

Picture This





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“Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring, those ripples build a current that can sweep down the mightiest walls of oppression and resistance.”
–Robert F. Kennedy, Former U.S. Senator and Attorney General



A Message from Our Leaders

Picture this...what if daily at the NAIC, all leaders behaved in the following manner:

- Ensuring that everyone's voice is heard.
- Encouraging innovative thinking.
- Giving team members decision-making authority.
- Sharing credit for success.

Did you see there was no mention of diversity, equity, and inclusion (DE&I)? Why?

That is because DE&I, if intertwined in all that we do, lends itself to a work environment where all voices are heard, people are respected, and all feel confident to show up as their authentic selves. This is an example of an inclusive workplace.

Research shows that only minimum legislative requirements have been met, only some leaders model inclusive behaviors, and many organizations pay little attention to what has become a very major issue in our time. However, that is not so here at the NAIC.

Picture this...our leaders show up to support the staff. Throughout this annual report, you'll notice that we host many engagement events, whether it's an NAICU Exchange, the DE&I Conference, the Insurance Summit, table talks, minor league baseball games, wellness days, or ice cream socials, the events all have a great impact on how team members imagine inclusive leadership.

Picture this...leaders give team members the opportunity to identify problems and resolve them.

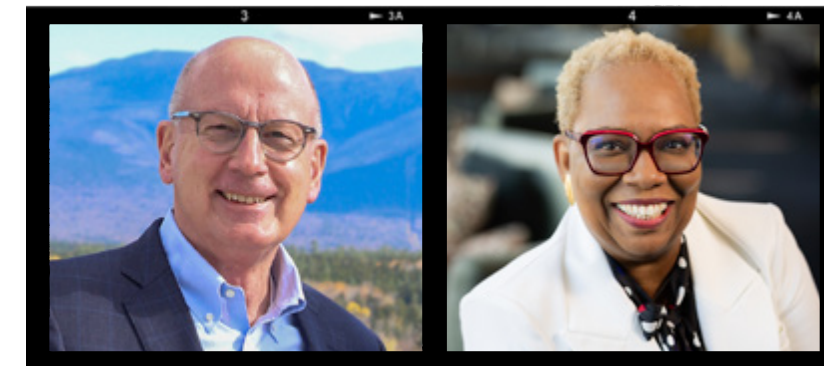
Picture this...leaders freely delegate responsibilities and coach team members to develop and improve their skills.

Picture this...every team member has an elevator speech about why DE&I is so important to the NAIC. Never be left stumbling for what to say when asked the question, "Why is DE&I important?" Picture responding like this (in fact, not only picture this, but PRACTICE this).

Diversity, Equity, and Inclusion:

1. Builds skill and competency as an organization to select, onboard, manage, and retain a diverse and inclusive workforce.
2. Creates a work environment that ensures equal access to opportunities for leadership assignments, professional growth and development, and professional advancement.
3. Offers ongoing DE&I awareness and training, along with opportunities to continuously gain a greater understanding of the cultural experiences that our employees and members face as a part of their daily lives.
4. Helps us share resources and teach best practices with NAIC members as a means of furthering the DE&I efforts and impact throughout the nation.

You'll see many photographs in this annual report. It shows an organization in action capturing the growth of our DE&I progress.



Andrew J. Beal
NAIC Acting Chief Executive Officer

Evelyn Boswell
NAIC Director of Diversity, Equity, and Inclusion

"We are making photographs to understand what our lives mean to us."—**Ralph Hattersley**

About Us

At the NAIC, we thrive by having a diverse, equitable, and inclusive culture that reflects our members, staff, and communities where we live and serve. For more than 150 years, the NAIC has been governed by our members—chief insurance regulators from the 50 states; Washington, DC; and five U.S. territories—to coordinate the regulation of multistate insurers.

Our members come from diverse backgrounds, united in their shared commitment to set standards and ensure fair, competitive, and healthy insurance markets to protect consumers. We support our members by:

- Safeguarding the insurance sector by providing consumer protection and education, data collection and analysis, technology, financial assessments and reporting, and licensing and testing.
- Bringing regulators together to collaborate and empowering them to act in the best interests of the people in their states.
- Providing education and training to regulators at all levels.

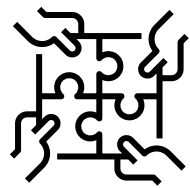
As an organization, service is at the heart of what we do and who we are. We are committed to strengthening our staff team member experience into one that celebrates similarities while equally respecting and embracing differences, which leads to a more socially just workplace. Every day, we intentionally invest and integrate DE&I throughout the organization.



NAIC Culture and Guiding Principles



We know we're moving in the right direction when we:



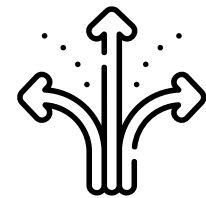
Build

organizational skills and competencies to select, onboard, manage, and retain a diverse and inclusive workforce.

Trained recruitment ambassadors - 11 as of September 2023

Gamma Iota Sigma Conference and Career Fair - 500 students majoring in actuarial science and risk management;
4 Regulators and
3 NAIC staff attended

Identified historically black and underrepresented colleges and universities with risk management or insurance programs - 3



Create

a work environment that ensures equal access to opportunities for leadership assignments, professional growth, and development.

2023 Emerging Leaders in Central Exchange - 4 (2 from the NAIC and 2 from NIPR)

Staff receiving continuing education (CE) or scholarships

- o Tuition reimbursement - 11
- o Professional designation - 10
- o Student loan repayment - 16

3rd annual leadership book club - 65 senior leaders



Offer

ongoing DE&I awareness training, along with opportunities to continuously gain a greater understanding of the cultural experiences our employees and members face daily.

NAICU Exchanges - 9

Staff involved in affinity groups - 25%

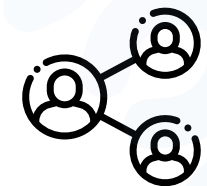
DE&I Conference - 624 attendees



Monitor

the effectiveness of the DE&I Council and its subcommittees, through established goals, metrics, and communications plans.

DE&I Council legacy advisors - 9



Share

resources and best practices with NAIC members and industry leaders to further DE&I efforts and the impact throughout the nation.

DE&I community speaking engagements - 9

Member coursework - 816 insurance regulators registered as of September 2023



Deloitte Diversity and Inclusion Maturity Model

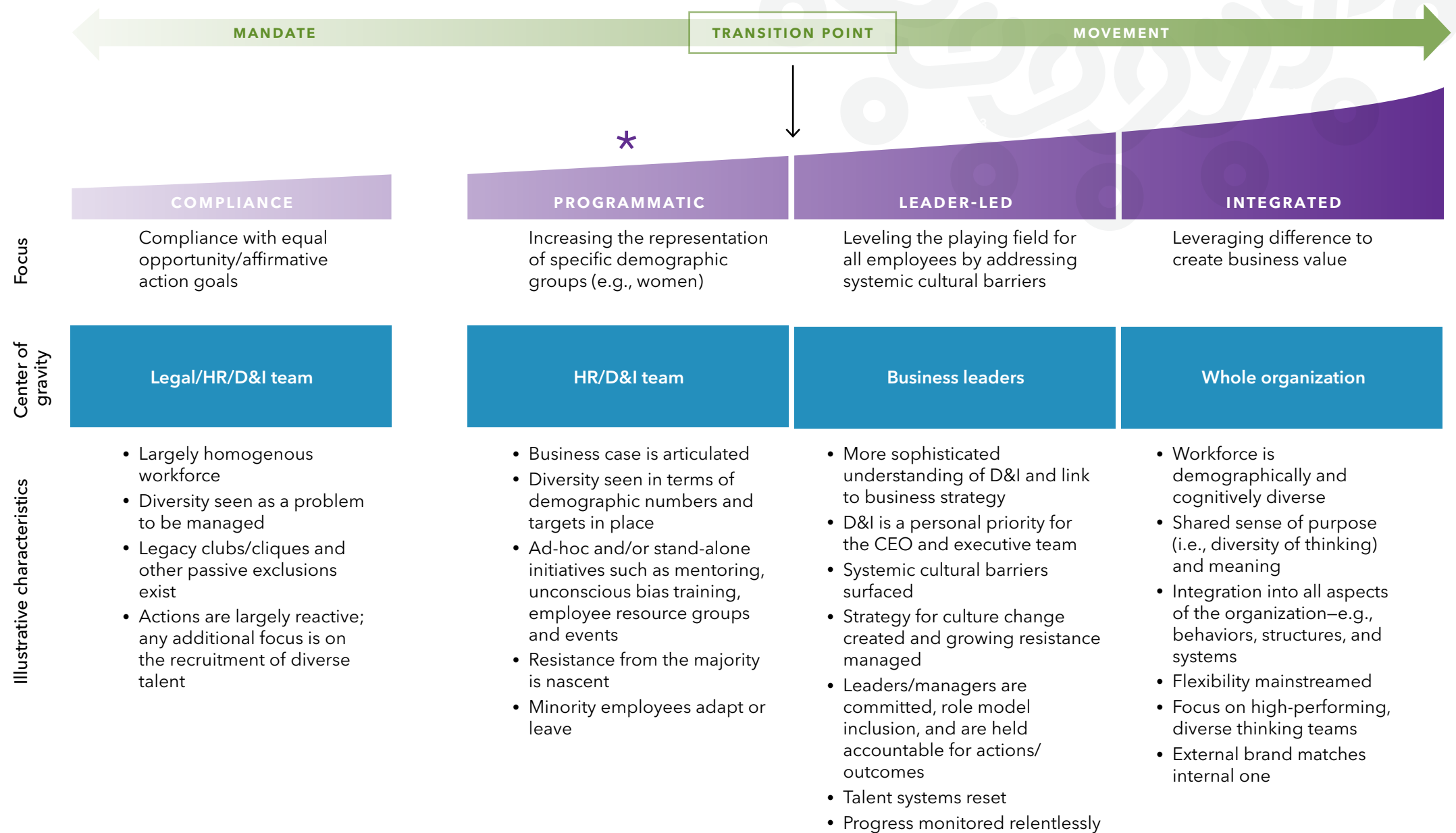
Fostering DE&I has always been a challenge in the workplace; it seems even more so today. We do this work and accept the challenge not because it's the morally right thing to do, but because it's a business imperative and the smart thing to do.

Do you know any business owner who would want the following:

- Greater innovation
- Increased creativity
- Variety of different perspectives
- Faster problem solving
- Better company reputation
- Better decision making
- Reduced employee turnover
- Increased profits
- Higher employee engagement
- Improved hiring results

At this stage in our DE&I journey, mistakes and setbacks are a part of moving forward. There is no universal solution or approach but sometimes success can be as simple as a willingness to learn and grow. The NAIC is committed to reviewing our progress to ensure we deliver the best to our workforce, workplace, members, and community.

“We can’t solve problems by using the same kind of thinking we used when we created them.”—**Albert Einstein**, Physicist and Inventor



*We are here (Programmatic) and we're moving toward being a Leader-Led organization.

“We will all profit from a more diverse, inclusive society, understanding, accommodating, even celebrating our differences, while pulling together for the common good.”—**Ruth Bader Ginsburg**, Former Associate Justice of the U.S. Supreme Court



Diversity, Equity, and Inclusion

Diversity is the condition of being different or having differences (e.g., differences among people with respect to age, class, ethnicity, gender, health, physical and mental ability, race, sexual orientation, religion, physical size, education level, job function, personality traits, and other human differences).

Equity recognizes that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

Inclusion is the result of intentional efforts to ensure everyone is included, visible, heard, and considered.

Our DE&I Journey



DE&I Strategy

Our DE&I strategy is simple. As we're on this journey, we'll continue to implement initiatives that support our workforce, workplace, members, and community.

Workforce

Strive to attract, retain, develop, and promote team members of diverse backgrounds and skill sets.



Workplace

Strive to create an inclusive and diverse work environment that promotes a sense of belonging for all team members to be their authentic selves.



Members

Provide support to insurance regulators, including commissioners, directors, and superintendents, to broaden awareness of DE&I in the insurance industry.



Community

Collaborate with local and national organizations that serve marginalized communities to help increase awareness, advocacy, and engagement.



Strategic Initiatives



Communication



Awareness Campaigns



Cultural Awareness Events



Training & Development



Policy & Procedure Review



Employee Networks & Affinity Groups



Future Mentoring Program



Annual DE&I Conference



Participate in Local Organizations



Community Partnerships



“Whatever we believe about ourselves and our ability comes true for us”
—Susan L. Taylor, Journalist

Shutter Speed Highlights



Maggie Chang
Manager II, Solvency Policy -
Financial Regulatory Services

“At the NAIC, I feel welcomed and valued as an individual. I am excited to see how much emphasis has been placed on diversity, equity, and inclusion and how intentional the organization is in embracing the well-being of staff. I am also impressed by how much an organization can do to support regulation of the insurance industry. The teamwork element at the NAIC is second to none.”



Paxton Huse
Program and Engagement Specialist -
People Operations and Engagement

“What I love about working for the NAIC is a true sense of belonging. I love that our day-in and day-out work feels both meaningful and valued. I truly believe it’s the people that make the place, and I’m so grateful to work for a company with such amazing people that make my job worth showing up for daily.”



Emma Kilcoyne
Education and Training Intern - Member Services

“My NAIC experience has been incredibly enriching, and I continue to be delightfully impressed by the work culture at the NAIC. Working alongside dedicated professionals, I am gaining valuable insights into the complex world of insurance regulation. I feel very comfortable expressing myself in the workplace, and thanks to the support of my team, I am confident in my ability to serve state regulators. The collaborative environment and the opportunity to contribute to meaningful projects made this internship a pivotal step in my career development.”

Mark Korb
Sr. Manager - ITG/SBS

“The NAIC is a very supportive, employee-friendly place to work. The emphasis on flexibility with work schedules and the many programs offered for physical health have been a benefit for me over the years. I am very thankful for the many coworkers who make my work at the NAIC a positive experience.”



Kim Myers
Sr. Business Analyst I - ITG/Market,
Financial & Licensing Systems

“The NAIC provides me with the opportunity for growth both personally and professionally. The work is challenging but offset by the ability to interact with the NAIC and the outside community with our involvement in the Kansas City Corporate Challenge, Central Exchange, national meetings, the Insurance Summit, and a trip to Tulsa, OK, to learn about our historical past. I love that my team is very diverse—mostly female, and most of our team members are not born in the U.S. Our diversity provides us with the ability to understand the world around us.”



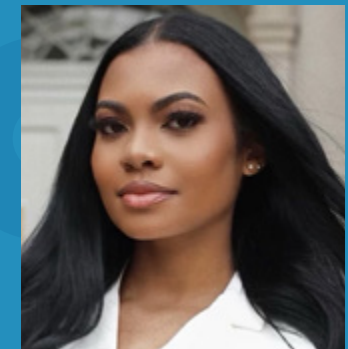
Shana Oppenheim
Assistant Director of Financial Policy
& Legislation - Government Affairs

“I’ll be honest, I’m obsessed with working for the NAIC. I know it sounds crazy, but I’ve never met a group of people who were so thoughtful not only about their work but also about engaging with their coworkers as whole people. I am lucky and grateful to have such wonderful coworkers.”



Arion Peterson
Communications Intern - Communications

“As a Communications Intern, I have the opportunity to work on a wide range of projects. I appreciate how the NAIC works to create a culture where people from diverse backgrounds and perspectives are welcomed and respected.”



“Diversity is about all of us and about us having to figure out how to work through this world together.”
 –Jacqueline Woodson



Brian Webb
 Assistant Director, Life & Health Policy & Legislation - Government Affairs

“I love the people I work with. They are professional, intelligent, and caring. I also like that the NAIC is a nonpartisan organization that cares more about developing good public policy that will help consumers and maintain viable markets instead of making political points. We do work at the federal and state level, which means something, and we do it for the right reasons.”



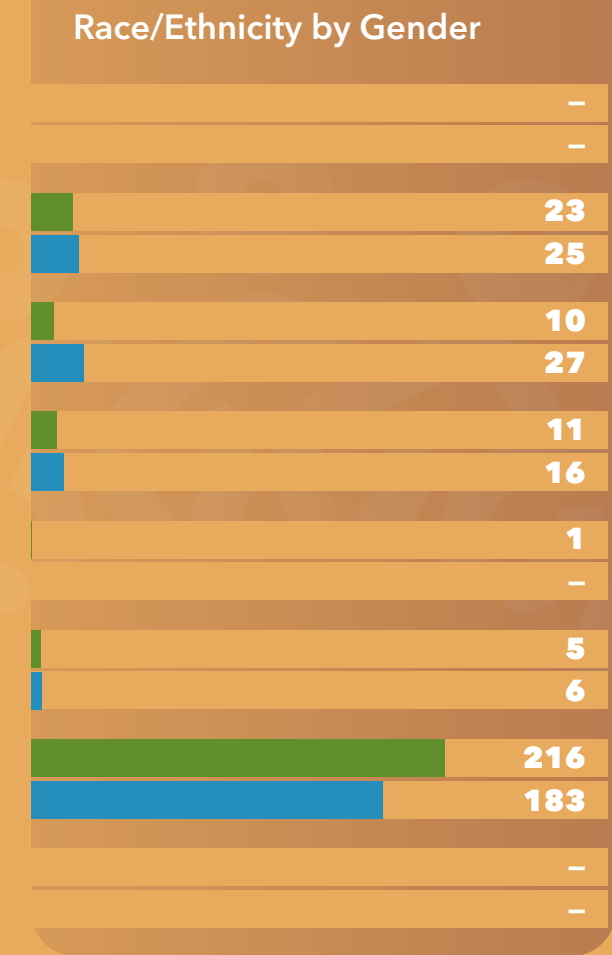
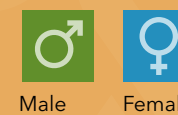
Zebo Yuldasheva
 JIRA Administrator I - ITG/IT Operations

“In my six years at the NAIC, I’ve come to genuinely appreciate the incredible people who make this organization feel like a second home. What truly distinguishes the NAIC is the exceptional work-life balance and our unique company culture. I enjoy participating in various wellness activities and the annual corporate challenge events. I’m proud of our distinctive approach to diversity, equity, and inclusion. The NAIC’s DE&I initiatives go beyond words and show a genuine desire to create an environment where every individual’s contribution is celebrated and where differences are embraced.”



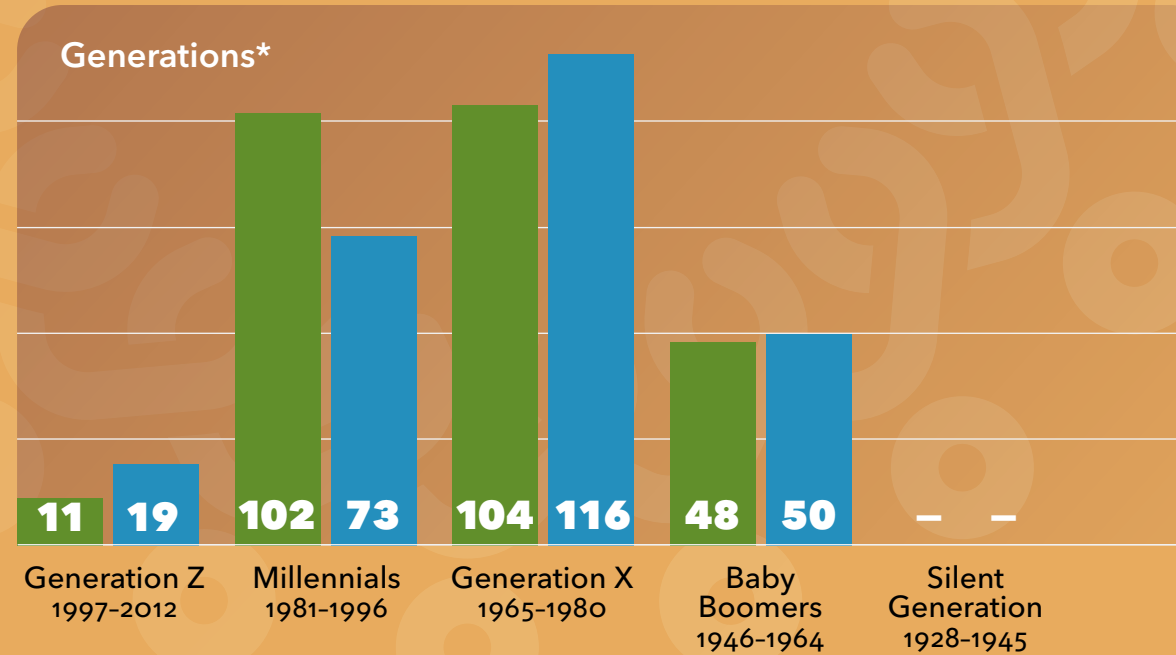
Workforce

Spotlighting our intersectionality allows us to recognize and celebrate the ways in which our identities intersect. Here is a snapshot of our 2023 workforce.



American Indian/Alaska Native
 Asian
 Black or African American
 Hispanic/Latinx
 Native Hawaiian/Pacific Islander
 Two or more races
 White
 Elected not to provide*

* Staff may now self-report their gender in Workday; however, none have completed this field at the time of reporting.



*Generational years may overlap.

People Operations and Engagement

The People Operations and Engagement (POE) department spent a busy year testing and launching new automation with the employee experience in mind.

The team worked with community partners to ensure we are providing an inclusive environment for our hybrid and remote employees.

New Enterprise Resource Planning System

The POE department spent hundreds of hours launching a new Enterprise Resource Planning (ERP) system, called Workday. Workday is the NAIC's all-inclusive system for human resource and financial management, consolidating our current HCM, Dayforce, PeopleSoft, and Chrome River systems for a seamless and integrated approach to accessing and monitoring data and effectively managing company resources.

In addition to consolidating and integrating our human resources and financial management system into one platform, Workday will enable the NAIC to:

- Reduce and eliminate manual processes.
- Leverage data to drive strategic business decisions.
- Transition to cloud technology.
- Provide more self-service capabilities to managers and employees.

Written Policy to Support the Americans with Disabilities Act

In 2023, the NAIC implemented a formal Americans with Disabilities Reasonable Accommodation Policy. This policy codified our long-standing informal policy and procedure to accommodate people with disabilities. The formal policy shows the NAIC's commitment and dedication to ensuring that every team member has an opportunity to succeed and contribute to our success. It establishes a straightforward and confidential process for employees to request reasonable accommodation. Each request is unique and will include a timely, interactive, and collaborative discussion to determine the most appropriate accommodation to assist and help the employee be successful in their job.



Recruitment Ambassador Training

Lindsey Eaton, Talent Acquisition Manager, launched a new program to help prepare NAIC staff for upcoming outreach and engagement activities, such as recruitment fairs. Members of the DE&I Council served as the inaugural class.

Participants learned how to craft their elevator pitch on what we do at the NAIC and their role at the NAIC. Graduates from the Recruitment Ambassador Training program are eligible to represent the NAIC at upcoming career fairs and outreach engagements.



52nd Annual International Gamma Iota Sigma Conference

More than 500 students and advisors, representing nearly 70 colleges and universities, and more than 350 industry representatives and alumni attended the 52nd Annual International Gamma Iota Sigma Conference in Baltimore, MD.

Gamma Iota Sigma is an international collegiate organization with a mission to promote and sustain student interest in insurance, risk management, and actuarial science careers by providing educational resources and internship opportunities. Students took part in professional development workshops, subject matter expert (SME)-led educational sessions, resume reviews, industry roundtables, on-site interviews, and several networking opportunities.

June LeBlanc, NAIC DE&I Manager; Brandon Smith, NAIC Instructional Design, Manager II; Roberto Pérez Santiago, NAIC Property and Casualty Rate Modeling Actuary; Joy Morton, Chief Market Examiner, Virginia Bureau of Insurance; Carla Harrison, HR Administrator, Maryland Insurance Administration; Lynn Hill, HR Officer, Maryland Insurance Administration; and Mary Jubb, Personnel Associate II, Maryland Insurance Administration, attended the two-day conference in Baltimore, MD, to create awareness of internship opportunities at the NAIC, the Maryland Insurance Administration, and the Virginia Bureau of Insurance.

To help broaden the future pipeline of actuaries, we leveraged the Gamma Iota Sigma conference to identify students majoring in risk management and actuarial science to participate in full-time summer internships. In 2024, the NAIC will sponsor five paid summer internship opportunities where students will be paired with a mentor to work on a collaborative project. Interns who relocate to work in the Kansas City office for the summer internship will receive a housing stipend.



Workplace

Education and Development

Leadership Development

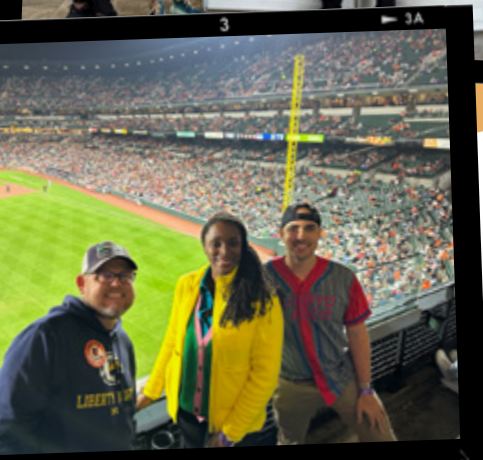
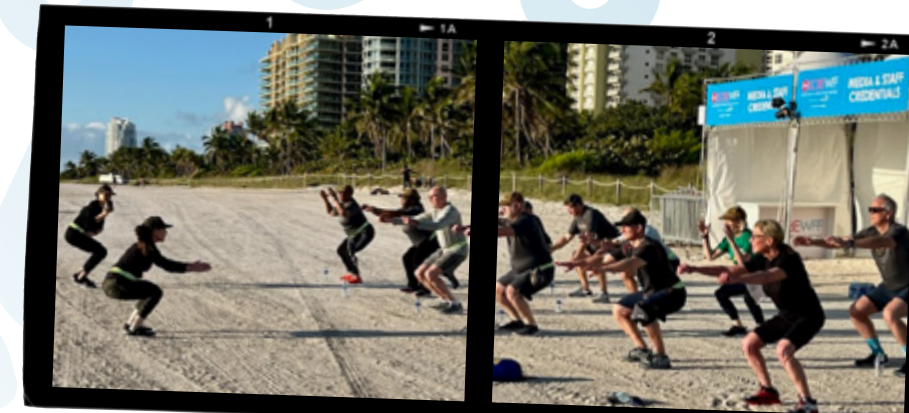
Ongoing professional leadership development is key to our success as we prepare our workplace of the future and seek to implement *State Connected*, our 2023 key strategic initiatives. The NAIC selected the Thayer Leadership Group to provide exceptional, best-in-class, leadership development content and learning experiences to help further connect us as a leadership team, hone our management skills, and fine-tune gaps that may hinder our ability to reach our desired professional goals.

This was an exceptional opportunity for the senior leadership team to celebrate its resiliency over the last few years and plan for the future of the NAIC with the following sessions:

- Thayer Leadership Inventory™ (TLI) Self-Assessment
- Values-Drive Leadership - 3 lessons
- Leading a Learning Organization - 3 lessons
- Leadership Philosophy with Thayer Senior Advisor Major General (Ret.) N. Lee S. Price
- Applied Academic: Enabling Team Success with Colonel (Ret.) Joe Vongs

Key learnings from the retreat include the following 5 Simple Truths:

1. You have at least one person to lead - yourself.
2. Leadership is your choice.
3. We all have a unique leader DNA.
4. Everyone has strengths and weaknesses.
5. If I focus on myself, to lead myself better, then I can lead others better.

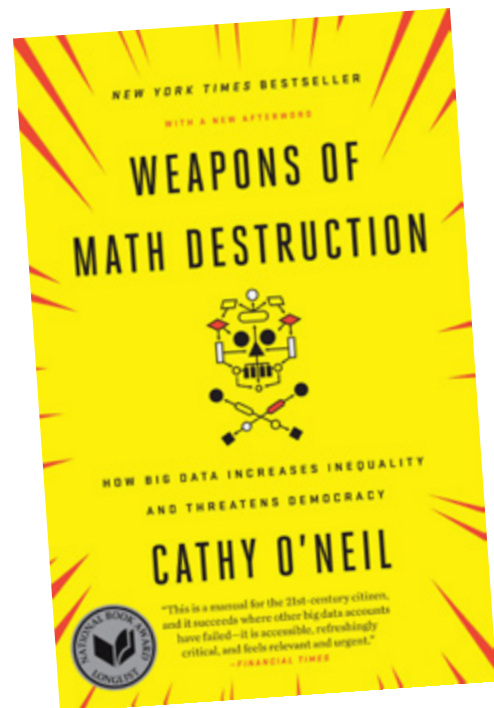




Empowering Our People to Succeed

Eryn Campbell, CIPR Library Manager, and the NAIC Research Library team are instrumental in curating a collection of print and digital resources for staff to help build skills and increase knowledge in DE&I. These resources are available for checkout to all staff, no matter their location. Staff are also encouraged to recommend new books to add to the growing collection. Information about books in the collection, how to check out a book, or how to recommend a purchase, can be found on the Research Library's SharePoint site.

Senior Leader DE&I Book Club



More than 65 senior leaders sharpened their awareness of DE&I and its impact on artificial intelligence (AI) with guided discussions in our annual DE&I book club. Leaders from the NAIC, National Insurance Producer Registry (NIPR), and the Interstate Insurance Product Regulation Commission (Compact) participated in small cohorts to discuss the book, "Weapons of Math Destruction" by mathematician and writer Cathy O'Neil.

The book explores how big data algorithms are used with good intentions but can reinforce preexisting inequities and be harmful. Upon completion of the cohort discussions, the DE&I Council members and facilitators participated in a hybrid debrief session with the author on best practices for using big data and the need for corporations and lawmakers to set standards for how to hold algorithms accountable and improve how they work in all industries, including insurance.

Communications

Table Talk Discussions

We held two in-person table talk discussions at the 3rd annual DE&I Conference and the NAIC Insurance Summit, where participants practiced healthy dialogue on current topics that could be perceived as "difficult or controversial" with colleagues who held different opinions and perspectives. Participants received a refresher on how to have healthy conversations and how to listen with empathy.

We believe providing opportunities for colleagues to discuss topics in a safe space that facilitates learning and growth is important.

In 2023, we rebranded our DE&I Director's Roundtable to NAICU Table Talk Discussions. Evelyn Boswell visited the New York office in June to meet with staff to discuss the DE&I conference and the culture at the NAIC. In August, a virtual session was held to discuss what's going well and what we may consider for 2024.



DE&I Council

Our 14-member DE&I Council serves as a group of brand ambassadors for the NAIC. Members advise senior leadership about our workplace culture and share key insights and DE&I best practices with staff. They facilitate department book clubs and encourage participation among peers and division leaders. Council members meet bi-weekly and plan NAICU Exchange programs, community volunteer programs, and the annual DE&I conference.



Evelyn Boswell,
Director DE&I;
Kansas City, MO -
Executive Sponsor



Jeff Evans,
Credit Analyst
Supervisor;
New York, NY -
Council Co-Chair



Paul Santillanes,
Senior Collaborative
Actions Coordinator;
Kansas City, MO -
Council Co-Chair



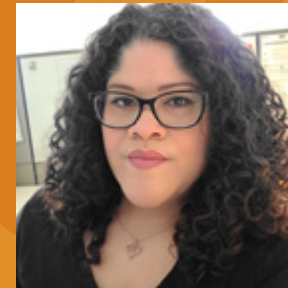
June LeBlanc,
Manager DE&I;
Kansas City, MO -
Council Chair



Mary Laboy,
Office Manager;
Washington, DC -
Council Co-Chair



Tracy Dodd,
Assistant Director,
Team Performance
& Engagement;
Kansas City, MO



Aida Guzman,
Senior Administrative
Assistant, Government
Affairs; New York, NY



Bailey Henning,
Senior Manager,
Accreditation &
Financial Examination;
Kansas City, MO



Abhaya Kulkarni,
Senior Business
Analyst I;
Kansas City, MO



Amy Lopez,
Senior Administrative
Assistant;
Kansas City, MO



Rachael Morisseau,
Insurance Compact
Project Coordinator;
Kansas City, MO



Roberto Pérez Santiago,
Property Casualty
Rate Modeling Actuary;
Kansas City, MO



Kristy Person,
ITG System Liaison III;
Kansas City, MO



Anna Soyck,
Computer Operations
Supervisor;
Kansas City, MO



Kristin Stanberry,
Senior Benefits and
Internal Services
Specialist;
Kansas City, MO



Lesa Taylor,
Designation Program
Manager;
Kansas City, MO



Special Thanks to our 2021-2023 Members

We would like to thank the following members for their hard work and dedication to the DE&I Council for the 2021-2023 term. The following members are now DE&I Legacy members and will continue to serve in an advisory capacity to the DE&I Council. Here are a few highlights from their term:



Dorothy Andrews, PhD
Senior Behavioral Data Scientist and Actuary; Kansas City, MO

Dorothy Andrews

- Dorothy helped facilitate several discussions on the role of DE&I in AI (2021-2023), and she has served as an SME on the subject for the NAIC.
- Dorothy presented to an international audience at the Festival for Diversity and Inclusion in Insurance in Jordan on the topic, "Where Does Bias Hide? Defining Data Biases and Unfairly Discriminatory Considerations."
- Dorothy reported findings from her PhD dissertation to regulators at the Insurance Summit. She shared research on consumers' attitudes toward the relevance of the risk of certain third-party data variables and the propensity of consumers to complain about variables deemed irrelevant.



Katie Chance
Senior Member Services Coordinator; Kansas City, MO

Katie Chance

- Katie served as the 2023 DE&I conference co-chair, and she was instrumental in planning and executing a successful hybrid conference.
- Katie created and facilitated the NAICU Exchange, "Generations in the Workplace" (2022).



Becky Meyer
Assistant Director, Member Services; Kansas City, MO

Becky Meyer

- Becky helped design and facilitate DE&I podcasts (2022).



"When everyone is included, everyone wins." –Reverend Jesse Jackson

NAICU Exchanges

We are intentional about education and awareness opportunities for all employees. Our NAICU Exchanges are monthly programs that provide employees the opportunity to sharpen their cultural competency and learn new skill sets. The NAICU Exchanges are designed to further the knowledge about others and the various cultures at the NAIC. Employees are highly encouraged to recommend programs, write stories, join a book discussion, and connect with colleagues across the NAIC.



January: New Year, New You - Our first NAICU Exchange program in 2023 was designed to help team members rewire their brains to experience more joy and satisfaction and less anxiety in the new year. Attendees learned about the importance of creating a Life Satisfaction Plan and neuroscience's role in getting unstuck. Kim Specker, Certified Life Coach and the founder and leader of RARE Transformation, delivered an informational and engaging 90-minute session.

February: Celebrating Black Joy and Resilience - In celebration of Black History month, Shawn Edwards, Fox 4 News film critic and executive producer of a Celebration of Black Cinema, shared how Black literature played an important role in bringing the Black experience to the big screen. The program revealed how stories of Black joy and resilience affected the pop culture landscape.

March: While many ushered in the month with March Madness college basketball watch parties, we dedicated the month of March to recognize two important observances:

International Women's Day Celebration - We celebrated acts of courage and the determination of ordinary women who played an extraordinary role in the history of their communities. Sharon Shipp, Deputy Commissioner for Market Compliance of the District of Columbia, and Jane Pansing Brown, Director of Housing and Community Development for Kansas City, MO, shared how they shattered glass ceilings and persevered to create authentic, sustainable change.

Irish American Heritage Month - More than Meat, Potatoes, and Melancholy - Kansas City author Pat O'Neill of the book, "From the Bottom Up: The Story of the Irish in Kansas City," helped debunk myths surrounding Irish culture and shared stories of the Irish neighborhoods that populated Kansas City. Attendees enjoyed authentic Irish cuisine and an Irish dance performance by KC Irish Dance.



May: Celebrating Cinco de Mayo - Cinco de Mayo was as an opportunity for the DE&I Council to educate team members about the true meaning of this observance in America, Mexico, and abroad. A contest was held on the HOLA affinity group Slack channel for team members to upload their favorite Mexican food, beverages, and recipes and win prizes.

June: Becoming a Trans Ally and Going Beyond the Binary - The Umbrella Alliance affinity group hosted a hybrid program with Parents, Families, and Friends of Lesbians and Gays (PFLAG) with presenter Jamie Hendel, Interim Director of Learning and Inclusion, who facilitated the discussion, "Becoming a Trans Ally." The program was open to all members of the NAIC, NIPR, and the Compact.

August: Leveling Up Your Intentionality to Build Your Financial Future - We revisited our New Year, New You session to help educate and provide team members with resources to make timely financial decisions. Robin P. Sterneck, financial advisor, coach, mentor, and president of Sterneck Capital Management, delivered an informal, yet power-packed session on how to rework your financial plan today to realize your dreams.

October: "Todos Somos, Somos Uno: We are All, We are One," - celebrated Hispanic Heritage Month with Elaine Montilla, Chief Technology Officer for the U.S. School Assessment at Pearson and founder of 5xminority Inc., who shared successes and challenges facing the Hispanic community and other underrepresented groups today.

November: Disability is Diversity - Andy Traub, Director, Center for Disability Inclusion, connected the NAIC with the disabled and veteran communities. Staff learned how to make accommodation requests.

Affinity Groups



Three affinity group leaders—Sara Dubsky, Assistant Director of Administrative Operations of Interstate Insurance Compact; Evan Kuhlmann, Web Communications Manager; Rachael Morisseau, Interstate Insurance Compact Project Coordinator, and June LeBlanc, DE&I Manager, joined hundreds of affinity/employee resource group (ERG) leaders from around the nation to attend the three-day Global Employee Resource Group conference in Washington, D.C.

This year's theme was, "Building Community and Cultivating Ideas." The team attended keynotes and workshops on topics such as ERG management, difficult conversations, advocacy, ERG data and analytics, and ERG best practices.

Our affinity groups are in the growth stage, and we want to ensure leaders and members receive training and opportunities to network so we can elevate our affinity group experience and they are positioned to be sustainable in the future.



SEE Her

SEE Her started off the year at the Spring National Meeting in Louisville, KY, by sponsoring a breakfast program for commissioners and regulators in attendance.

Sharon Clark, Kentucky Commissioner, opened the program with a warm introduction to Andrea Wilson, Chief Operating Officer and Master of Maturation, Michter's Bourbon. Wilson shared her career journey as a woman in a male-oriented industry and how she rose to her current position. She educated the audience on the history of bourbon in America.

SEE Her has held a series of calls focused on what we can do every day to support and advocate for women in the workplace. This included a discussion on pay equity and a presentation from the NAIC POE department on "NAIC Pay and Total Reward Practices."

To celebrate Women's Equity Day, SEE Her hosted a hybrid event featuring guest speaker, Alana Muller, who shared five tips for self-advocacy in the workplace. Attendees practiced the Wonder Woman pose that communicates self-confidence.

In September, SEE Her/NAIC was an amethyst sponsor of the 2023 United We Work for Change Event with this year's keynote speaker Mara Liasson. SEE Her held an in-person networking event in lieu of a teleconference at the end of October.



SEE Her designed a SharePoint page and Slack channel for those who are interested in upcoming events and creating an open and welcoming environment where women, allies, and interested parties can share, learn, and teach others about empowerment, work-life balance, and other issues affecting women.



Umbrella Alliance KC Pride 2023

The Umbrella Alliance participated in the 2023 Kansas City Pride Parade on June 10. The marchers included Umbrella Alliance leaders and members, friends, and family members. The team decorated a vehicle and passed out buttons, fans, and other items identifying various aspects of the LGBTQIA+ community referencing the NAIC and its Umbrella Alliance affinity group.

Summer National Meeting Breakfast Program, Transgender Health Care and Insurance

Steph Hicks, Co-Chair of the Umbrella Alliance, and Rhode Island Deputy Chief of Legal Services Patrick Smock facilitated a panel of experts to address crucial aspects of transgender health care. Panelists included Dr. Kellan Baker, C.P. Hoffman, Commissioner Michael Humphreys, Claire Verity, and André Wilson, each offering unique perspectives on the topic. The conversation revolved around policy advocacy, legal frameworks, state-level initiatives, and the private sector's role in improving trans health access. Emphasizing cultural competency and inclusivity, the panel highlighted the need for collaborative efforts among policymakers, health care providers, insurers, and advocates to ensure equitable health care access for transgender individuals.



Umbrella Alliance Awareness and Outreach Programs

- Facilitated discussion with the Employee Assistance Program on transgender legislation and school board policies.
- Amy Billings (Community Outreach Officer) and Evan Kuhlmann (Ally Liaison) participated in a panel discussion moderated by co-chair, Steph Hicks. The panel addressed how to form a new affinity group, and the Umbrella Alliance leaders shared why the affinity group was formed.
- Presented the June NAICU Exchange, Becoming a Trans Ally, by the Umbrella Alliance and PFLAG presenter Jamie Hendel.
- Hosted the “Building and Sustaining an Inclusive Culture” virtual program sponsored by Out & Equal.
- Hosted the “Intersectional Allyship at Work” virtual program sponsored by Out & Equal.

HOLA (Hispanic Origins and Latinx Allies)

HOLA was chartered in February by a group of employees with a passion to create a space that helps Hispanic employees and allies identify operational and cultural opportunities to help create belonging for all employees at the NAIC.

HOLA programs focus on community outreach, recruitment, and the retention of diverse talent; provide education and awareness of the challenges that affect the HOLA community; and celebrate Hispanic and Latinx history, culture, and achievements.

2023 ACCOMPLISHMENTS

- Established a regular meeting schedule, meeting every third Thursday of the month in an open forum Webex.
- Elected a chair (Amy Lopez), vice chair (Rachael Morisseau), and executive sponsor (Miguel Romero) for the group.
- Joined the Hispanic Chamber of Commerce to expand the group’s network and participate in community efforts.
- Translated assignments for consumer education materials.
- Met with the NAIC Communications Director to discuss translation tools.
- HOLA helped implement a translation feature on the NAIC website.

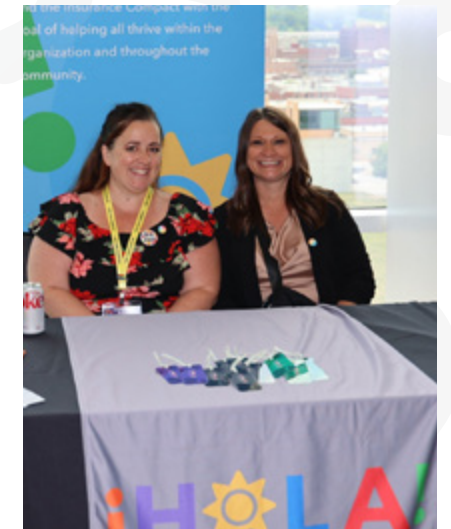
HOLA held its inaugural hybrid event, “Todos Somos, Somos Uno: We are All, We are One,” to celebrate Hispanic Heritage Month from our Capital Markets & Investment Analysis office in New York City. Elaine Montilla, Chief Technology Officer for the U.S. School Assessment at Pearson and founder of 5xminority Inc., a company and social media brand dedicated to empowering and elevating the voices of women and marginalized groups in the technology field and beyond, discussed successes and challenges facing the community.

iHOLA!

Hispanic Origins and Latinx Allies



Miguel Romero (left), HOLA Executive Sponsor, and Amy Lopez (right), HOLA Chair, at the affinity group panel during the inaugural Employee Experience Training Day.



Rachael Morisseau (left), HOLA Vice Chair, and Amy Lopez (right), HOLA Chair, at the HOLA booth during the 3rd Annual DE&I Conference.



Fireside chat with Elaine Montilla, founder of 5xminority, Inc. and Chief Technology Officer for US School Assessment at Pearson, to celebrate Hispanic/Latinx culture in the New York office.



EX LIVE and 3rd Annual DE&I Conference

This year we added an EX LIVE program to our 3rd Annual DE&I Conference. The Employee Experience LIVE was a hybrid event, and staff from all offices were flown to Kansas City to participate. Christina Schultz opened with the presentation, "Staying Connected in a Hybrid World." Joy Johnson-Carruthers of JTraining Solutions provided an engaging session on "Building an Inclusive Culture, Pitfalls to Avoid for DE&I." The afternoon ended with the affinity groups sharing the importance of getting involved as allies and how to grow the affinity group culture at the NAIC.

On June 8, more than 624 attendees joined us in person and virtually to engage in the annual DE&I conference at the Loews Hotel Kansas City. Mayor Quinton Lucas provided a warm welcome, and Ash Beckham delivered a discussion on "The Art of Inclusive Leadership" and provided examples of how to get "real" and take off the armor to be our authentic selves.



LaDonna McCullough, Chief Equity Officer for the City of Kansas City, shared how her team plans to transform culture and climate through a culturally responsive lens within Kansas City's internal structure and throughout the city.

In-person attendees chose two breakout sessions to further their DE&I learning journey:

- "Leveraging Behavior Science to Transform Toxic Work Cultures" presented by Dr. Kevin Sansberry II, Certified Executive Life Coach and Behavioral Scientist
- "Courageous Civility" presented by Sue Coveilli-Buntley, Co-Founder of Up Spiral Leadership
- "Mindful Meditation" presented by Erik Hulse, Mindfulness and Meditation Teacher
- "The All-In Way: 5 Strategies for Successful Life and Leadership Today" presented by Kelly Byrnes, Founder of Voyage Consulting Group
- "Reflections of the Jewish Community and Others" presented by Rabbi Doug Alpert

John Quiñones presented the afternoon keynote address, "What Would You Do? Business Edition." He shared how growing up in a family of migrant farm workers helped prepare him to "never take no for an answer" and break through barriers and become a role model.







Congratulations!

DE&I Champion Award

Amy Lopez was nominated by her peers as the 2023 NAIC DE&I Champion. The DE&I Champion demonstrates dedication and commitment within the NAIC framework, which is workforce, workplace, members, and community. The Champion exhibits one or several of the following leadership behaviors:

- **Advocates** for change and awareness.
- **Values and respects** diverse points of view.
- **Facilitates** positive communication and organized intergroup relations.
- **Demonstrates** the ability to include others through their actions of advocating for change.
- **Supports** DE&I-related educational and professional development opportunities.

Lopez has been with the NAIC for 20 years as a Sr. Administrative Assistant and in Financial Regulatory Services (FRS) for 15 years. She serves on the DE&I Diversity Council and is the chair of the Hispanic Origins and Latinx Allies (HOLA) affinity group.

Lopez is a member of the Bonner Springs Rotary, where she serves on the Tiblow Trot Committee, organizing an annual five-mile and 5K run, which raises money for high school senior scholarships. She also serves on the board of Vaughn-Trent Community Services Inc. as secretary.

What others are saying about Lopez:

"Amy's enthusiastic engagement in NAIC DE&I programming is contagious. She is consistently present, participating, and always brings excitement and joy! Amy goes above and beyond in her role as a council member, and her unwavering support of NAIC DE&I efforts has contributed to many successes. I know Amy has supported the Umbrella Alliance and is a leader of the HOLA affinity group. For me personally, after a chance meeting on the 15th floor, Amy helped me get the See Her affinity group ready for the DE&I conference. She got the ball rolling on tabling materials, setting up our SharePoint site, and even developing See Her affinity group handouts. In addition, to assist with the diversity holiday presentation at last year's NAIC holiday party, Amy researched and drafted talking points to help get me started. Amy is also helping plan the next NAIC DE&I field trip. One can't help but rise to the occasion with Amy's support and zeal."—Holly Weatherford, Senior Legislative Affairs Counsel

"For those who know Amy, the first word that may come to mind is passion. She is an incredibly enthusiastic individual and lifelong learner who does not shy away from tough conversations, especially those within the realm of DE&I. Amy is always eager to engage with fellow NAIC employees about our workplace efforts and discuss the validity of DE&I to our mission and members. Amy fervently supports our goals and encourages staff to participate in our events, even when some may show apathy. She values and respects different points of view yet sets a committed tone for healthy, productive conversations that promote and support diversity and inclusion."—Katie Chance, Senior Member Services Coordinator



Members

NAIC President Chlora Lindley-Myers Honored as DE&I Trailblazer

On March 6, at the Bermuda Business Development Agency's (BDA) 2nd Annual Bermuda Risk Summit, Chlora Lindley-Myers, NAIC President and Director of the Missouri Department of Commerce and Insurance, was honored as a DE&I Trailblazer, along with Government of Bermuda Acting Financial Secretary Cheryl Ann Lister. The Premier of Bermuda, the Honorable. E. David Burt, JP, MP, presented the awards.

NAIC Members Discuss U.S. Regulatory Updates and DE&I

On Sept. 8, NAIC members participated on three panels at the Association of Bermuda Insurers and Reinsurers' (ABIR's) 16th Annual International Insurance Regulatory Dialogue in Brussels.

During the lunch session, Chlora Lindley-Myers, NAIC President and Director of the Missouri Department of Commerce and Insurance, participated in a "seaside chat" with International Association of Insurance Supervisors (IAIS) Secretary General Jonathan Dixon and ABIR President and CEO John Huff. Director Lindley-Myers discussed her views on DE&I at the NAIC and the Missouri Department of Commerce and Insurance, as well as in the insurance industry more broadly.



Left to right: Bermuda Acting Financial Secretary Cheryl Ann Lister, Bermuda Premier David Burt, and NAIC President Chlora Lindley-Myers.



Left to right: Eric Dunning, Director of the Nebraska Department of Insurance; Chlora Lindley-Myers, NAIC President and Director of the Missouri Department of Commerce and Insurance; and Massachusetts First Deputy Commissioner Rachel Davison.



Gary Jones, Director, P&C Market Conduct, Pennsylvania; Chandara Phanachone, Director, Insurance Diversity Initiative, California

Member Diversity Leadership Forum

Two co-chairs were appointed to help facilitate quarterly meetings with our member diversity leadership team. The forum provides an interactive think space for regulators designated as the DE&I lead from their state/territory to share DE&I best practices and learn from each other. Members have access to educational resources, guest speakers, and networking opportunities to further inclusion in their departments.

Intro to DE&I Course for Regulators

This spring, the NAIC introduced new coursework for insurance regulators, "Foundations of Diversity, Equity, & Inclusion for Regulators." This self-paced online course provides foundational knowledge in the following areas:

- Understanding Diversity, Equity, and Inclusion
- Cultural Competency: Understanding, Awareness, and Building Competency
- Diversity, Equity, and Inclusion in the Workplace

State regulators and NAIC staff are encouraged to take the course.

Member Diversity Leaders Moving the Needle on Inclusion



CALIFORNIA

In October, the California Department of Insurance (DOI) hosted its Insurance Diversity Summit, "Setting the Pace for Diversity in California's Insurance Industry," in Los Angeles. Chandara Phanachone, Director of the Insurance Diversity Initiative with the California DOI, and her team were instrumental in developing a one-day program where attendees learned key insights on policy, best practices, and strategies for growth. The summit also provided networking opportunities with diverse suppliers and resources for entrepreneurs interested in growing their businesses while impacting their communities. Gary Jones, Director, P&C Market Conduct, Pennsylvania, and Evelyn Boswell were also in attendance.



Special guest speakers included Evelyn Boswell, Director of Diversity, Equity, and Inclusion at the NAIC; Tracy Hernandez, founding CEO of the Los Angeles County Business Federation; Mark Morales, chair of the Insurance Diversity Task Force at the California DOI; and Rebecca Aguilera-Gardiner, vice chair of the Industry Diversity Task Force at the California DOI.

MICHIGAN

Director Anita G. Fox (in center photo) and Department of Insurance and Financial Services staff participated in #BlackFriday in Detroit, Michigan, supporting Black insurance professionals from historically underrepresented communities.



MISSOURI

Chlora Lindley-Myers, NAIC President and Director of the Missouri Department of Commerce and Insurance (pictured center); and Missouri Department of Commerce and Insurance representatives Lisa Li, Insurance Financial Examiner and Win Nickens, Audit Manager, Market Conduct, participated in the NAIC's 3rd Annual DE&I Conference.

The Missouri Department of Commerce and Insurance joined in the celebration of the history of Asian Americans, Native Hawaiians, and Pacific Islanders. U.S. Missouri Department of Commerce and Insurance employees Sherrece Smith and Lisa Li served on the 2023 Asian Pacific American Heritage Month Committee.

OHIO

The Ohio Department of Insurance (DOI) developed a DE&I Strategic plan to communicate its commitment.

The DOI collaborated with Opportunities for Ohioans with Disabilities Department to further inclusion and employment opportunities via an apprenticeship program resulting in a permanent hire.

ODI implemented a blind screening process for reviewing applications across divisions.



OREGON



2023 Martin Luther King Jr. celebration



Veronica Murray, DEI Manager of the Oregon Department of Consumer and Business Services, (center back row) is a member of the Philippine American Chamber of Commerce of Oregon (PACCO) advisory board.

As chairperson of the Oregon Department of Consumer and Business Services DEI Council, Director Andrew R. Stolfi joined council members for a luncheon at the Oregon Capitol. Pictured here from the left are Jennifer Rice, Veronica Murray, Andrew R. Stolfi, Kent Landgraver, Cathy Ostrand-Ponsioen, Matt Kaiser, Kathy Rowell, Liz Johnson, and Cassie Soucy.



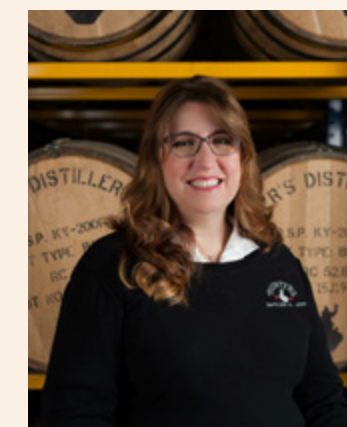
VIRGINIA

Joy Morton was awarded the Paul DeAngelo Memorial Teaching Award in 2021, which recognizes excellence in insurance education. The award annually honors an insurance regulator, or former regulator, who has continually committed himself/herself to insurance regulatory education through his/her commitment to increasing and improving insurance regulatory knowledge. Through excellence in educating regulators, both the industry and the public benefit. The award was conceived in 2000 and was first presented in 2001 to the family of Paul L. DeAngelo in his memory.



Spring National Meeting: Women's Leadership Breakfast

The SEE Her affinity group collaborated with Kentucky Commissioner Sharon P. Clark for the annual Women's Leadership breakfast. Commissioner Clark opened the program with a warm introduction of Andrea Wilson, the Chief Operating Officer and Master of Maturation with Michter's Bourbon.



Wilson shared her career journey as a woman in a male-oriented industry, how she rose to her current position, and some hidden facts about the history of bourbon in America.

Summer National Meeting: Transgender Health Care and Insurance



In a panel discussion titled, "Transgender Health Care and Insurance," hosted by Steph Hicks, Co-Chair of the Umbrella Alliance, and Rhode Island Deputy Chief of Legal Services Patrick Smock, a panel of experts convened to address crucial aspects of transgender health care.



Panelists included Dr. Kellan Baker, C.P. Hoffman, Commissioner Michael Humphreys of Pennsylvania, Claire Verity, and André Wilson, each offering unique perspectives on the topic.

The conversation highlighted policy advocacy, legal frameworks, state-level initiatives, and the private sector's role in improving trans health access.



Emphasizing cultural competency and inclusivity, the panel highlighted the need for collaborative efforts among policymakers, health care providers, insurers, and advocates to ensure equitable health care access for transgender individuals.



Insurance Summit

This year we offered one DE&I course eligible for continuing education (CE) course credit, a breakfast table program, and a Table Talk discussion with Evelyn Boswell, the Director of DE&I.

Susan Johnson, Chief Diversity, Equity, and Inclusion Officer at The Hartford, shared how The Hartford's workforce reflects its customer base and how it drives successful acquisition, development, and retention of talent by focusing on the right internal and external business and operational activities related to diversity. Under her leadership, The Hartford earned the 2023 Catalyst Award, the premier recognition of organizational DE&I initiatives that drive representation and inclusion for women.

Angela Cooper, CEO and principal consultant of Mindpower Strategic, helps organizations shape cultures that empower, engage, and energize their staff. She delivered a thought-provoking presentation, "Harness Your Power: Drive Inclusive Change with Intention and Influence." She uncovered the truth about power dynamics and explored how each of us can use our unique power to drive positive change.

Fall 2023 International Fellows Program

The NAIC hosted eight foreign regulators from five countries (Brazil, Poland, Saudi Arabia, Taiwan, and Thailand) at its Fall 2023 International Fellows program. Participants learned how insurance regulation works in the U.S. and how the NAIC supports state-based regulation. Participants worked for five weeks at a state insurance department, seeing firsthand how states approach financial regulation, market conduct, licensing, and many other aspects of regulation. Fellows finished the program at the NAIC's Capital Markets & Investment Analysis Office in New York City to learn how the NAIC keeps state insurance regulators updated on investment risks and trends in the market.

Insurance departments in Connecticut, District of Columbia, Iowa, Louisiana, Maryland, Ohio, and Virginia served as hosts for the Fall 2023 program.



Meet and greet with NAIC Acting CEO Andy Beal (pictured sixth from left).



Dinner with television host, author, and Italian-American celebrity chef Lidia Bastianich (pictured standing) of Lidia's.



Community



2nd Annual Happy Bottoms Day of Giving "Imagine You Just Ran Out of Toilet Paper" Event

An estimated 22,000 children in Kansas City need diaper assistance, according to the 2017 U.S. Census. Because diapers are not covered by government safety net programs, such as food stamps, Medicaid, and WIC, there is a severe diaper gap that impacts many local families.

Fourteen NAIC employees spent a half day in October helping close the diaper shortage gap for families in need in the greater Kansas City region by participating in the second annual volunteering program at Happy Bottoms. Volunteers helped repackage diapers that will be distributed to various organizations. Paul Santillanes, Sr. Collaborative Actions Coordinator Regulatory Services - Market Regulation, NAIC, and DE&I Council co-chair, coordinated the event.

The NAIC repackaged 92,000 diapers, which went into 484 distribution bags, and raised more than \$200, ensuring that more than 4,600 children will receive diapers to stay clean and healthy.



Chancellor's Martin Luther King Jr. Scholarship Luncheon

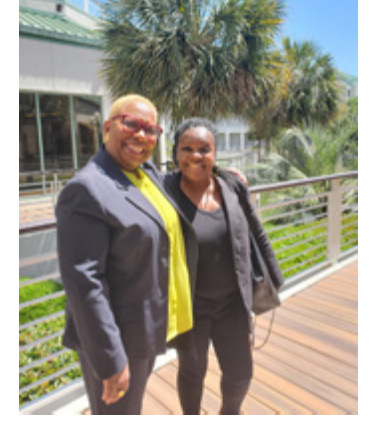
The Metropolitan Community College Foundation presented the Martin Luther King Jr. luncheon at the Loews Hotel Kansas City. Kevin Holmes, evening news anchor and reporter for KSHB 41, moderated the luncheon and Donna Brazile, veteran political strategist and New York Times bestseller, shared the importance of social justice for all.

"To help yourself, help others. Whatever good you do travels a circle and returns to you many times over—but remember, life isn't about what you get, it's about what you become."—**Dennis Gaskill**

Oh, the Places We Shared DE&I



Insurance Regulatory Examiners Society Conference
Hilton Head, SC



Ohio Department of Insurance



UMKC School of Law Annual Diversity Banquet



History of Juneteenth to the Mattie Rhodes Cultural Center, Kansas City, MO



Juneteenth Presentation to the Mattie Rhodes Foundation

June LeBlanc, NAIC DE&I Manager, delivered a lunch and learn presentation, "Juneteenth: A Moment, A Monument, or a Call to Action," to the Mattie Rhodes Foundation in Kansas City, MO.

The presentation shed light on the myths surrounding the Emancipation Proclamation and the events that led to Union General Gordon Granger's trip to Galveston, TX to announce General Order 3 on June 19, 1865, which officially ended slavery in Texas.

The discussion highlighted the importance of knowing all facets of American history to effectively address the disparities that exist in the workplace and community.

APCIA/ACLI/LICONY, Washington, DC



Women's Business Forum 2023



Evelyn Boswell; June LeBlanc; Sophia Muhindura; staff members at the Mattie Rhodes Foundation; and John Fierro, President/CEO of the Mattie Rhodes Center.



"If you can dream it, you can do it."—Walt Disney

Awards and Recognition

Picture this ... employees are given all the right resources and platforms to perform and thrive at the highest level and leave an indelible imprint on the workplace and community.



Dr. Jeff Czajkowski

Director of the Center for Insurance Policy and Research (CIPR) at the NAIC, was the 2023 winner of the Smith & Magnum Distinguished Services Award. The award was established to honor the late Carol Smith from Progressive Insurance and Randy Mangum from the United Services Automobile Association (USAA); both individuals made significant industry contributions and served on the Society of Insurance Research (SIR) board and committees.



Eryn Campbell

Research Library Manager at the Center for Insurance Policy and Research added the title of VP of Education for the Society of Insurance Research to her credentials.



Dorothy Andrews, PhD

Sr. Behavioral Data Scientist and Actuary received a Doctor of Philosophy in Psychology with an emphasis in Media Psychology.



Health and Well-Being Awards

Health and well-being are instrumental in DE&I. We know that when our employees are healthy and feel a sense of belonging, we have a more productive and engaged workforce. Our wellness program, led by Tiffany Snead, Wellness Program Manager, provides a variety of hybrid and in-person programs and resources to help employees and their families, regardless of where they are on their health and well-being journey.

Kansas City Business Journal Healthiest Employer 2023

- 2021-2022 1st Place (500-1499 population)
- 2017-2020 honoree

CIGNA Well-Being Award 2018-2023

Kansas City Chamber of Commerce Healthy KC Certification in Workplace Wellness Platinum Level 2018-2023

KC Corporate Challenge

The NAIC/NIPR won a Sportsmanship award and 1st Place in Division C.

Other Awards and Recognitions

100 of the Healthiest Employers in the U.S. (#14) by Springbuk Wellness Platform 2021

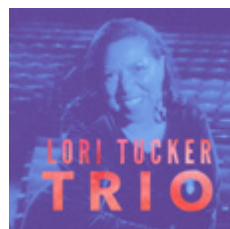


Community Partners

We couldn't have successfully executed our DE&I initiatives and programs without collaboration with our local and national community partners. Thank you for making 2023 a fabulous year.



SpencerStuart



Picture this . . . AWARENESS IN ACTION

To include everyone at the NAIC:

Be open to growing

Learn from mistakes

Keep moving forward

"I'm excited about the work we accomplished this year and the work we will continue to do in the years to come.

It's a journey, not a sprint."

EVELYN BOSWELL



NAIC NATIONAL ASSOCIATION OF
INSURANCE COMMISSIONERS

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