



SHAPING TOMORROW, **TODAY**

2024 NIPR ANNUAL REPORT



NIPR



SHAPING TOMORROW, TODAY

In 2024, NIPR embarked on the first year of its three-year strategic plan, [*Shaping Our Future*](#), and achieved milestones in revenue, transactional volume, product innovation, and internal professional development. Our strategic plan is the blueprint that allows us to never lose sight of our mission and continue to expand our support for the people we serve.

Reflecting on a year of transformative growth, our 2024 year-end results prove that NIPR remains positioned to be a valuable player in the future success of our stakeholders.

RECORD GROWTH IN 2024

138.5^M

Annual
Transactions
▲ 33.6%

8.9+^M

Producer
Records
▲ 2.4%

\$1.37^B

State Fees
Processed
▲ 7%

\$82.8^M

Revenue
▲ 14.2%

DELIVERING ON 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. Together with the NAIC and the insurance industry, NIPR protects and serves insurance consumers.

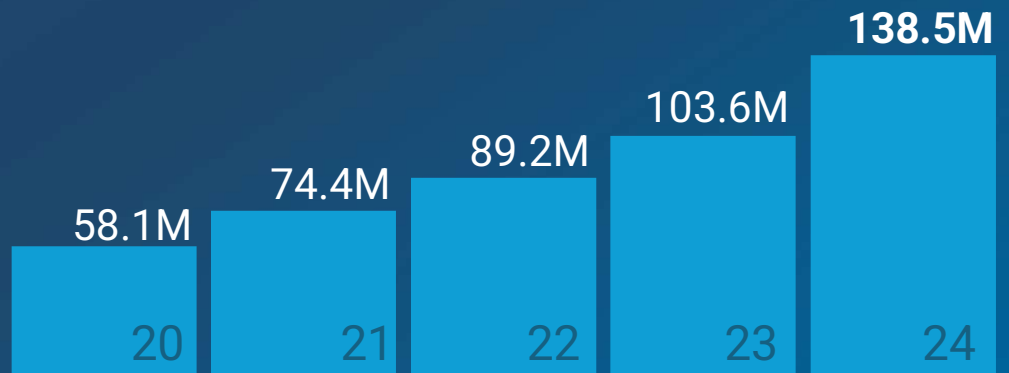


GROWTH

5-YEAR TREND

138.4%

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



SUPPORT FOR THOSE WE SERVE

NIPR is committed to 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.

2024 SERVICE HIGHLIGHTS

\$1.6M

Fielded record high **307,000** inquiries providing more than **\$1.6 million in savings** to state insurance departments.



Strengthened our relationships by conducting **8 jurisdiction visits and 15 training sessions** for state insurance regulators.



Achieved an average **88%* Customer Satisfaction Score (CSAT) score**, a metric that indicates how satisfied customers are with a company's products or services.



Expanded our State Regulatory teams with **6 new team members**, enhancing our support capabilities.

ENHANCED PRODUCT PORTFOLIO

Continuing to evolve our products and technology enables NIPR to be prepared for future needs and proactively provide innovative solutions to support those we serve.

2024 PRODUCT IMPROVEMENTS

- Launched a **new modernized user experience** for our Producer Reports website.
- Retired CSR reports, **streamlining our reporting processes** and supported our mission by transitioning clients to more comprehensive compliance tools.
- Expanded Contact Change and Designated Responsible Licensed Producer designation update capabilities for most SBS states, providing **greater flexibility and convenience for users.**

“As we continue to grow, the key to our success is that we never lose sight of our mission of providing cost-effective, streamlined, and uniform licensing and data compliance services for insurance professionals.”

—NIPR CEO Karen Stakem Hornig



INTERNAL TEAM DEVELOPMENT

Building and strengthening our internal teams and cultivating talent helps drive the company's future strategies. In 2024, we achieved objectives that position us well to deliver on our mission.

97.9%
Employee
Retention



GROWING OUR PEOPLE IN 2024

- Achieved **97.9% employee retention** of our 161-person team.
- Introduced a new job architecture system that **enhances career pathing** for our team members.
- Successfully launched an Apprenticeship Program to **encourage internal career growth**.
- Positioned us for future growth and to better serve our mission by **forming a new Communications team**.



YESTERDAY, TODAY & TOMORROW

NIPR consistently executes on our values of **Teamwork, Excellence, Trust and Innovation**, to become the one trusted source for insurance licensing, data and simplified compliance.

Every day is a new opportunity for NIPR to meet evolving industry and producer needs, harness the power of technology and provide exceptional customer service, while **Shaping the Future** for tomorrow.



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NATIONAL INSURANCE PRODUCER REGISTRY