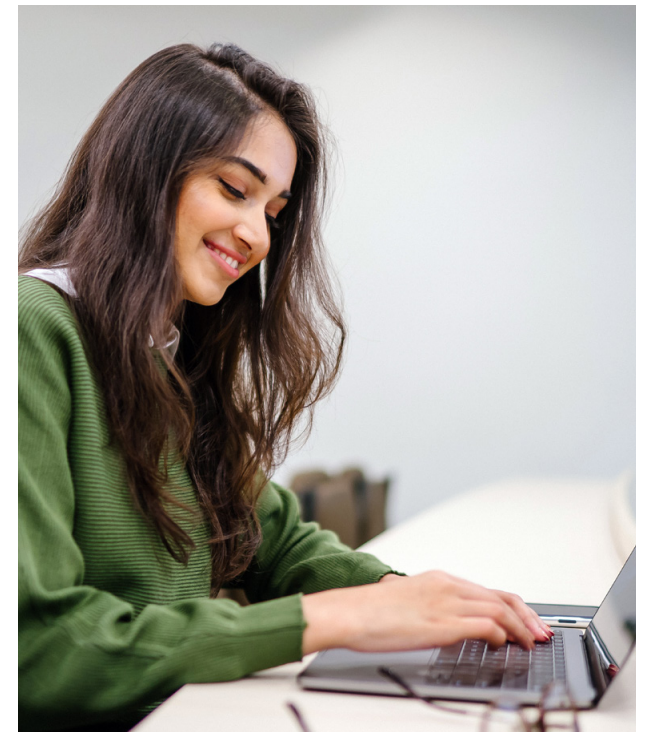
## Tracking Our Progress — Community Giving and Volunteering

Metric	2021	2022	2023
Total Assurant Foundation Grants <sup>1</sup>	\$3.9 million	\$3.4 million	\$2.7 million
Nonprofits Supported	1,699	1,581	1,566
Matching Gifts	\$723,120	\$583,446	\$536,139
Volunteer Hours Reported	15,396	65,652	91,838
Total Global Giving Campaign (includes vendor and sponsor donations)	\$200,000	\$340,000	\$422,000

<sup>1</sup> The community investment allocation from the corporation decreased in 2023 as a result of the economic climate and global inflation which affected the company's performance in 2022.

## Digital Inclusion

Assurant and the Assurant Foundation supports communities through the donation of in-kind goods. One example is the Tech for Good program in partnership with Good 360, in which Assurant donated over 160 laptops to high school students and women scholars in need pursuing college degrees.



# Customer and Employee Experience

Providing the very best experience for customers who use our high-quality products and services is central to everything we do. We achieve this by leveraging enterprise-wide capabilities to improve customer experience, including the use of digital-first channels designed to meet customer expectations and their growing desire to interact with us digitally. Our ability to introduce value-added services and capabilities across the values chain, and our focus on seamless customer experience strengthens our partnerships and creates value for our clients.

## A Proactive Approach

We create superior customer experiences that competitively differentiate our company and our clients. At the center of this work is our Customer Experience Center of Excellence team, which provides rigorous oversight, guides the evolution of our products and services, and develops programs that help drive customer satisfaction to the highest possible level.

Customers are raising their expectations for the quality of experiences offered to them, and we are meeting this demand with innovation and new ways of doing business, many of which focus on optimizing digital interactions and leveraging AI to lower customer effort and increase efficiency. For example, when customers need their smartphone repaired or replaced, we leverage AI to help propose the best fulfillment option for them, based on their unique situation and considering factors such as location, cost, phone type, and repair type. We are also using data collection tools to aggregate the information we

need to fulfill a claim ahead of time to optimize responsiveness to customer claims.

In 2023, we continued our focus to enhance and streamline how we engage with customers, provide better support, and adapt more quickly and efficiently to their needs. This includes expanded self-service enhancements to enable customers to complete transactions in their channel of choice while improving customer engagement and providing new customer-facing websites and channels, such as two-way SMS texting. Additionally, to ensure efficient and simplified experiences, we continued to proactively inform and educate customers about our products and services. For example, in Global Housing, we introduced new customer communications to provide status



**We seek to continue enhancing both customer and employee experiences. By integrating AI and advanced technologies, we are simplifying interactions and further unlocking the potential our teams.”**

**Francesca Luthi**

EVP, CHIEF OPERATING OFFICER



updates on claims, including “What to Expect” emails which had a 100 percent open rate and were viewed four times on average by customers. These efforts to modernize our approach to consolidate, analyze, and leverage customer feedback across all lines of business provides us insight to further improve our offerings and the customer’s experience.

## Enhancing Customer and Employee Experience

Assurant is keen on enhancing the customer and employee experience. We aim to do so with leading technology innovations, striving for satisfaction, engagement, and differentiation, and leveraging common platforms globally to deliver for our partners, customers, and employees. Integrating AI and technologies to further improve the performance of our operations, and the delivery of our core functional services to be smarter, more efficient, and responsive to customer needs, is at the forefront. As we embed these technologies, we also want to unlock the potential of our people, finding new ways to work, promote continuous learning, and augment and empower our teams with technology to deliver impactful solutions.

As part of our DigiTal NexT strategy combining talent and technology to improve experiences and productivity, we are continuing to implement initiatives to scale Gen AI solutions with proven value for our enterprise, operations, and our products and services while ensuring continuous investment in our infrastructure including data warehouse modernization. We have deployed AI at strategic points throughout our value chain, including the use of AI for both chat and voice interactions within our contact centers. Gen AI is one technology that we are leveraging to enable a better and faster experience. In customer chats, we provide our agents with Gen AI-composed, real-time response prompts based on customer inputs.

The agents can choose to use the prompts or modify them, but 80 percent of the time they choose to use the generated content. This has doubled productivity and enabled faster responses to customers, resulting in a nine-percentage point improvement in customer satisfaction.

During live calls, our agents are presented with a real-time transcription of the discussion as the customer speaks, which reduces the need for the customer to repeat information and decreases agent distraction during the call. Additionally, we leverage AI technology to streamline tasks for agents, such as call and file summarization at the end of transactions, and analytics on call transcriptions so that we can identify the root causes of any negative customer sentiment and interactions. This enables us to take swift action to implement solutions when issues or concerns arise.

We have also deployed predictive models to help reduce false positives on fraud flags so that more customers can get through the claims process faster, while still making sure we are mitigating fraud losses and protecting consumers from the costs associated with fraudulent activity. We are building Gen AI prompts to help customers diagnose certain mobile device problems remotely to provide an instant fix where possible and avoid having to either take their product to a repair location or have someone come to their home.

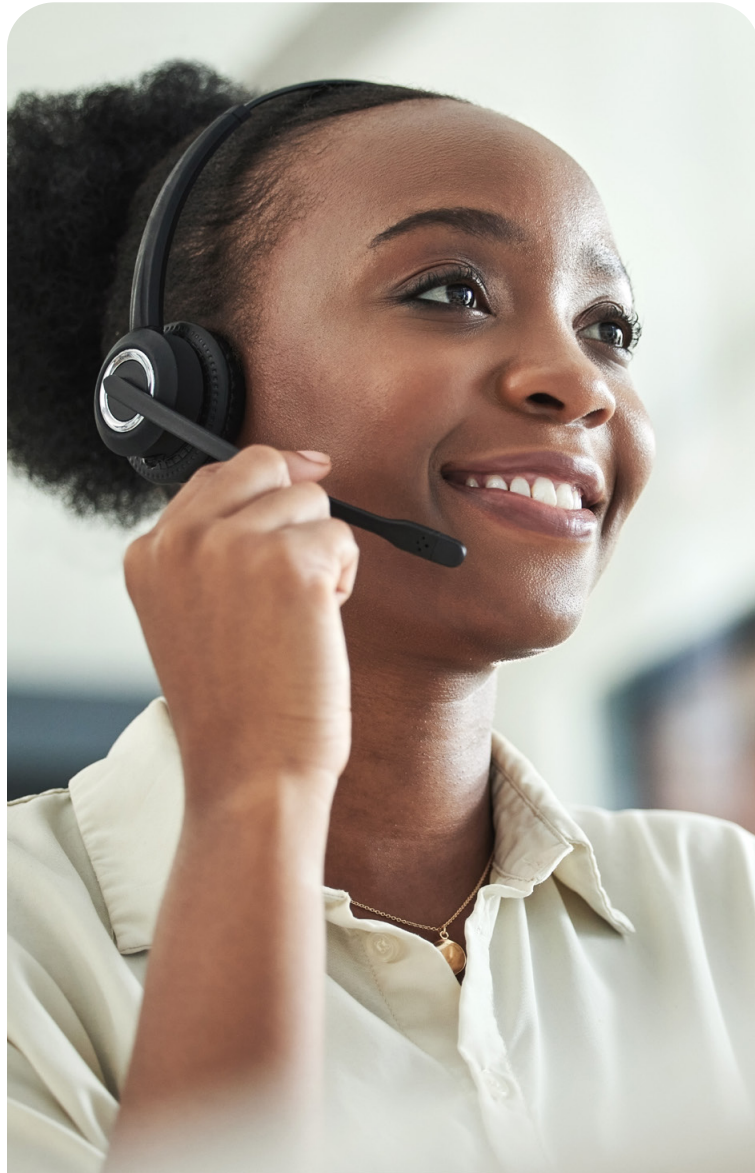
Assurant recognizes the importance of sound governance to guide our AI use and we have established an AI Advisory Group of cross-functional leaders that have helped develop and implement policies, escalation processes, reporting and training for employees company-wide to more effectively govern deployed AI solutions, review proposed AI solutions (particularly Gen AI), and manage associated risks. We are also partnering with third-party experts to benchmark our governance maturity, practices, and opportunities given the fast-moving nature of these technologies and will continuously assess and refine where necessary.





## Delivering Benefits to Employees and Customers

Innovative technology like AI, including Gen AI, not only increases choice, ease, and flexibility for our customers, it also delivers similar benefits to our employees, and in turn, our company.



In 2023, Assurant introduced ERIN — our Employee Resource and Information Network — as a new AI-powered virtual HR assistant available to the U.S., U.K., Argentina, and Canada locations to provide faster, better service to our employees. ERIN reached 89 percent of our workforce and continues to expand globally in 2024. Since its debut, ERIN has supported our employees by providing more than 200,000 interactions, answering over 90 percent of employee questions at a 94 percent first-interaction resolution rate within 10 seconds of engaging the bot. Moving forward, ERIN will continue to refine its interactions in a conversational manner, understanding more queries and providing enhanced support to our employees. These enhancements include providing a global policy hub, multi-language interactions, and self-service transactions.

AI opens the door to learning and development opportunities, such as Coaching AI technology, which has enabled us to significantly increase calls reviewed in certain contact centers. Another way we have leveraged AI is through correlation analysis powered by speech analytics listening to recorded calls, which enables leaders to coach employees on how behaviors like empathy and active listening impact the flow of conversation and drive customer satisfaction.

### Tracking Our Progress — Customer Satisfaction

Metric	2021	2022	2023
Consumer Affairs	3.48	3.98	4.19
Trustpilot	3.8	3.50	4.10
Better Business Bureau	3.27	4.51	4.67
Total Consumers Served	300+ M	300+ M	300+ M



### LOOKING AHEAD

Technology moves quickly in the world around us, and we plan to do what we've always done — stay ahead. In 2024, this includes responsibly advancing a Gen AI roadmap, scaling our enterprise capabilities, and supporting new next-generation products and services. As we keep our market leadership positions within Mobile, Auto, and Housing, we'll continue to optimize our existing programs and develop new client partnerships. We'll also increase digital enablement and implement initiatives that reduce customer friction and touchpoints. For our talent, we plan to collaborate across enterprise Customer Experience partners to accelerate adoption of customer-centric principles, increase engagement and develop future-ready skills, and advance our DE&I ambitions.

# A Circular Economy

At Assurant, we look for opportunities to embed circularity across our operations and to integrate programs and services into our suite of offerings that embrace circular practices to help our customers live connected lives. This forward-thinking and holistic mindset has led us to become an industry leader in the transition effort from a linear to a circular economy for mobile devices.



Our Circular Economy commitments relate to the United Nations Sustainable Development Goals 11, 12, and 13.



## In This Section

[Circularity »](#)

# Circularity

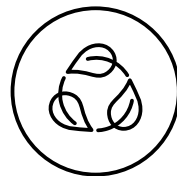
Circularity is one of Assurant's three key Sustainability Strategic Priorities. Circularity includes the impact of Assurant's operations, products, and services on the environment, including the responsible management of e-waste streams and recovering materials at the end of each service life. In developing and enhancing programs and products that address circularity, we continually incorporate feedback from clients, customers, and end-users.

Contributing to a circular economy is critical to our environmental aspirations and to our business model, which centers on protecting, connecting and supporting customers with their major purchases. One prominent way we do this is by extending the life of electronics, appliances, and automobiles to ensure customers are maximizing the value of these products. By offering clients and customers mobile protection, trade-in and upgrade services, we are well-positioned to advance adoption of more sustainable products and consumption patterns — and as a result contribute greatly to the circular economy.

As of year-end 2023, Assurant protects more than 60 million mobile devices and operates over 70 trade-in and upgrade programs globally, repurposing 22 million devices in 2023. As we scale our programs even further, this will continue to increase our potential impact. By embedding sustainability within our offerings and engaging with our key business partners, we believe we can differentiate our company on a global scale.

As Assurant expands our refurbishment offerings, we continue to monitor the risks within the ecosystem and to work with our supply chain partners to establish standards on critical topics such as the use of refurbished devices, disposal of e-waste, responsible sourcing of minerals, and labor rights.

In working toward establishing our long-term ambition, we'll focus on the impact of Assurant's operations, products, and services on the environment, including extending the longevity of devices, the responsible management of e-waste streams, and recovering materials at product end-of-life. In leaning into these areas of strength, we believe that we can make our transformative circulatory ambition come to life.



## CIRCULARITY AT A GLANCE

**Our Goal:** Be the world's most impactful re-use and refurbishment solutions provider and partner of choice for mobile devices. We want to transform the way people think about re-use, refurbishment, and extending the life of electronics and appliances.

## LEADING BY EXAMPLE IN OUR OPERATIONS

Circularity starts within our own operations. As a company, we set our own goals for re-use and recycling of devices. Here is how we incorporate circularity into our facilities:

- Operate three Device Care Centers in the United States that are Reuse & Recycling (R2) Standard certified. R2v3 is the latest iteration of the R2 standard. Established by SERI (Sustainable Electronics Recycling International), it sets forth guidelines for the safe and sustainable recycling of electronic waste.
- All three Device Care Centers are certified to the Recycling Industry Operating Standard (RIOS).
- We operate an Integrated Management System, which integrates the R2v3 and RIOS standards across the U.S. Device Care Centers.
- We've integrated automation into our Device Care Centers that improves the quality assessment speed and accuracy for the over 17 million mobile devices we process in a year. This system uses a machine-learning process called deep learning to create a more efficient system so we can operate at the lowest possible cost.



## Meeting Circularity through A Suite of Sustainable Offerings

We are passionate about the circular economy and our mission — to prevent used devices from being prematurely retired or ending up in a landfill. Because circularity is a strategic priority for our company, we look for ways to develop and embed sustainability into the design of our products, with a focus on longevity. Across the industry, we are seen as a leader in incubating and bringing to market innovative solutions through a broad array of products and services supporting circularity.

We focus on the aspects of the three main areas of mobile device circularity, where we believe we have the most impact:

**Production & Modularity:** Operating in sustainable ways in all device operations downstream of the original equipment manufacturer and providing services to support easier repair.

**Longevity:** Extending the useful life of devices that are manufactured through protection, trade-in, upgrade, and certified pre-owned (CPO) programs.

**Recyclability:** Ensuring devices are responsibly recycled at the end of their useful life.

Assurant offers a suite of services for our clients and customers — and implements incentive and promotional programs that motivate people to participate — to fulfill these objectives. For our customers, we provide many avenues for using mobile device technology sustainably, including upgrades, trade-ins, and recycling. In this way, we help maximize the value of pre-owned devices, providing additional revenue streams for our customers and creating a positive impact on the environment.

## Assurant Carbon IQ<sup>SM</sup>

Our clients want solutions that increase their understanding of their carbon footprint and help them to reach their emissions goals. In 2023, we rolled out Assurant Carbon IQ<sup>SM</sup>, a solution that provides end-to-end CO<sub>2</sub> impact assessment to help companies define and refine their circularity strategy for the mobile device ecosystem.

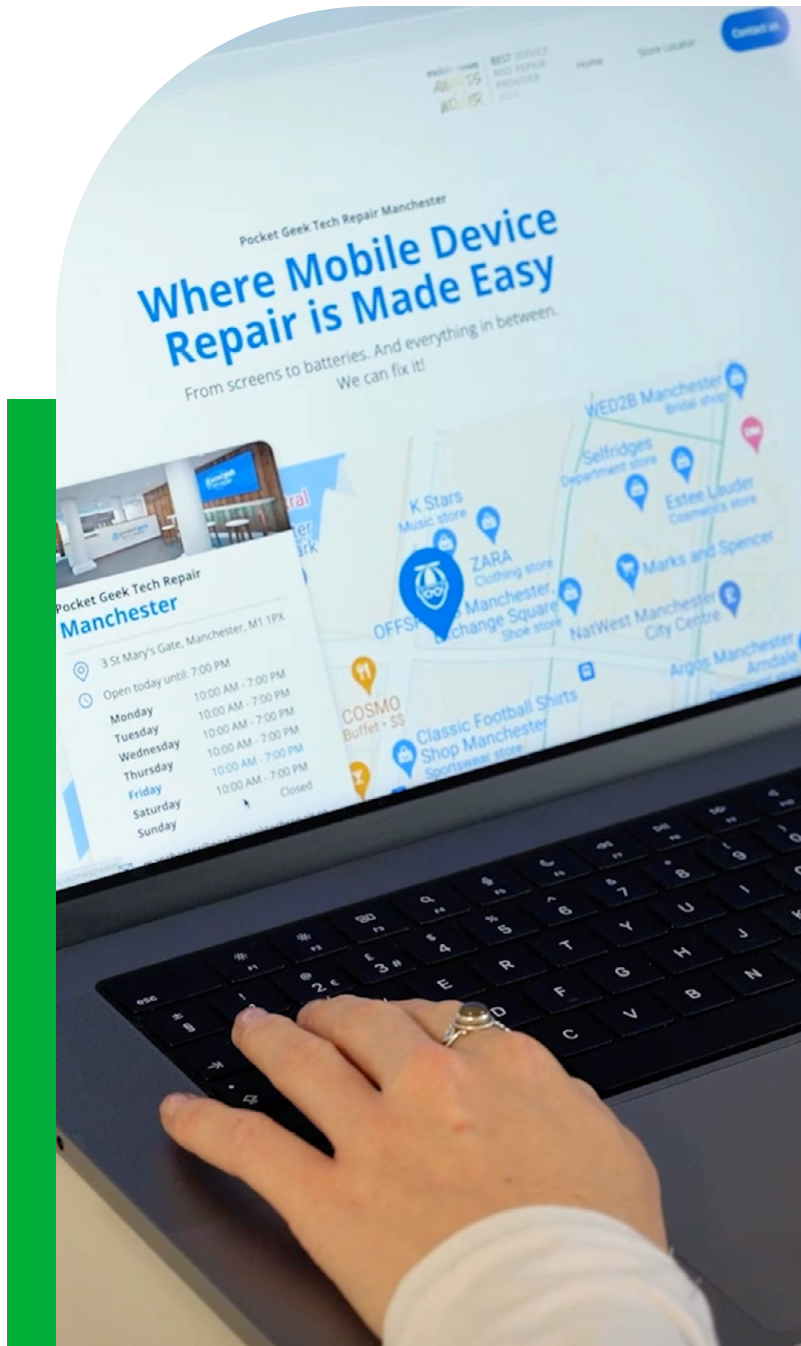
Assurant Carbon IQ<sup>SM</sup> provides an intuitive platform for measuring, tracking, and optimizing carbon emissions associated with smartphones. Using advanced algorithms and real time data integration, it harnesses the power of AI to collect, analyze, and provide personalized assessments of smartphone lifecycle programs and their impact, from manufacturing through end-of-life, calculating carbon emissions associated with each stage of the life cycle. By giving this holistic view, it can be used to inform and educate customers on their buying decisions and the options they have to help the environment.



**At Assurant, circularity should not be an afterthought. We are committed to providing a sustainability solutions suite as part of our product offerings."**

**Rebekah Griffiths**

VP, PRODUCT MANAGEMENT & STRATEGY,  
CONNECTED LIVING BUSINESS



## Device Lifecycle Solutions

Our global network of full-service Device Care Centers (DCCs) leverage state-of-the-art technology such as robotics and AI to streamline processes and ensure safety for mobile device trade-in, upgrade, and repair every day. These centers include innovative, proprietary technologies developed in-house for high throughput device processing; a range of light touch through full repair and refurbishing with OEM- certified processes; and disposition services through our proprietary sales platform and global buyer network for asset value recovery.

Our DCCs maximize efficiency and strengthen our entire value chain. In 2023, Assurant's programs have helped support the global economy by putting over \$3 billion back into the pockets of consumers in exchange for their used devices, diverted over 4,200 metric tons of electronic waste from landfills<sup>1</sup>; and avoided approximately 1.16M metric tons of CO<sub>2</sub> emissions<sup>2</sup>.

- Through our Certified Pre-Owned program, Assurant procures smartphones, tablets, and wearables directly from the world's largest carriers, retailers, and OEMs through their trade-in, buyback, and return programs. Providing our partners with the ability to offer CPO devices gives them the opportunity to participate in the circular economy.
- In 2023, our global network of DCCs repaired, replaced, and shipped more than 17 million devices, and helped bring improved connectivity to millions. These centers use AI-driven repair and replacement systems to fix or replace damaged tech as quickly as the same day.

- Our Trade-in and Upgrade programs bring devices back into the ecosystem and get them ready for a second, or even third, life. These programs are major contributors to Assurant's leadership in sustainability in the secondary mobile marketplace and align with several UN Sustainable Development Goals.

# 100% in the U.S.

physical destruction of end-of-life devices achieved through an R2v3-certified downstream vendor supply chain

# 1.85 million

mobile devices recycled in 2023

### Tracking Our Progress - Circularity

Metric	2021	2022	2023
Mobile Devices Recycled	1.9M	1.7M	1.85M
Mobile Devices Repaired/Resold	20.6M	22.6M	22M
Mobile device repurposing - E-waste landfill avoidance <sup>1</sup>	4,200 MT	4,300 MT	4,200 MT
Mobile device repurposing - avoided CO <sub>2</sub> emissions <sup>2</sup>	1.13M MT	1.24M MT	1.16M MT

## The Growing Demand for Refurbished Devices

According to Assurant's Connected Decade report published in June 2023, the legacy of the pandemic has spurred technology usage that shows no sign of slowing down. In 2022, there was a 39 percent increase in those who said they regularly use their connected products. 2022 marks the third consecutive year where usage has increased.

As device usage grows, so do the number of people who have a greater desire to be more sustainable. The research showed that:

- 35 percent of consumers were highly interested in buying a refurbished device.
- 48 percent of consumers were highly or somewhat likely to pay an optional monthly fee that would contribute to a greener and more responsible tech industry.

<sup>1</sup> An average of 0.193 kg is used per device.

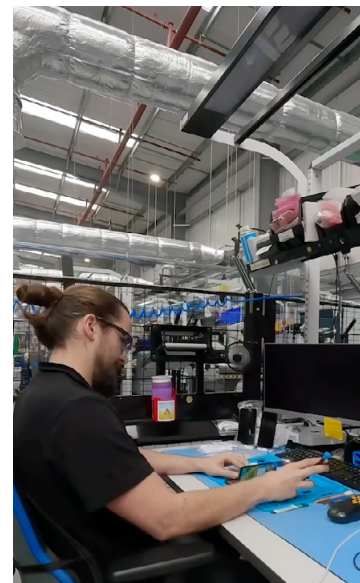
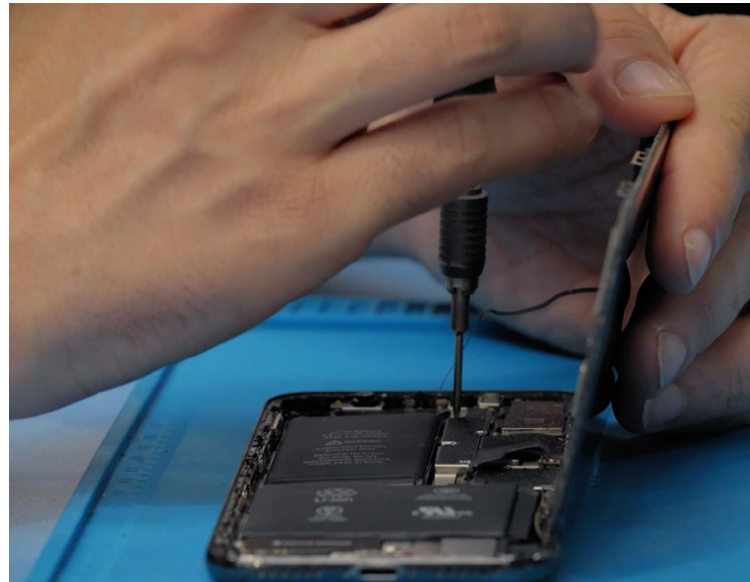
<sup>2</sup> Average CO<sub>2</sub> footprint of 55 kg per device, including initial production and new device transport minus refurbishment and preowned device transport emissions.

## Assurant EcoPhone™

The Assurant EcoPhone™ is more than a refurbished cell phone — it is a sustainable solution that gives a second life to refurbished smartphones. The EcoPhone is more environmentally-friendly than buying a new one, and our equipment is rigorously controlled to ensure the high-quality of its operation, aesthetics, and battery life.

Benefits include:

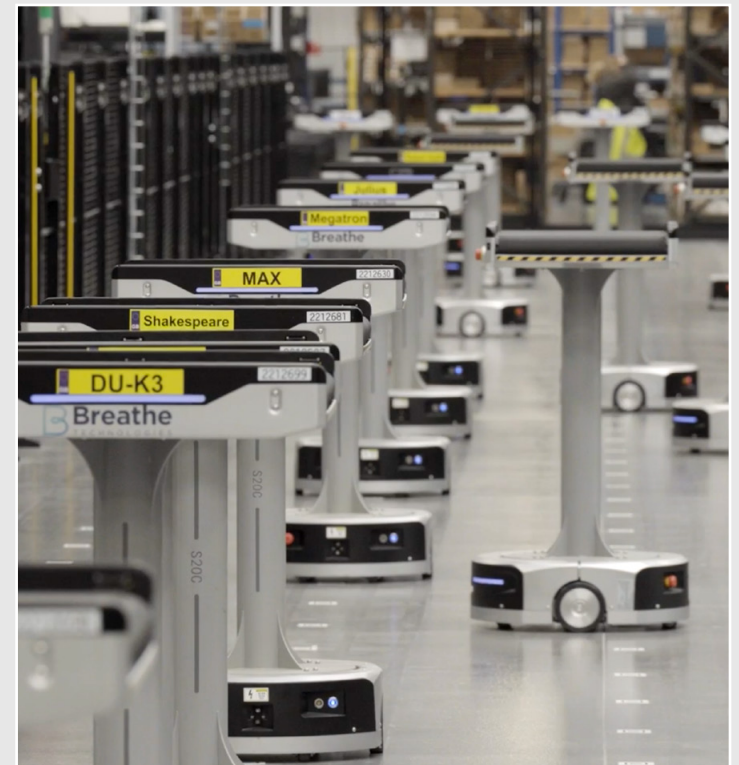
- Lower cost
- Good for the environment
- Eco-friendly packaging
- Built, tested, and certified using a high-quality process
- Sustainable packaging
- 12-month warranty



### LOOKING AHEAD

We will continue to embed circularity into our operations and our products. Our 2024 goals include:

- Evaluating commitments to set future sustainability goals.
- Building upon our existing U.S. practices of partnering with R2-certified facilities and pursue handling devices by an R2 or E-Stewards-certified facility globally.
- Growing the reporting and environmental impact insights within the Connected Living portfolio.
- Pursuing sustainable packaging use globally.
- Expanding Assurant Carbon IQ<sup>SM</sup> beyond mobile devices, such as smartwatches and wearables.
- Paving the way towards a more focused sustainable solutions suite as part of our product offerings.



# A Stable Climate

Across our enterprise, we seek to integrate our sustainability efforts into our long-term strategy, global business operations, and product and service offerings, and to work within our operations and with our partners to minimize negative environmental impacts.



Our Stable Climate commitments relate to the United Nations Sustainable Development Goals 7, 11, 12, 13, and 17.



**In This Section**

[Climate, Energy & Emissions »](#)

[Responsible Investing »](#)

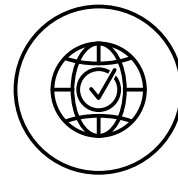
# Climate, Energy & Emissions

Climate is one of Assurant’s three key Sustainability Strategic Priorities, and it includes the physical risks and impacts of climate change and those associated with the transition to a lower-carbon economy.

Addressing the business, workforce, and supply chain risks associated with climate change — including more frequent extreme weather events, such as flooding, drought, and rising temperatures over time — is essential to what we do. As a responsible business and trusted partner, we play a critical role in providing protection to our clients and end-consumers from the negative effects of climate change. Assurant’s ability to adapt to impacts of climate change across our value chain, including supply chain, distribution, communities, and employees, is essential to our purpose and our values. Operationally, we ensure facilities adhere to sustainability practices, such as reducing waste, as we work toward carbon neutrality.

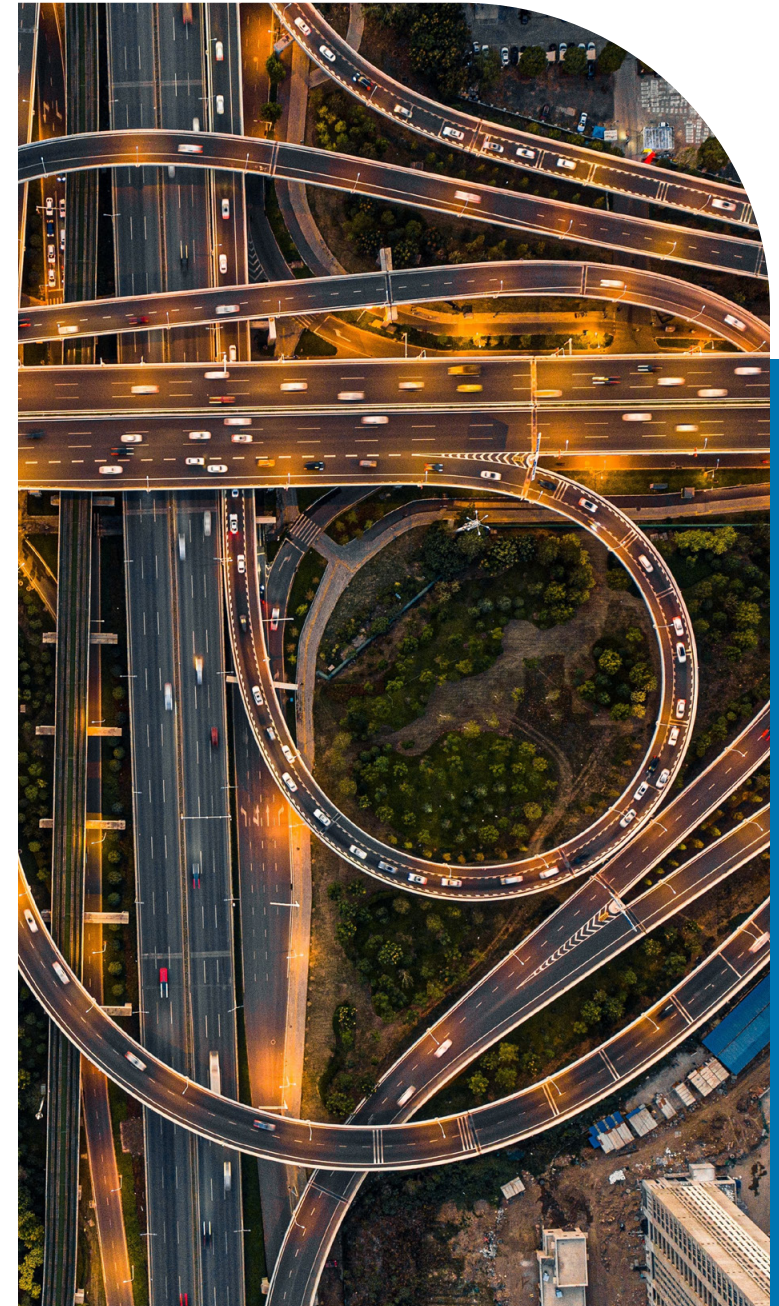
With a long history of evolving our products and services to align with changing needs, Assurant is well-positioned to adapt to a net zero economy. We continue to develop our strategy to reduce our climate impact, support our clients in achieving their climate commitments, and create long-term value for our employees and other stakeholders.

In 2024, we are assessing new long-term climate targets to further integrate climate solutions into our business model, operations, and supply chain, as well as enhance our climate risk management framework.



## CLIMATE AT A GLANCE

**Our Goal:** As a responsible business and trusted partner, we play a critical role in providing protection to our clients and end-consumers from the negative effects of climate change. We will set ambitious targets to reduce our climate impact, support our clients in achieving their climate commitments, and create long-term value for our employees and other stakeholders. We are in the early stages of our climate journey, and are moving toward integrating climate-related strategies across our business.





## Renewable and Energy Efficiency Investments in Our Facilities

- In 2024, commissioned a new Solar PV system comprised of 577 panels at our state of the art Device Care Center in the U.K.
- Atlanta LED Lighting Upgrade. Estimated 90,360 annual kWh reduction, approximately 63 MT CO<sub>2</sub>e emissions
- Springfield LED Lighting Upgrade. Estimated 533,000 annual kWh reduction, approx. 366 MT CO<sub>2</sub>e emissions

## B

Rating for the Climate Change Questionnaire and the CDP Supplier Engagement Rating

## EcoVadis Silver

Rating, with above average industry scoring on Environment and Labor and Human Rights matters

## Making Progress Toward Climate Ambitions

We continuously assess the physical risks and impacts of climate change, and those associated with the transition to a lower-carbon economy, across our operations. In 2023, we made progress toward our climate ambitions, maintaining a “B” rating for the CDP climate change questionnaire for the sixth consecutive year and achieving a “B” CDP Supplier Engagement Rating. The latter is a significant improvement from previous years, and is driven by enhancements we have made to engage our supply chain through our supplier sustainability assessment practices.

In the process of defining our climate ambition, we renewed our focus on data and metrics to set a strong foundation for the work ahead. This included completing our impact-based ESG prioritization assessment in 2023, which helped us identify our [Sustainability Strategic Priorities — Climate, Circularity, and DE&I](#). We also refreshed our Climate Risk Assessments and are further enhancing our Climate Risk Management Framework, which includes governance, risk assessment, data metrics, scenario analysis, and disclosure. Learn more in our [Task Force on Climate-Related Financial Disclosures \(TCFD\) report](#).

We continued to advance our global emission calculation practices, which help us reflect our meaningful results in reducing our environmental impact. Currently, we calculate all Scope 1 and 2 emissions, and have calculated the GHG emissions associated with all Scope 3 categories that are relevant to our business. These relevant Scope 3 categories include our investment portfolio necessary to support the

returns for our insurance business, purchased goods and services, use of sold products, and downstream transportation and distribution, primarily associated with our mobile business.

As part of our continuous efforts to enhance the way we track and report Scope 1 and 2 emissions globally — in line with our digital-first approach — we implemented an automated process for understanding emissions across various sites. The solution helps us use data that will lead to a greater and more timely understanding of our enterprise-wide GHG emissions, which is important to guide our decision making and to assess our program towards our current 40 percent Scope 1 and 2 GHG emissions reduction target.

We seek third-party limited assurance verification annually on our Scope 1, Scope 2, and Scope 3 emissions<sup>1</sup>, excluding investment portfolio emissions, and for the second year in a row verified our enterprise energy consumption data. The third-party 2023 verification statement can be found on our [website](#). For 2023 GHG emissions, we have started the third-party verification process for our Scope 3 investment portfolio emissions, which we anticipate completing in advance of our 2024 CDP submission. In 2023, we reduced our Scope 1 and 2 (market-based) GHG emissions by more than 5 percent year-over-year. This reduction is primarily due to our ongoing real estate footprint optimization as we look to use our facilities more strategically and efficiently, our continued investments in energy-efficient facilities, and our continued focus on improving our enterprise sustainability data management and collection practices in 2023.

<sup>1</sup> Scope 1 emissions are direct GHG emissions from sources controlled by Assurant, such as use of fossil fuels in vehicles or furnaces. Scope 2 are indirect GHG emissions associated with purchased energy, such as electricity generated off site. Scope 3 are indirect GHG emissions that occur upstream and downstream in Assurant's value chain.

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

Metric	2021	2022	2023
<b>GHG Emissions (Metric Tons CO<sub>2</sub>e)</b>			
Scope 1	2,132	1,505	1,342
Scope 2			
Location-based	14,670	13,447	12,192
Market-based	14,973	13,469	12,792

### Scopes 1 and 2 GHG Emissions (Metric Tons CO<sub>2</sub>e)

Scopes 1 and 2 <sup>1</sup> (Market-based) Total	17,105	14,974	14,134
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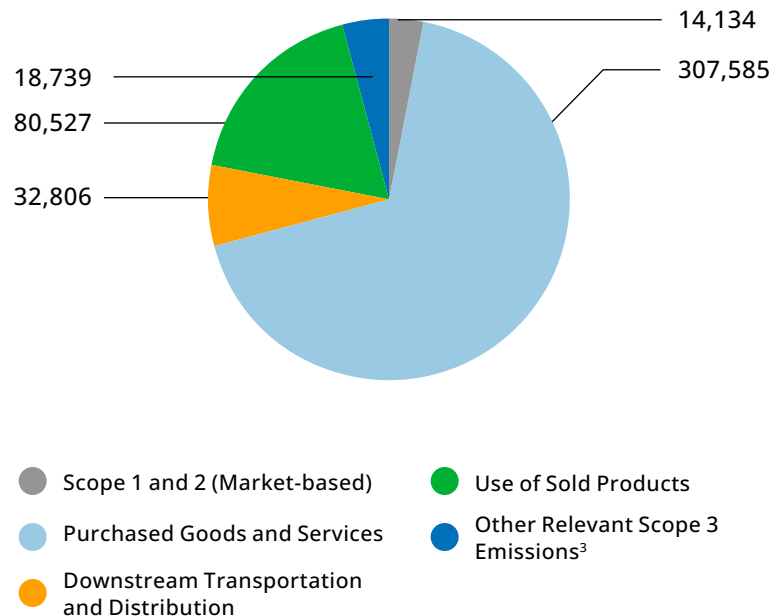
### Scope 3<sup>1</sup> GHG Emissions (Metric Tons CO<sub>2</sub>e)

Purchased Goods and Services	228,495	289,882	307,585
Capital Goods	6,292	4,131	3,008
Fuel and Energy-related Activities	860	675	686
Upstream Transportation and Distribution	4,623	6,048	4,819
Waste Generated in Operations	622	955	1,628
Business Travel	1,631	2,999	2,406
Employee Commuting	3,240	4,478	3,342
Downstream Transportation and Distribution	51,738	51,467	32,806

<sup>1</sup> 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 2023. The verification letter for 2023 can be found [here](#).

Metric	2021	2022	2023
Use of Sold Products	97,732	95,779	80,527
End-of-life Treatment of Sold Products	277	272	229
Downstream Leased Assets	N/A	213	283
Franchises	3,055	2,612	2,338
Investment Portfolio <sup>2</sup>	2,547,309	2,284,121	—

## GHG EMISSIONS (METRIC TONS CO<sub>2</sub>e)



<sup>2</sup> Calculation and verification for 2023 Category 15 Investment Portfolio is in process and we expect to complete in advance of our 2024 CDP submission. Assurant's 2022 Investment Portfolio emissions included 77.5 percent investment portfolio coverage.

<sup>3</sup> Assurant's Scope 3 Category 15 Investment Portfolio GHG emissions are not included in this chart.

## LOOKING AHEAD

Our objective is to shift to longer-term ambitious climate targets to reduce our climate impact, support our clients in achieving their climate commitments, and create long-term value for our employees and other stakeholders. In 2024, we plan to continue evaluating the following commitments:

- Increase sourcing of renewable energy at our Device Care Centers.
- Long-term targets for Scope 1, Scope 2, and investment portfolio GHG emissions.
- Establish a climate-related Risk Management Framework at the enterprise level.
- Work towards a CDP "A" score.
- Continue strong sustainability governance, including routine engagement with leadership and the Board.



## Sustainable Products

At Assurant, we have a long history of applying leading-edge innovation to develop new products and services that find solutions and meet consumer needs. One example is our critical role in protecting homes in catastrophe-prone areas in the U.S., whether that is through our policyholders or through our community giving.

We are seen as an industry leader in incubating and bringing to market innovative solutions in other ways. This is certainly true when it comes to sustainable solutions that address climate change, such as Assurant EV One Protection<sup>SM</sup>, an Electric Vehicles (EVs) and Plug in Hybrid Electric Vehicles (PHEVs) protection product available to sell in 12 countries globally. EV sales are forecasted to surge in the upcoming years, and we are poised to adapt to the growing presence of EVs for customers by expanding our offerings.

We have taken an agile and disciplined approach to these products and services because we believe that developing scalable solutions faster and more efficiently has the greatest impact. This philosophy is what has made us an industry leader, and continues to motivate us now and into the future.

Expanding into spaces like EVs that promote sustainability and serve our business further underscores the importance of our innovative culture and forward-thinking mindset.

Assurant EV One Protection<sup>SM</sup> offers the following:

### Comprehensive Protection

EV One Protection covers mechanical breakdowns and some wear items that are not covered by the factory warranty, plus repair costs in the event of a mechanical breakdown.

### Customized Protection

EV One Protection is tailored to EVs and PHEVs regardless of technology or brand.

### LOOKING AHEAD

In 2024, we'll add new product offerings under the EV One brand, such as EV Charging and EV One Prepaid Maintenance. In addition, we'll continue to find ways to embed sustainability into the design and development of products and services to meet demand and expand our offerings.



# A visual guide to the vehicle car parts included with EV One

## EV SYSTEM

- Battery Management System
- Body Control Module
- Charger and Trickle Charge Cable
- Charge Connector
- DC/AC Inverter
- DC/DC Converter
- Electric Motor/Motors
- HID Lamps and Lenses
- Key Cards
- Lithium Ion/Traction Battery
- Onboard Charger
- Reduction Gear
- Regenerative Braking System
- Software Updates (as part of a valid claim)
- Traction Motor Inverter
- Thermal Management System
- Vehicle Control Module
- Wiring Harnesses and Terminals (if integral)

## ELECTRICAL

- Air Conditioning
- Electric Window Motors
- Electrical System
- ICE/Multimedia/Touchscreen Display

## ENGINE (HYBRIDS ONLY)

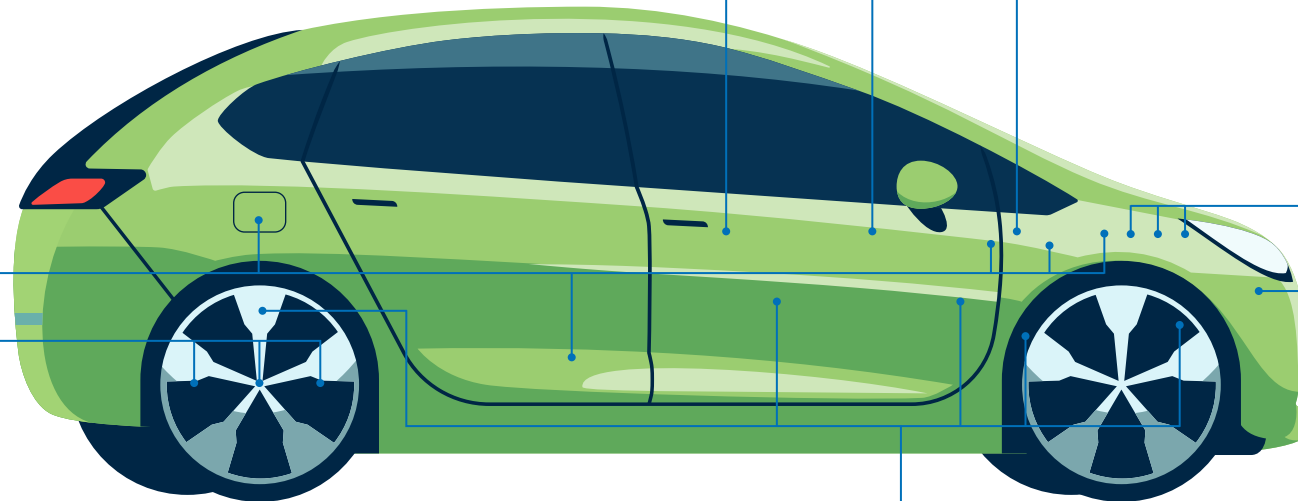
- Casings
- Cooling Fan Motor
- Cooling System
- ECUs
- Engine
- Fuel System
- Oil Seals and Gaskets
- Timing belts
- Turbocharger

## DRIVELINE

- Anti-roll Bars
- Braking System
- PAS Rack
- Suspension and Steering
- Tension Bars
- Wheel Bearings
- ABS

## TRANSMISSION

- Automatic Gearbox
- Clutch
- Continuously Variable Transmission
- Differential
- Manual Gearbox
- Torque Converter



# Responsible Investing

At Assurant, our deeply-held values guide the way we support our customers, work with others, and strengthen the communities where we operate. Our commitment as a responsible corporate citizen includes investing responsibly and in ways that create a more connected and sustainable world. In order to do so, we consistently integrate sustainability factors and socially responsible standards into our investment strategies.

## Our Commitment

As defined by our [Responsible Investing Commitment](#), we screen our investments for sustainability factors. Within our fixed maturity portfolio, we restrict 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.

The investment portfolio also limits exposure to issuers with ties to controversial weapons, United Nations Global Compact violators, and issuers without female representation on their Boards of Directors.

We continue to increase transparency for our stakeholders. For example, in 2023 we enhanced our disclosure of investment-related GHG emissions within the CDP, a sustainability and carbon disclosure rating system, to include a breakdown of emissions by geographic region, and plan to seek limited assurance verification for 2023 Category 15 Investment Portfolio in advance of our 2024 CDP submission.

Industry	Portfolio emissions <sup>1</sup>
Communication Services	22,250
Consumer Discretionary	243,250
Consumer Staples	65,177
Energy	487,227
Financials	101,658
Health Care	23,484
Industrials	263,115
Information Technology	35,273
Materials	206,686
Real Estate	308,045
Utilities	309,447
Other	218,509

Region	Portfolio emissions <sup>1</sup>
Asia Pacific	111,266
Europe, Middle East, and Africa (EMEA)	420,996
Latin America (LATAM)	10,255
North America	1,741,604

<sup>1</sup> Absolute portfolio emissions (tCO<sub>2</sub>e).





## Responsible Investing Governance

Since 2020, we have leveraged the expertise of highly qualified third-party investment management firms that work with Assurant on sustainability 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, and proposes and implements approved investment policy changes — including the review of ESG screening factors that align with Assurant’s ESG framework. The CIO provides oversight to the teams of external investment managers who, in accordance with our investment management agreements and investment guidelines, are responsible for investing our assets. These teams of investment managers integrate ESG-related research into their overall credit research and risk oversight process.

The Assurant Investment Committee (AIC), composed of management such as the CEO, CFO, Treasurer, CIO, Risk Management, and other key business leaders, oversees action towards 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. Our CIO, together with the Assurant Investment Committee, provides management-level ESG investment oversight and provides regular updates to the Finance and Risk (F&R) Committee of the Board. The F&R Committee annually reviews and approves the Investment Policy and Procedures of Assurant.

# 77.5%

of assets covered by our Responsible Investing practices

### LOOKING AHEAD

We will continue to find ways to integrate sustainability into our investment strategy and respond to the changing market.



# Responsible Business

At Assurant, we adhere to unwavering standards of integrity, ethics, governance, privacy, and information security. We do this through strong corporate governance practices, ethics and compliance training and development, deep investments in cybersecurity, and carefully managing risk across the enterprise. With a focus on transparency, compliance with policies and procedures, and a skilled Board that brings a unique skill set and expertise, we solve tough challenges with integrity.



Our Responsible Business commitments relate to the United Nations Sustainable Development Goals 16 and 17.



## In This Section

[Governance »](#)

[Ethics and Compliance »](#)

[Data Security, Privacy, and Cybersecurity »](#)

# Governance

Transparency and honesty are the foundation of Assurant's long-standing client relationships and crucial for continued success. This starts with strong governance across the enterprise to ensure oversight and accountability, critical factors to delivering on Assurant's value proposition, maintaining client trust, and reaching our goals.

## Sustainability and Governance

At Assurant, our Board, Management Committee (MCOM), and global workforce understand the importance of our sustainability initiatives in supporting the successful execution of our long-term strategy. Underpinning our commitments to integrate sustainability considerations into our business approach, including responsibly advancing our DE&I, Climate, and Circularity ambitions, is oversight at our Board and Management level.

The Board directly oversees sustainability matters relating to Assurant's strategy and related initiatives. Our President and CEO, together with our Chief Operating Officer and Senior Vice President, Global Communications and Sustainability, set the direction of our sustainability strategy in collaboration with the MCOM. The Nominating and Corporate Governance Committee of the Board has ultimate oversight responsibility for how the company manages sustainability, and coordinates with other committees of the Board to oversee specific ESG matters within their purview. The Compensation and Talent Committee

oversees the significant human capital management programs of the Company, including Assurant's efforts and commitment to diversity, equity, and inclusion.

Our Sustainability Oversight & Action Committee (Committee), which is composed of select MCOM members and senior management across key functional areas and the business, meets quarterly to identify, develop, and set business-aligned sustainability strategies for long-term value creation. In 2022, the Committee approved Assurant's [Climate Action Policy](#), and our initial science-based 1.5°C aligned greenhouse gas emissions target to reduce our enterprise-wide Scope 1 and 2 GHG emissions by 40 percent by 2030 from a 2021 baseline.

In 2023, the Committee participated in 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 was used to identify, assess, and prioritize the sustainability topics that most impact Assurant's value, society, and the environment. The results of the assessment, which were reviewed by the Committee, reaffirm that our sustainability reporting areas are in line with evolving reporting standards and requirements.

In 2024, the Committee will remain focused on advancing and setting ambitions across our Sustainability Strategic Priorities.





## DE&I Governance

To increase representation and engagement of underrepresented groups within Assurant, our President and CEO and our MCOM provide leadership oversight, engagement, and accountability throughout Assurant’s global operations. Our Chief Operating Officer, together with our Senior Vice President, Global Communications and Sustainability, 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 programs that advance our enterprise DE&I strategy globally.

Our Board, MCOM, 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.

### The European ESG Advisory Group

Assurant created a European ESG Advisory Group (Advisory Group) in 2023, which was formed to coordinate our ESG strategies across our European operations, namely the U.K., France, and the Netherlands, each of which must meet varying regulations according to their location. The group, which includes leaders from across Assurant businesses and functions, helps us to coordinate and streamline efforts across these operations and across the multiple boards.

The purpose of the Advisory Group includes making collective decisions, validating projects, reviewing policies, and coordinating sustainability strategy. This is especially relevant because, in 2023, the European Union (EU) created legislation that requires EU businesses, including qualifying EU subsidiaries of non-EU companies, to disclose their environmental and social impacts and how these actions affect their business. The Advisory Group ensures alignment and best practices for these requirements.

The Advisory Group is an extension of Assurant’s Sustainability Oversight and Action Committee, developed to ensure that Assurant’s European business is able to drive European sustainability objectives while adhering to Assurant’s overarching sustainability strategy.



# Ethics and Compliance

As a B2B2C company that works with many leading brands, Assurant is held to extremely high standards of business ethics. Consistent with The Assurant Way, our conduct is built on the foundation of our uncompromising values: common sense, common decency, uncommon thinking, and uncommon results. A cornerstone of our program is maintaining a diverse, skilled Board with multisector, global expertise that champions strong governance practices.

Assurant's Ethics and Compliance program reflects internationally-recognized best practice standards and processes. The program is directed by our Global Ethics and Compliance Officer, who reports to the Chief Legal Officer and provides updates 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. We are proud to have been recognized for our efforts. In early 2024, we received a World's Most Ethical Company designation by Ethisphere, a global leader in defining and advancing the standards of ethical business practices — setting a standard for corporate citizenship for our peers and competitors.

## Code of Business Conduct and Ethics

Our reputation reflects a promise to our customers, shareholders, and to one another that we will act with honesty and integrity, and uphold the highest legal and ethical standards. The cornerstone of our compliance program, our [Code of Business Conduct and Ethics](#) (Code) helps to guide our actions and reinforces Assurant's commitment to integrity and ethical business conduct. Within our Code, we define our responsibilities and commitments, including those that address:

- Anti-bribery and anti-corruption.
- Avoiding conflicts of interest.
- Safeguarding our assets and responsibilities concerning accounting standards.
- Fair competition and antitrust.
- Commitment to preventing money laundering.
- Insider trading and our whistleblower programs.
- Commitment to prohibit discrimination and harassment within Assurant.
- Zero-tolerance commitments for threats or acts of violence in the workplace.

### The Ethisphere Methodology



According to Ethisphere, the World's Most Ethical Companies® assessment is grounded in its

proprietary Ethics Quotient®, an extensive questionnaire that requires companies to provide over 240 different proof points on their culture of ethics; environmental, social, and governance (ESG) practices; ethics and compliance program; diversity, equity & inclusion (DE&I); and initiatives that support a strong value chain.

That data undergoes further qualitative analysis by Ethisphere's panel of experts, who spend thousands of hours vetting and evaluating each year's group of applicants. This process serves as an operating framework to capture and codify truly best-in-class ethics and compliance practices from organizations across industries and from around the world.

# 14,935

employees received Code of Ethics training<sup>1</sup>

<sup>1</sup> Code training reflects mandatory employee new hire and annual refresher training, and is higher than our 2023 Global Headcount as it accounts for turnover throughout the year.

# Data Security, Privacy, and Cybersecurity

Assurant is committed to protecting the privacy and security of personal information and managing the associated risks. We foster a culture of data privacy protection through participation in, and continual improvement of, education and training programs and strong controls to safeguard customer, client, and employee data.

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.

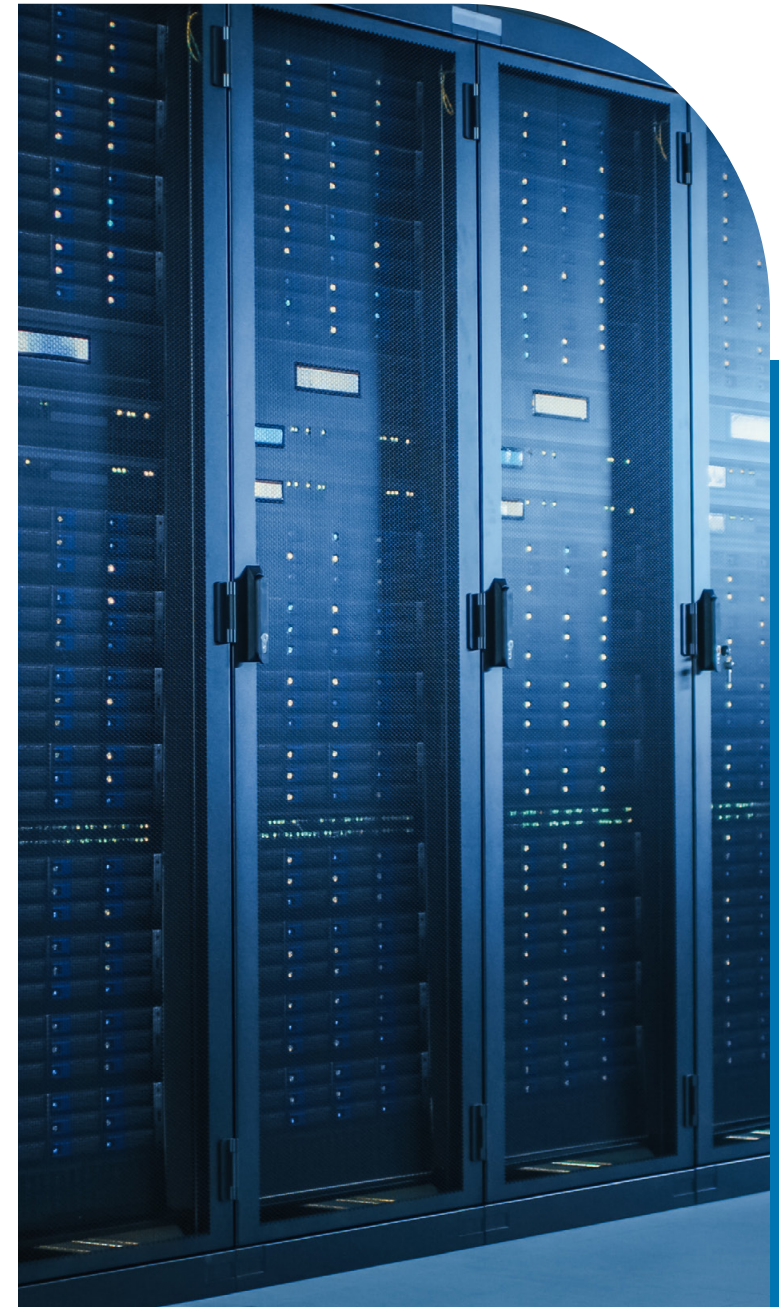
We are subject to a variety of laws and regulations in the U.S. and abroad regarding privacy, data protection, and data security. We mitigate risk through our rigorous programs designed to meet the requirements in this highly regulated area.

## Data Security

Assurant is committed to maintaining a secure environment that protects information assets from unauthorized use, modification, disclosure, or destruction, whether accidental or intentional. We follow 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, offensive security testing, and advisory services during technology initiatives.

## Data Privacy

Assurant earns trust and provides the best customer experience by embedding privacy principles into our operations. Our 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. Read Assurant's [Privacy Policy here](#).



## Our Privacy Commitments

At Assurant, we value the privacy of all our stakeholders, as reflected in our principles:

- 1. Transparency.** We are transparent about what personal information we collect, how we collect it, and how we use it.
- 2. Lawfulness.** We obtain personal information through lawful means and secure explicit consent to collect it where required by applicable law.
- 3. Data Minimization and Use Limitation.** We aim to collect only the personal information needed for a stated purpose. Stakeholders are notified before their personal information is used outside of a stated purpose, and explicit consent will be obtained where required by applicable law.
- 4. Protection.** We believe strong security is essential to protecting privacy and apply physical, technical, and administrative safeguards for this purpose, and we impose privacy and security obligations on the third parties with whom we share personal information.
- 5. Retention.** We retain personal information for as long as required for a business purpose or as otherwise required by applicable law or regulation.

The Global Privacy Office is led by our VP, Global Privacy Officer & Privacy Counsel, who reports to our Global Ethics and Compliance Officer. It collaborates with internal stakeholders to protect the personal information of our clients, consumers, employees, and business partners in line with Assurant’s commitment to helping people thrive in a connected world. Across the enterprise, the Global Privacy Office promotes privacy awareness and provides our employees with the necessary tools and information to ensure that privacy remains a top priority at Assurant.

Here are a few highlights of our data privacy program:

- Require global data privacy training and attestation for all employees during new hire onboarding and through annual refresher training.
- Apply Privacy by Design processes to solution development (technology, products, initiatives) to promote and assess data protection principles from the start. Privacy by Design ensures that privacy and data protection are a key consideration in the development of all products and solutions through the entire lifecycle, rather than being an afterthought in the process.
- Leverage internal audits to monitor and measure the effectiveness of our data privacy programs and their adherence to regulatory requirements. This audit process provides us with the means to identify data privacy improvement opportunities.
- Utilize 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.



Protecting personal and other confidential information is critical to establishing and preserving the trust of our stakeholders. Assurant’s Privacy Program leverages tools and technology to help safeguard privacy and reduce privacy-related risk by embedding privacy-centric thinking early on in initiatives, promoting employee awareness, identifying trends, addressing high risk activity, and promptly assessing and responding to privacy incidents.”

Liz O’Brien

VP, GLOBAL PRIVACY OFFICER & PRIVACY COUNSEL

### Tracking Our Progress — Privacy and Data Security<sup>1</sup>

Metric	2021	2022	2023
Privacy Training	15,945	14,775	14,409
Data Security Training	13,625	14,703	14,783
Security Audits Completed	222	206	266
Third-party Vendor Assessments	1,015	897	546

<sup>1</sup> Privacy and Data Security training reflect mandatory employee new hire and annual refresher training and accounts for turnover throughout the year.

# 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. Our Assurant Information Security Management System (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 U.S. 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, ISC2, 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.

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. The 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 Information Security Committee meets quarterly and ensures the alignment of our security program to our business objectives. Our process is subject to oversight by the MCOM and the Board. The Board conducts a review of cybersecurity annually, with updates at least quarterly to the Information Technology Committee of our Board.

The Information Technology Committee is responsible for oversight of information technology risk assessment and risk management. This includes oversight of cybersecurity policies and controls, as well procedures such as how 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. In fulfilling its responsibilities, it has the authority to retain external advisors.

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 an employee attestation. In addition, we have certified data security internal incident responders who leverage comprehensive documented technical response processes for incident management, such as 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 2023, we completed over 250 information security audits.

In addition, 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. In 2023, we completed over 500 third-party IT vendor assessments.

# 95%

of required employees that completed information security training in 2023

# Appendix



# 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

### a) Board Oversight

CDP Section Alignment<sup>1</sup>: 4.1.2

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 risks. The Board reviews management's assessment of the company's key enterprise risks, including climate-related risks, and receives a corresponding risk management update annually including management's strategy with respect to each risk. The Nominating and Corporate Governance Committee (NCGC) coordinates Board and committee oversight of key enterprise 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 at least quarterly 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, 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 reports at least quarterly from the Chief Marketing and Risk Officer (CMRO) 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 NCGC has ultimate oversight responsibility for how the company manages sustainability, and the Chief Operating Officer (COO) and Senior Vice President, Global Communications and Sustainability provide regular updates to the NCGC. 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 multi-year sustainability 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 Science Based Targets initiative standard, as well as a summary of key levers expected to achieve the target, was reviewed with the NCGC in 2022, and progress toward the goal is reviewed with the Board at least annually. In 2023, Assurant reviewed the results of its updated impact-based environmental, social, and governance (ESG) prioritization assessment with the NCGC, which identified climate as a high-priority topic for the enterprise. 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. Beginning in 2023, Assurant enhanced the list of skills and experience that the company believes are important for the Board to have to include sustainability.

### b) Management Role

CDP Section Alignment: 4.3 & 4.3.1

The CMRO, COO, and Chief Financial Officer (CFO), 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, Global Communications and Sustainability, who reports directly to our COO, in collaboration with the CMRO, oversees climate-related risk from a management perspective.

Overall risk management is the responsibility of the CMRO, who leads the Global Risk Management function that coordinates our risk management activities. The company's risk management framework cascades downward into the enterprise through various management committees. The risk governance structure is headed by the management-level Enterprise Risk Committee (ERC), comprised of the CEO, the CFO, the CMRO, the Chief Legal Officer, the Treasurer, the Chief Internal Auditor, the Global Ethics and Compliance Officer, and other members of the risk leadership team. The ERC reviews Assurant's key enterprise risks, the alignment to Assurant's risk appetite, and the mitigation and remediation plans for these risks.

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 ERC, and subsequently the F&R Committee of the Board. Quarterly updates from the CMRO 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.

<sup>1</sup> CDP section alignment references throughout the TCFD reflect CDP's updated Climate Change questionnaire formatting.

## b) Management Role (continued)

### CDP Section Alignment: 4.3 & 4.3.1

Our President and CEO, together with our COO and Senior Vice President, Global Communications and Sustainability, set the strategic direction of sustainability-related matters, including climate-related issues, in collaboration with the Management Committee as well as other leaders and subject matter experts. To identify and prioritize key sustainability matters for integration into the sustainability 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 Sustainability 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. Since 2021, our Senior Vice President, Global Communications 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 \$8.22 billion-dollar investment portfolio, excluding cash and cash equivalents, as of December 31, 2023. This committee is comprised of a cross section of internal stakeholders that are empowered to identify and incorporate ESG matters 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.

In 2022, Assurant enhanced its climate-related governance process and finalized its Sustainability Oversight and Action Committee ("Sustainability Committee"), which is comprised of select Management Committee members and senior management across key functional areas to provide oversight of the company's business-aligned sustainability strategy.

The Sustainability Committee meets at least quarterly and fulfills its responsibilities by (i) providing the relevant sustainability oversight required to identify, develop, and set business-aligned sustainability strategy for long-term value creation; (ii) establishing the enterprise sustainability position and view for sustainability policy, standards, requirements, disclosures, and mandates; (iii) providing recommendation and approval for enterprise sustainability initiatives that advance Assurant's sustainability strategy; and (iv) supporting the integration of enterprise-wide sustainability strategy throughout the organization. On a semi-annual basis, the Sustainability Committee leadership provides updates to the Management Committee.

In 2022, Assurant leveraged the Sustainability Committee to develop and approve its 40 percent Scope 1 and 2 GHG target and its enterprise Climate Action Policy. In 2023, Assurant completed 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 was used to identify, assess, and prioritize the sustainability topics that most impact Assurant's value, society, and the environment. The results, which were validated by the Sustainability Committee, reaffirmed that our sustainability reporting areas are in line with evolving reporting standards and requirements, and identified climate as a high-priority topic.



## Strategy

### a) Climate-Related Risks and Opportunities CDP Section Alignment: 2.1, 2.4, 3.1, 3.1.1, 3.6 & 3.6.1

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 EBITDA, capital position) and non-financial criteria (including potential for harm to our customers, 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 taking into account 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 being beyond that.

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

Key climate-related risks facing Assurant span both transition and physical risks, including:

Driver	Value Chain	Risk Description	Characteristics	
<b>Physical Risk</b>				
<b>Acute</b>	Insurance underwriting portfolio	Our insurance operations expose us to claims arising from weather-related catastrophes. Changing weather patterns and climate change have increased the unpredictability, frequency, and severity of weather-related events, such as wildfires, hurricanes, floods, and tornadoes, particularly in coastal areas such as Florida, California, and Texas, and may result in increased claims and higher catastrophe losses, which could have a material adverse effect on our results of operations and financial condition.	Time Horizon:	Long-term
			Likelihood:	Likely
			Impact:	Medium-high
<b>Acute and Chronic</b>	Insurance underwriting portfolio	Because Global Housing's lender-placed insurance products are designed to automatically provide property coverage for client portfolios, our exposure to certain catastrophe-prone locations, such as Florida, California, and Texas, 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 and increase our costs.	Time Horizon:	Medium-term
			Likelihood:	Likely
			Impact:	High
<b>Acute and Chronic</b>	Insurance underwriting portfolio	The availability and cost of reinsurance are subject to prevailing reinsurance market conditions, which have been, and in the future may continue to be, adversely impacted by: the occurrence of significant reinsured events, including catastrophes, or expectations regarding increased occurrences of such events due to climate change; and other impacts on reinsurers' capital, such as increased demand for coverage driven by inflation, a volatile investment market or unforeseen litigation costs. Rates charged by reinsurers increased significantly in 2023. In April 2024, we consolidated our main reinsurance purchases into a single placement date. This simplified placement process, coupled with the exit of our international property, is expected to yield modest overall cost savings in 2024. In the future, we may not be able to obtain reinsurance coverage for some of our businesses at commercially reasonable rates or at all. In such a situation, we might be adversely affected by state and other regulations that prohibit us from excluding catastrophe exposures or from withdrawing from or increasing premium rates in catastrophe-prone areas. In addition, we may not be able to renew our current reinsurance facilities or obtain other reinsurance facilities in adequate amounts at favorable rates and with favorable terms. The inability to obtain reinsurance at favorable rates or at all could cause us to reduce the level of our underwriting commitments, take more risk, hold more capital, or incur higher costs. Any of these developments could materially adversely affect our results of operations and financial condition.	Time Horizon:	Medium-term
			Likelihood:	Likely
			Impact:	High

Driver	Value Chain	Risk Description	Characteristics
<b>Transition Risk</b>			
<b>Policy and Legal</b>	Insurance underwriting portfolio	In our Global Automotive business, we provide coverage against vehicle mechanical and electrical breakdown. Globally, there is a policy and regulatory drive away from internal combustion engines (ICE) and towards low or zero emission vehicles, alternative transportation fuels, and micro-mobility solutions. These changes may in time limit and eventually end the production, resale, and use of ICE vehicles and therefore the market for Assurant's Global Automotive products. In addition, in the transition to electric and alternative fuel vehicles there are still many unknowns in how this affects Assurant's product, including impact to claims, attachment rate, and potential changes in sales practices.	Time Horizon: Long-term Likelihood: Likely Impact: High
<b>Reputation</b>	Direct operations	General changing market/societal sentiment towards climate and ESG considerations are increasing pressure on firms from investors, employees, clients, and prospects to measure, disclose, and act on climate risk and broader ESG considerations.  Failure by Assurant to set appropriate targets and to execute strategies to reduce its own carbon emissions in line with current or future regulatory obligations or market and consumer expectations may lead to reputational damage, exposure to regulatory prosecution, or civil litigation.	Time Horizon: Medium-term Likelihood: About as likely as not Impact: High

With Assurant's role in protecting clients and consumers against climate changes, a number of opportunities arise including:

Driver	Value Chain	Risk Description	Characteristics
<b>Physical Risk</b>			
<b>Products and Services</b>	Insurance underwriting portfolio	Assurant has the opportunity to play a key role in the transition to a lower-carbon, more resilient, and sustainable global economy through expanded service offerings and thought partnership with clients, industry associations, and regulators. This includes providing more sustainable services and coverage options to clients and end-consumers that are financially attractive and are within existing strategy.  The transition from internal combustion engine vehicles to low and zero emission vehicles is an opportunity where Assurant can create new and innovative products to both support that transition and expand new revenue opportunities and markets.	Time Horizon: Short-term Likelihood: Likely Impact: High
<b>Products and Services</b>	Insurance underwriting portfolio	There are significant strategic, financial, and reputational benefits, particularly from a client perspective, if Assurant is seen as enabling resource efficiency, sustainable consumption, and innovative circular economy processes. This is particularly relevant for Assurant's mobile device refurbishment offerings through its Connected Living business, where there are opportunities around purchasing used devices via trade-in and extending device lifecycles. Assurant's role in the refurbishment and insurance ecosystem could lead to a reduction in e-waste and related environmental impacts (e.g., reduced extraction of raw minerals) through the promotion of more sustainable consumption patterns, extended life of consumer products, and growth of Assurant and business partners' mobile phone refurbishment service and processes.	Time Horizon: Short-term Likelihood: Very likely Impact: High

Driver	Value Chain	Risk Description	Characteristics
<b>Physical Risk (continued)</b>			
<b>Resource efficiency</b>	Direct operations	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. By refurbishing mobile devices instead of simply providing replacements or selling components, we create a win-win-win for our business (reduced costs), clients (reduced costs and quick repair for their customers), and environment (decreased waste).	Time Horizon: Medium-term Likelihood: Likely Impact: Medium-high
<b>Products and Services</b>	Insurance underwriting portfolio	Assurant plays a critical role in helping clients and end-consumers protect their essential assets from the negative effects of climate change and natural disasters. There is the opportunity to help clients, end-consumers, and Assurant's own employees become more resilient to the physical impacts of climate change by providing or contributing to resources and infrastructure for disaster preparedness and response including, for example, supporting new regulations and building codes that mitigate climate risk. This will be particularly critical for high-risk areas such as Florida. We have the opportunity in North America to provide differentiated prices, where appropriate, and become a leader in acknowledging and responding to these policyholder mitigation efforts. The differentiated pricing and incentive could lead to improved loss experience for Assurant and the potential to lower rates for the homeowner.	Time Horizon: Medium-term Likelihood: More likely than not Impact: Medium

**b) Impact on Strategy** **CDP Section Alignment: 3.1.1, 3.6.1, 5.2, 5.1.1, 5.1.2, 5.3.1, 5.3.2, 5.14 & 5.14.1**

We believe considering and incorporating climate-related risks and opportunities into our business strategy supports long-term profitability. Assurant faces the greatest risk of exposure to climate change through our lender-placed, voluntary manufactured housing, condominium and 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 have continued to diversify our portfolio toward capital-light products and services with lower catastrophe exposure. For year-end 2023, approximately two-thirds of Assurant's segment Adjusted EBITDA was capital-light from businesses such as Connected Living, Global Automotive, and Renters and Other. Assurant's multi-year strategy to position the company for longer-term profitable growth is focused on growing business where we can maintain or reach market-leading positions, shifting to capital-light and fee-based offerings that provide greater stability and predictability and less climate-related risk.

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

**Risk Transfer and Diversification:** Responsible and diversified risk transfer forms the foundation of Assurant's catastrophe risk mitigation strategy, specifically with respect to its Global Housing 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 (ILS) market. Risk is also transferred to the Florida Hurricane Catastrophe Fund.

For 2023, our property catastrophe reinsurance program included U.S. per-occurrence catastrophe coverage providing \$1.28 billion of protection in excess of a \$125.0 million retention in the main reinsurance program for a first event, which decreases to \$100.0 million for a second and third event. All layers of the program allow for one automatic reinstatement. When combined with the Florida Hurricane Catastrophe Fund, the U.S. program was covered for gross Florida losses of up to approximately \$1.58 billion. The 2023 catastrophe reinsurance program also included Caribbean catastrophe coverage providing up to \$55.0 million, in excess of a \$5.0 million retention. In April 2024, we consolidated our main reinsurance purchases into a single placement date. Coverage was placed with more than 40 reinsurers. The U.S. per-occurrence catastrophe coverage includes a main reinsurance program providing \$1.48 billion of coverage in excess of a \$150.0 million retention for a first event. All layers of the program allow for one automatic reinstatement.

When combined with the Florida Hurricane Catastrophe Fund, the U.S. program protects against gross Florida losses of up to approximately \$1.69 billion, in excess of retention.

### b) Impact on Strategy (continued)

CDP Section Alignment: 3.1.1, 3.6.1, 5.2, 5.1.1, 5.1.2, 5.3.1, 5.3.2, 5.14 & 5.14.1

In our Global Automotive business, we continued the global rollout of Assurant EV One Protection<sup>SM</sup>, an electric vehicle (EV) and hybrid vehicle-specific protection product available in 12 countries worldwide including the U.S., Canada, U.K., Mexico, Argentina, Brazil, Australia, and New Zealand. Assurant's EV One Protection<sup>SM</sup> meets 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.

**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 there is 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

CDP Section Alignment: 5.1, 5.1.1 & 5.1.2

**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 climate scenario analyses covering underwriting activities and investments as resources, analytical tools, and as 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.

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.

## Risk Management

### a) Process to Identify Climate Risk

CDP Section Alignment: 2.2.1, 2.2.2, 2.2.5, 2.2.6, 2.2.8 & 2.2.9

Climate-related risk identification is integrated into our multidisciplinary, company-wide risk identification, assessment, and management processes, which incorporate our Enterprise 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 VP, Operational Risk Management and includes members of Assurant's Management Committee, senior members of risk management, and leaders of all the functional support areas 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. The Assurant Global Risk Management team is supported by the ERC reports and provides regular updates to the Finance & Risk (F&R) Committee of Assurant's Board.

The company maintains a full climate risk and opportunities screening analysis to identify potential climate-related issues for Assurant businesses, which is refreshed annually or as necessary. As part of that process, the major lines of business are 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 considers 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.

<sup>1</sup> 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).

### a) Process to Identify Climate Risk (continued) CDP Section Alignment: 2.2.1, 2.2.2, 2.2.5, 2.2.6, 2.2.8 & 2.2.9

**Physical risk:** For our climate-related catastrophe exposures inherent in our property insurance business, our Reinsurance Risk Committee (RRC) monitors catastrophe exposure and reports results to the F&R Committee on an annual or as needed basis. Our RRC reviews and approves our catastrophe reinsurance activities. Annually through our catastrophe reinsurance program, we work to reduce our company's financial exposure.

Assurant Global Risk Management has conducted scenario analysis to measure the impact of extreme catastrophic events on the property insurance portfolio, and through this analysis decided to purchase additional catastrophe reinsurance protection in 2023 and 2024.

When identifying or assessing climate-related risks, an impact from 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 significant. 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.

Global Risk Management and Government Relations 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 sustainability topics to be discussed and considered in balance with other investment considerations. This committee is comprised of a cross section of internal stakeholders that will be empowered to identify and incorporate into investment policy sustainability topics including climate-related risks.

### b) Process for Managing Climate Risk CDP Section Alignment: 2.2.1, 2.2.2, 2.2.8 & 2.2.9

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.

Global Risk Management coordinates the company's internal risk management activities, including climate-related risks, and is the responsibility of the Chief Marketing and Risk Officer. Global Risk Management develops risk assessment and risk management policies and facilitates identification, management, measurement, and reporting of risks. Global Risk Management also coordinates with the Compliance function 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 we are willing to accept to pursue our business and strategic objectives, consistent with prudent management of risk associated 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.

Global 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 material 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 its 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 near term (5-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.

Assurant Global Risk Management also utilizes catastrophe modeling software to understand the potential impacts from climate change on catastrophic losses on a longer time horizon using various CO<sub>2</sub> emissions scenarios.

Changes in total insured value and potential risk concentrations are reviewed quarterly, with aggregates and trends reported to management. This analysis ensures that ongoing oversight and monitoring of the portfolio exposure and the adequacy of the in-force and prospective reinsurance programs.

### b) Process for Managing Climate Risk (continued) CDP Section Alignment: 2.2.1, 2.2.2, 2.2.8 & 2.2.9

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 property 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 portfolio toward products and services with lower catastrophe exposure, including the overall growth of the Connected Living, Global Automotive, and Renters businesses. Assurant's multi-year 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 that provide greater stability and predictability, and less climate-related risk.

For our own operations, Assurant Global Risk Management, in collaboration with the Corporate Real Estate and Facilities functions, 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, as well as 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 CDP Section Alignment: 2.2.1 & 2.2.2

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 risk approach wherein climate-related 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 and teams.
- The impact and severity of climate risks are geographically diverse.
- The impact and severity will differ among the various business lines (e.g. Automotive 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, which are groupings of similar or related risks, for which an appetite statement is captured. As Assurant uses a risk approach wherein climate risks are part of the existing framework, there is 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.

### a) Metrics

Metric Description	Metrics
2024 Planned Net Reportable Catastrophe Losses (USD)	\$155M
Q4 2023 Proportion of Property Exposure in Southeastern Coastal and HI Region	18.6%
Excess Catastrophe Reinsurance per event program retention	1 in 5 year probable maximum loss
Excess Catastrophe Reinsurance top of tower	1 in 265 year probable maximum loss

**b) Scope 1, 2, and 3 GHG Emissions (Metric Tons CO<sub>2</sub>e) <sup>1,2</sup>**
**CDP Section Alignment: 7.53, 7.53.1, 7.54, 7.45, 7.6, 7.7, 7.8, 12.1, 12.1.1 & 12.3**

We monitor absolute energy use, Scope 1, Scope 2, and relevant Scope 3 emissions and emissions intensity relative to revenue.

<b>Scope 1</b>	1,342
<b>Scope 2</b>	
Location-based	12,192
Market-based	12,792
<b>Scope 3</b>	
Purchased Goods and Services	307,585
Capital Goods	3,008
Fuel and Energy-related Activities	686
Upstream Transportation and Distribution	4,819
Waste Generated in Operations	1,628
Business Travel	2,406
Employee Commuting	3,342
Downstream Transportation and Distribution	32,806
Use of Sold Products	80,527
End-of-Life Treatment of Sold Products	229
Downstream leased assets	283
Franchises	2,338
Investment Portfolio <sup>3</sup>	—

**c) Targets**
**CDP Section Alignment: 7.53, 7.53.1 & 7.54**

In 2022, Assurant announced its goal to reduce enterprise Scope 1 & 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.

<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> Assurant expects to calculate 2023 Investment Portfolio Scope 3 emissions as part of its upcoming CDP submission.

## 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. Assurant operates in North America, Latin America, Europe, and Asia Pacific through two operating segments: Global Lifestyle and Global Housing. Through its Global Lifestyle segment, Assurant provides mobile device solutions, extended service contracts, and related services for consumer electronics and appliances, and credit and other insurance products; and vehicle protection services, commercial equipment services, and other related services. Through its Global Housing segment, Assurant provides lender-placed homeowners, manufactured housing, and flood insurance, as well as voluntary manufactured housing, condominium, and homeowners insurance; and renters insurance and other products. Given Assurant’s unique and differentiated business model that spans multiple industry categories, including 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 maintain, enhance, and evolve the SASB Standards and encourages preparers and investors to continue to use the SASB Standards. Assurant has prepared the 2024 SASB Index accordingly to drive continued transparency and will look to evolve future disclosures in alignment with IFRS standards.

### Insurance Industry Metrics

Topic Area	Metric Code	Metric Description	Disclosure
<b>Insurance - Activity Metric</b>	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 devices protected, mobile devices serviced protected vehicles and renters policies. See our <a href="#">Q4 2023 Financial Supplement</a> for policies in force, specifically page 4 for Mobile and Vehicles and page 7 for Renters.
<b>Transparent Information &amp; Fair Advice for Customers</b>	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	See the Legal and Regulatory Matters portion of Note 27, Commitments and Contingencies, on page F-76 of <a href="#">Assurant’s Fiscal Year 2023 Form 10-K</a> filing.
	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 do not 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 variation in our lines of business, and how our products and services are sold, we do not currently calculate or publicly disclose customer retention rates.



Topic Area	Metric Code	Metric Description	Disclosure
<b>Transparent Information &amp; Fair Advice for Customers (Cont.)</b>	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 sections of Item 1. Business in <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing, 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.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 <a href="#">Responsible Investing Commitment</a> , and the Responsible Investing section on <a href="#">page 45</a> of the 2024 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 does not explicitly track net premiums related to energy efficiency and low-carbon technology, we 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, <a href="#">Assurant EV One Protection<sup>SM</sup></a> , which is now available to sell in 12 countries globally. In 2023 we launched <a href="#">Assurant Carbon IQ<sup>TM</sup></a> , a solution that provides end-to-end CO <sub>2</sub> impact assessment to help companies define and refine their circularity strategy for smartphones in the mobile device ecosystem. Additionally, Assurant's services in mobile trade-in extend the life of a mobile device, helping to minimize e-waste. See "Meeting Circularity through A Suite of Sustainable Offerings" on <a href="#">page 36</a> and "Sustainable Products" on <a href="#">page 43</a> of the 2024 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	
<b>Financed Emissions</b>	FN-IN-410c.1	Absolute gross financed emissions, disaggregated by  (1) Scope 1,  (2) Scope 2, and  (3) Scope 3 (Metric tonnes (t) CO <sub>2</sub> -e)	Assurant reports total investment portfolio emissions, portfolio emissions disaggregated by Scope 1, Scope 2, and Scope 3, and portfolio emissions by industry in our responses to C-FS14.1a, C-FS14.2d, C-FS14.2b, respectively, in section C14. Portfolio Impact of our <a href="#">2023 CDP</a> .
	FN-IN-410c.2	Gross exposure for each industry by asset class	Assurant reports Fixed Maturity Securities by Issuer Type in our <a href="#">Q4 2023 Financial Supplement</a> on page 11.
	FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	Assurant reports portfolio coverage in our response to C-FS14.1a of section C14. Portfolio Impact of our <a href="#">2023 CDP</a> .
	FN-IN-410c.4	Description of the methodology used to calculate financed emissions	Assurant reports portfolio emissions calculation details and assumptions in our response to C-FS14.1a of section C14. Portfolio Impact of our <a href="#">2023 CDP</a> .

Topic Area	Metric Code	Metric Description	Disclosure																																
<b>Physical Risk Exposure</b>	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	<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 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 2023, 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"> <thead> <tr> <th data-bbox="1257 724 1534 791">Probability of Non-Exceedance</th> <th data-bbox="1534 724 1938 791">Return Period (Year)</th> <th data-bbox="1938 724 2153 791">Direct and Assumed</th> <th data-bbox="2153 724 2553 791">Net (Excl. Reinstatement Premiums)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1257 791 1534 841">98.00%</td> <td data-bbox="1534 791 1938 841">50</td> <td data-bbox="1938 791 2153 841">\$851.2M</td> <td data-bbox="2153 791 2553 841">\$264.9M</td> </tr> <tr> <td data-bbox="1257 841 1534 892">99.00%</td> <td data-bbox="1534 841 1938 892">100</td> <td data-bbox="1938 841 2153 892">\$1.16B</td> <td data-bbox="2153 841 2553 892">\$312.4M</td> </tr> <tr> <td data-bbox="1257 892 1534 942">99.60%</td> <td data-bbox="1534 892 1938 942">250</td> <td data-bbox="1938 892 2153 942">\$1.72B</td> <td data-bbox="2153 892 2553 942">\$379.6M</td> </tr> </tbody> </table> <p><b>Probable Maximum Loss - Earthquake &amp; Fire Following</b></p> <table border="1"> <thead> <tr> <th data-bbox="1257 1026 1534 1093">Probability of Non-Exceedance</th> <th data-bbox="1534 1026 1938 1093">Return Period (Year)</th> <th data-bbox="1938 1026 2153 1093">Direct and Assumed</th> <th data-bbox="2153 1026 2553 1093">Net (Excl. Reinstatement Premiums)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1257 1093 1534 1144">98.00%</td> <td data-bbox="1534 1093 1938 1144">50</td> <td data-bbox="1938 1093 2153 1144">\$35.6M</td> <td data-bbox="2153 1093 2553 1144">\$31.2M</td> </tr> <tr> <td data-bbox="1257 1144 1534 1194">99.00%</td> <td data-bbox="1534 1144 1938 1194">100</td> <td data-bbox="1938 1144 2153 1194">\$65.7M</td> <td data-bbox="2153 1144 2553 1194">\$59.1M</td> </tr> <tr> <td data-bbox="1257 1194 1534 1244">99.60%</td> <td data-bbox="1534 1194 1938 1244">250</td> <td data-bbox="1938 1194 2153 1244">\$123.1M</td> <td data-bbox="2153 1194 2553 1244">\$112.2M</td> </tr> </tbody> </table> <p>For further information about Assurant's risk management processes, see Item 1. Business, specifically pages 7, 9, 18, 19, and 20 of <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing. Also, see Assurant's 2024 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	\$851.2M	\$264.9M	99.00%	100	\$1.16B	\$312.4M	99.60%	250	\$1.72B	\$379.6M	Probability of Non-Exceedance	Return Period (Year)	Direct and Assumed	Net (Excl. Reinstatement Premiums)	98.00%	50	\$35.6M	\$31.2M	99.00%	100	\$65.7M	\$59.1M	99.60%	250	\$123.1M	\$112.2M
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Topic Area	Metric Code	Metric Description	Disclosure										
<b>Physical Risk Exposure (Cont.)</b>	FN-IN-450a.2	<p>Total amount of monetary losses attributable to insurance payouts from</p> <p>(1) modeled natural catastrophes and</p> <p>(2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)</p>	<p>In Assurant's 2024 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 in our TCFD starting on <a href="#">page 55</a> in Assurant's 2024 Sustainability Report.</p> <p>The Net Incurred Catastrophe Losses table presents the losses, net of reinsurance, incurred by Assurant during 2023 as a result of both modeled and nonmodeled significant catastrophe events, as defined above. This data includes hurricanes, earthquakes, and other perils, of which hurricanes are the most significant to Assurant's business.</p> <p><b>2023 Net Incurred Catastrophe Losses</b></p> <table border="1"> <thead> <tr> <th>Event Type</th> <th>Incurred Losses<sup>1</sup></th> </tr> </thead> <tbody> <tr> <td>Earthquake</td> <td>436,031</td> </tr> <tr> <td>Hurricane</td> <td>25,223,176</td> </tr> <tr> <td>Other Perils</td> <td>90,999,276</td> </tr> <tr> <td><b>Total</b></td> <td><b>116,658,483</b></td> </tr> </tbody> </table> <p><sup>1</sup> Includes incurred but not reported (IBNR) estimates. Excludes a decrease in reinstatement premiums of approximately \$5.5M</p>	Event Type	Incurred Losses <sup>1</sup>	Earthquake	436,031	Hurricane	25,223,176	Other Perils	90,999,276	<b>Total</b>	<b>116,658,483</b>
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<b>Total</b>	<b>116,658,483</b>												
FN-IN-450a.3	<p>Description of approach to incorporation of environmental risks into</p> <p>(1) the underwriting process for individual contracts and</p> <p>(2) the management of firm-level risks and capital adequacy</p>	<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 2023 Form 10-K</a> filing:</p> <ul style="list-style-type: none"> <li>Item 1. Business, specifically, pages 18–20 covering Global Risk Management and pages 7 and 9–10 covering the segment-level risk management for Global Lifestyle and Global Housing, respectively.</li> </ul> <p>Also, see Assurant's 2024 Sustainability Report, Task Force on Climate-Related Financial Disclosures (TCFD) Index, specifically the section entitled Risk Management.</p>											
<b>Systemic Risk Management</b>	FN-IN-550a.1	<p>Exposure to derivative instruments by category:</p> <p>(1) total potential exposure to non-centrally cleared derivatives,</p> <p>(2) total fair value of acceptable collateral posted with the Central Clearinghouse, and</p> <p>(3) total potential exposure to centrally cleared derivatives</p>	<p>Assurant uses derivative financial instruments on a limited basis to hedge risk. For more information, see Investments on pages F-25 to F-31, Fair Value Disclosures on page F-32, and Interest Rate Derivatives on page F-60 of <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing.</p>										
	FN-IN-550a.2	<p>Total fair value of securities lending collateral assets</p>	<p>As Assurant does not engage in securities lending, we do not consider this metric to be applicable to our business model. For more information, please see the Investments portion of Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations on page 55 of <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing.</p>										
	FN-IN-550a.3	<p>Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities</p>	<p>For information on our approach to managing capital resources and liquidity related risks, please see the Liquidity and Capital Resources portion of Item 7, Management's Discussion and Analysis of Financial Condition and Results of Operations, on pages 55–60 and Risk Factors on pages 20–40 of <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing.</p>										

## Telecommunication Services Industry Metrics

Topic Area	Metric Code	Metric Description	Disclosure
<b>Telecom - Activity Metric</b>	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 does not 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	
<b>Environmental Footprint of Operations</b>	TC-TL-130a.1	(1) Total energy consumed in gigajoules	(1) The total 2023 (actual & estimated) energy consumption (Gj): 130,712 <sup>1</sup>
		(2) Percentage grid electricity	(2) Grid electricity: 89%
		(3) Percentage renewable energy	(3) Renewable: 0%
<b>Data Privacy</b>	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 does not have any wireless, wireline, or broadband subscribers, nor do we have network traffic. Thus, this SASB metric is not applicable to Assurant's business model.
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	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 <a href="#">Assurant's "About Assurant" website</a> .
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with privacy	Assurant did not have any material legal proceedings associated with privacy-related issues in 2023. For further information about legal proceedings, see the Legal and Regulatory Matters portion of Note 27, Commitments and Contingencies, beginning on page F-75 of <a href="#">Assurant's Fiscal Year 2023 Form 10-K</a> filing.
	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 does not consider this metric applicable to our business model.

<sup>1</sup> Total energy includes electricity and natural gas 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 September 2023 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.

Topic Area	Metric Code	Metric Description	Disclosure
<b>Data Security</b>	TC-TL-230a.1	(1) Number of data breaches (2) Percentage that are personal data breaches (3) Number of customers affected	Assurant did not experience any material information security breaches in 2023.
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	See “Data Security, Privacy, and Cybersecurity” on <a href="#">page 51</a> of the 2024 Sustainability Report.
<b>Product End-of life Management</b>	TC-TL-440a.1	(1) Materials recovered through take-back programs, percentage of recovered materials that were (2) reused, (3) recycled and (4) landfilled	See “Device Lifecycle Solutions” on <a href="#">page 37</a> of the 2024 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 were not party to any 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 2023. For further information about legal proceedings, see the Legal and Regulatory Matters portion of Note 27, Commitments and Contingencies, on page F-76 of <a href="#">Assurant’s Fiscal Year 2023 Form 10-K</a> filing.
	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	These metrics are not applicable to Assurant’s business model.
	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	(1) System average interruption duration and (2) system average interruption frequency (3) customer average interruption duration	These metrics are not applicable to Assurant’s business model.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	

# Appendix: Sustainability Data Fact Sheet

## Assurant Facts

#	Assurant at a glance	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Mobile devices protected	63M	62M	61M
2	Mobile devices serviced <sup>1</sup>	26M	62M	61M
3	Homeowners protected from losses due to flood damage	500K	426K	401K
4	Rental units protected	2.6M	3M	3M
5	Travelers and credit card holders protected	51M	55M	55M
6	Appliances, electronics, and household valuables protected	102M	102M	104M
7	Protected vehicles <sup>2</sup>	53M	54M	55M
8	Mortgage loans tracked	30M	31M	30M
9	Customers with financial products covered with credit protection	6M	7M	7M
10	Total revenue <sup>3</sup>	\$10.2B	\$10.2B	\$10.7B
11	Countries	21	21	21
12	Years of expertise	125+	125+	125+
13	Employees worldwide	15,600	13,700	13,600

#	Tracking Our Progress — Customer Satisfaction	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
Ratings/Reviews (5-Star Scales)				
1	Consumer Affairs	3.48	3.98	4.19
2	Trustpilot	3.8	3.5	4.1
3	Better Business Bureau	3.27	4.51	4.67
4	Total Consumers Served	300+ million	300+ million	300+ million

<sup>1</sup> Includes insurance and upgrade contracts inforce for mobile phones, tablets, e-readers, and accessories.

<sup>2</sup> Includes insurance and service contracts inforce for vehicles, RVs, powersports, and ancillary products.

<sup>3</sup> Total revenue refers to net earned premiums, fees, and other income.

## A Thriving Society

#	Workforce Statistics	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	<b>Global Headcount</b>	15,600	13,700	13,600
2	<b>Full Time</b>	15,068	13,081	12,906
3	<b>Part Time</b>	580	569	728
4	<b>Permanent Employees<sup>4</sup></b>	–	13,591	13,560
5	<b>Temporary Employees<sup>4</sup></b>	–	59	74
<b>Global Region</b>				
6	<b>North America</b>	84%	80%	77%
7	<b>Latin America</b>	5%	7%	9%
8	<b>Europe</b>	9%	10%	10%
9	<b>Asia-Pacific</b>	2%	3%	4%
<b>Workforce Segments</b>				
10	<b>Frontline (Grades 1–9)<sup>1</sup></b>	69%	64%	63%
11	<b>Managerial / Leaders (Grades 10 and above)<sup>2</sup></b>	31%	36%	37%

#	Workforce Stability <sup>3</sup>	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	<b>Overall Attrition</b>	20%	21%	15%
2	<b>Frontline Attrition (Grades 1–9)</b>	25%	27%	19%
3	<b>Grades 10 and above Attrition (Managerial/Leaders)</b>	8%	9%	6%
4	<b>Overall Employee Tenure</b>	7 years	8 years	8 years

<sup>1</sup> Frontline employees are predominantly hourly roles such as customer care, claims administration, and mobile repair and logistics.

<sup>2</sup> Managerial employees are predominantly salaried employees engaged in an array of business and support functions.

<sup>3</sup> Assurant updated its employee turnover metric to only include voluntary turnover, which we feel provides better insight into the programs and actions we can take as an organization to impact employee sentiment and engagement.

<sup>4</sup> Assurant did not begin calculating and reporting these metrics until 2022.

#	Diversity and Inclusion	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
Global Gender Diversity <sup>1</sup>				
1	Women	54%	60%	60%
2	Women (Managerial)	42%	43%	43%
3	Women in Senior Management	40%	40%	40%
4	Women in Middle Management	47%	49%	42%
5	Women Total Promotions	59%	49%	57%
6	Women in IT/Engineering	27%	28%	28%
Workforce Diversity (U.S. only)				
7	Women	55%	62%	62%
8	Race/Ethnicity (URM)	54%	53%	54%
Managerial-Level Diversity (U.S. only)				
9	Women	43%	44%	44%
10	Race/Ethnicity (URM)	43%	44%	45%
Management Committee Diversity				
11	Women	20%	18%	15%
12	Race/Ethnicity (URM)	0%	18%	23%
Board Diversity <sup>2</sup>				
13	Women	25%	31%	31%
14	Race/Ethnic Diversity	25%	23%	31%

<sup>1</sup> Definitions are based upon Bloomberg Gender-Equality Index (GEI) KPIs.

<sup>2</sup> Effective May 23, 2024, the company's board reflects an increased overall diversity, with 36 percent now identifying as gender diverse and 27 percent identifying as racially or ethnically diverse.



#	Supplier Diversity and Inclusion	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Diverse Supplier Tier 1 Spend <sup>1</sup>	\$66M	\$100M	\$115M

#	Strategic Learning and Development <sup>2</sup>	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Total hours	61,144	159,460	151,949
2	Hours of training per employee <sup>3</sup>	3.9	11.6	11.2
3	Employees receiving an annual performance review	95%	95%	97%

#	Employee Engagement	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	eNPS score	38	37	44
2	Engagement Champion Teams — leaders	250	250	284
3	Engagement Champion Teams — teams	41	35	35

#	Employee Ratings	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Glassdoor	3.7	3.6	3.6
2	Indeed	3.5	3.5	3.5

<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.

<sup>2</sup> In 2024, Assurant identified a calculation error for the 2022 Onboarding, professional and managerial metrics and Hours of training per participating employee metric. The 2022 values for these metrics listed in this table have been corrected.

<sup>3</sup> Starting in 2024, we are now reporting hours of training per FTE vs. hours of training per participating employee. Numbers for 2021–2023 have been updated to reflect this calculation.

#	Community Giving and Volunteering	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	<b>Total Assurant Foundation Grants</b>	\$3.9M	\$3.4M	\$2.7M
2	<b>Nonprofits Supported</b>	1,699	1,581	1,556
3	<b>Matching Gifts</b>	\$723,120	\$583,446	\$536,139
4	<b>Volunteer Hours Reported</b>	15,396	65,652	91,838

## A Circular Economy

#	Mobile Devices Metrics	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	<b>Mobile Devices Recycled</b>	1.9M	1.7M	1.85M
2	<b>Mobile Devices Repaired/Resold</b>	20.6M	22.6M	22M
3	<b>Mobile device repurposing — E-waste landfill avoidance<sup>1</sup></b>	4,200 MT	4,300 MT	4,200 MT
4	<b>Mobile device repurposing — avoided CO<sub>2</sub> emissions<sup>2</sup></b>	1.13M MT	1.24M MT	1.16M MT

<sup>1</sup> An average of 0.193 kg is used per device.

<sup>2</sup> Average CO<sub>2</sub> footprint of 55 kg per device, including initial production and new device transport minus refurbishment and preowned device transport emissions.

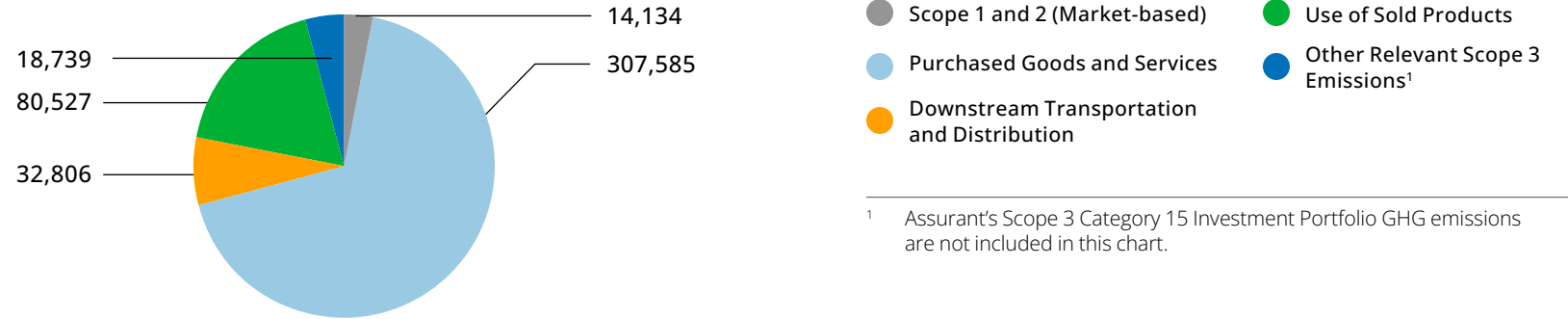
## A Stable Climate

#	Enterprise Greenhouse Gas Emissions	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
Scope 1 GHG Emissions (Metric Tons CO <sub>2</sub> e)				
1	<b>Scope 1</b>	2,132	1,505	1,342
Scope 2 GHG Emissions (Metric Tons CO <sub>2</sub> e) <sup>1</sup>				
2	<b>Location-based</b>	14,670	13,447	12,192
3	<b>Market-based</b>	14,973	13,469	12,792
Scopes 1 and 2 GHG Emissions (Metric Tons CO <sub>2</sub> e)				
4	<b>Scopes 1 and 2 (Market-based) Total<sup>1</sup></b>	17,105	14,974	14,134
Scope 3 GHG Emissions (Metric Tons CO <sub>2</sub> e) <sup>1</sup>				
5	<b>Purchased Good and Services</b>	228,495	289,882	307,585
6	<b>Capital Goods</b>	6,292	4,131	3,008
7	<b>Fuel and Energy-related Activities</b>	860	675	686
8	<b>Upstream Transportation and Distribution</b>	4,623	6,048	4,819
9	<b>Waste Generated in Operations</b>	622	955	1,628
10	<b>Business Travel</b>	1,631	2,999	2,406
11	<b>Employee Commuting</b>	3,240	4,478	3,342
12	<b>Downstream Transportation and Distribution</b>	51,738	51,467	32,806
13	<b>Use of Sold Products</b>	97,732	95,779	80,527
14	<b>End-of-Life Treatment of Sold Products</b>	277	272	229
15	<b>Downstream Leased Assets</b>	N/A	213	283
16	<b>Franchises</b>	3,055	2,612	2,338
17	<b>Investment Portfolio<sup>2</sup></b>	2,547,309	2,284,121	-
18	<b>Scope 3 Total</b>	2,945,874	2,743,632	439,657

<sup>1</sup> 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 2023. The verification letter for 2023 can be found [here](#).

<sup>2</sup> Assurant will calculate its 2023 Investment Portfolio emissions as part of its 2024 CDP submission.

### GHG EMISSIONS (METRIC TONS CO<sub>2</sub>e)



<sup>1</sup> Assurant's Scope 3 Category 15 Investment Portfolio GHG emissions are not included in this chart.

#	Mobile, Real Estate Footprint and Paper Usage	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Buildings/Facilities Owned	1M sq ft	979K sq ft	979K sq ft
2	Buildings/Facilities Leased	1.4M sq ft	1.3M sq ft	1.2M sq ft
3	Known Paper Usage	64.9 tons	38 tons	5.69 tons

## Responsible Business

#	Data Security	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Employees Trained	13,625	14,703	15,148
2	Security Audits Completed	222	206	266
3	Third-Party Vendor Assessments	1,015	897	546

#	Ethics and Compliance Training	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
1	Ethics Training <sup>2</sup>	15,469	15,136	14,935
2	Privacy Training <sup>3</sup>	15,945	14,775	14,409

<sup>1</sup> Assurant's Scope 3 Category 15 Investment Portfolio GHG emissions are not included in this chart.

<sup>2</sup> This reflects Code of Ethics training, which covers many different E&C topics.

<sup>3</sup> Reflects mandatory employee new hire and annual refresher training and accounts for turnover throughout the year.



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