

BLUEPRINT FOR SUCCESS

2025 NIPR ANNUAL REPORT



BLUEPRINT FOR SUCCESS

In 2025, NIPR continued the momentum of its three-year strategic plan, *Shaping Our Future*, building on a strong foundation of progress and purpose. Throughout the year, we reached meaningful milestones in transactional volume, product innovation, and internal professional development.

“Our mission, our people, and the planning we have done for the future serve as our *Blueprint for Success*—guiding our decisions and enabling us to expand and strengthen the support we provide to the people we serve.”

– NIPR CEO Karen Stakem Hornig

CONTINUED SUCCESS IN 2025

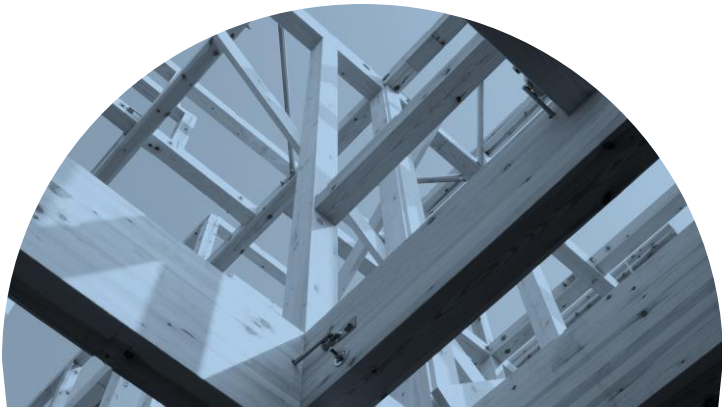
185.9^M
Annual Transactions
▲ 29%

9.2^M
Producer Records
▲ 2.2%

\$1.38^B
Processed on behalf of States and US Territories
▲ .7%

\$100.8^M
Total Revenue
▲ 13%

BUILDING UPON OUR MISSION



NIPR is a not-for-profit technology company that provides cost-effective, streamlined, and uniform licensing data and compliance services for insurance professionals.

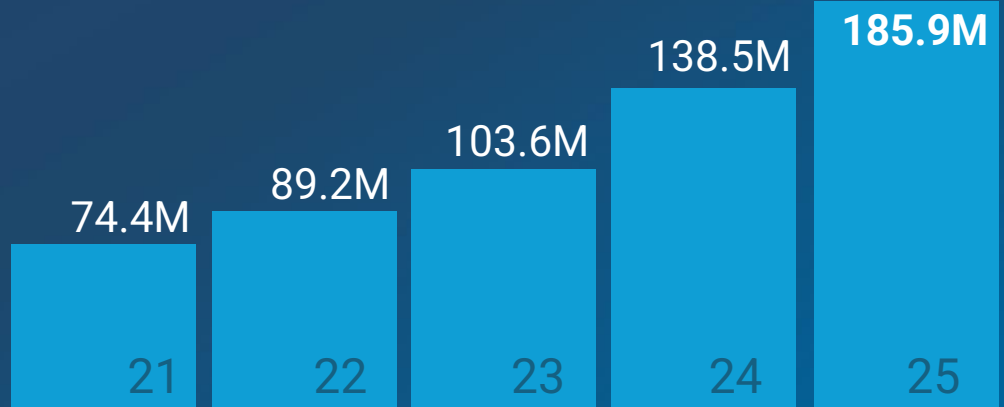
For 30 years, together with the NAIC and the insurance industry, NIPR has been protecting and serving insurance consumers.

STRONG FOUNDATION

5 YEARS OF PROGRESS

150%

increase in the number of credentialing and report transactions on behalf of the states and industry over the last 5 years.



FRAMEWORK OF SUPPORT

NIPR has built best-in-class customer service for the insurance industry and state regulators. Our dedicated teams and strong relationships allow us to continually expand and enhance the customer experience.

2025 SERVICE HIGHLIGHTS

\$1.7M

Fielded record high **307,699** inquiries providing more than **\$1.7 million in savings** to state insurance departments.

95%
CSAT

Achieved an average **95%* Customer Satisfaction Score (CSAT) score**, a metric that indicates how satisfied customers are with a company's products or services, for phone inquiries – **88% CSAT** for all form of inquiries.

500+

Producer **licensing training for 500+ regulators** including in-person Western and Midwest Zone trainings.

MODERN TOOLS BUILD SOLUTIONS

Through ongoing product evolution and technology modernization, NIPR is engineering systems built for the future—designed to anticipate what’s next and deliver innovative, reliable solutions for those we serve.

2025 PRODUCT & TECHNOLOGY UPDATES

New NIPR.com The site was launched in 2025 and was redesigned to enhance users experience with modernized functionality and easier access to tools and information.

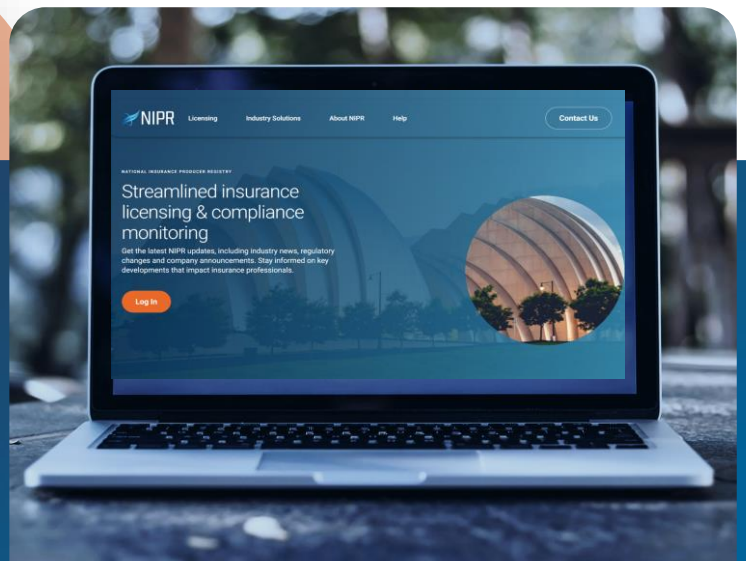
Cloud Modernization In 2025, NIPR completed a comprehensive modernization of the cloud infrastructure that supports all our software. This work strengthened reliability, enhanced security, and improved our ability to scale and adapt as demands grow. Beyond an infrastructure upgrade, this effort represents a strategic investment in modern technology capabilities, ensuring NIPR’s systems are resilient, efficient, and positioned to support innovation well into the future.

Identity Management Major enhancements to NIPR’s identity management platform were completed, establishing a secure, NIPR-managed foundation for how users access and interact with our services. This work improved security and reliability while significantly reducing friction for regulators, industry partners, and producers through a more consistent and intuitive sign-in experience.

5.7M
WEBSITE VISITORS
33.5% GROWTH YOY

“Every improvement we make to NIPR’s products and technology is rooted in our mission—to provide trusted, efficient solutions that serve our state and industry stakeholders. By modernizing our platforms and investing in scalable, forward-looking technology, we’re strengthening how we provide support today and building the foundation for future innovations that will help NIPR continue to lead and adapt in an evolving regulatory landscape.”

— NIPR CPTO Eric Saul



CONSTRUCTING SOLID TEAMS

Building and strengthening our internal teams, cultivating talent and empowering our people helps turn our strategies into success. In 2025, we continued to follow the People and Culture strategic plan blueprint and achieved more together as one team.



EMPOWERING OUR PEOPLE

- Our teams **grew 24%** and achieved **92% Employee Retention** for our 200-person team.
- We continued to develop our people and grow from within with a **21% Internal Mobility Rate** (percentage of employees moving into new roles like promotions and lateral transfers within an organization) and a **17% Promotion Rate**.
- Strengthened our culture with the NIPR Values in Action initiative, further aligning the workplace to our values of **Teamwork, Excellence, Trust, and Innovation**. Reinforced this alignment by enhancing our recognition program, defined career paths and ongoing team assessments.

BUILT FOR SUCCESS

In 2025, NIPR made deliberate progress by modernizing platforms, applying innovative technology, and empowering our people with the skills, resources and confidence to build smarter solutions.

Like a well-designed structure, each component—revenue stability, operational execution, product innovation, and professional growth—worked together to reinforce long-term strength. Our results demonstrate that NIPR is not only built to endure but equipped with the right tools to continue shaping the future of insurance licensing and compliance.



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