



2022 ANNUAL REPORT

NIPR delivered another record year as our teams continued to make significant progress on the goals and objectives outlined in our strategic plan, *Our Bridge to the Future*. The strategic plan leverages NIPR's strengths and accelerates business growth by focusing on three critical dimensions of our work: our engaged and empowered team, customer-focused excellence, and high-quality, reliable technology.

These pillars drive NIPR's mission to centralize insurance producer data and deliver a uniform, streamlined and cost-effective credentialing process across all NAIC member jurisdictions.

In the second year of our three-year plan, we delivered:

RECORD SETTING YEAR

- \$67.4 million in revenue, up 9.3% from 2021
- 47 million transactions, up 10% vs prior year
- 8.1 million producer records in NIPR's database, an increase of 3.3% over 2021
- 1.29 billion processed on behalf of states and US territories, up 17.5% from 2021

ENGAGED AND EMPOWERED TEAM

People are the heart and soul of NIPR and the foundation that enables us to deliver on our mission. Supporting, growing, and empowering our team is the first pillar in our strategic plan and in 2022 we achieved several goals:

- 97.5% employee retention, representing a 1.5% increase over 2021

- 100% of customer experience team members now hold HDI certifications, nationally recognized training credentials for technical service and support professionals
- 265,000 customer inquiries managed by our customer service team via phone, chat and email representing \$1.3 million in savings to state insurance departments
- 91% response rate on employee survey

CUSTOMER FOCUSED EXCELLENCE

We are committed to building and sustaining strong state and industry relationships by delivering demonstrable value, navigating change with speed and efficiency, and continually advancing knowledge, insights, products and services. Our 2022 customer-focused achievements include:

- Added three states—Hawaii, Kansas and Massachusetts—to major NIPR products
- Implemented Appointments & Terminations for Massachusetts and Vermont, resulting in 20 states now processing through NIPR
- Expanded Contact Change Request (CCR) for Business Entities; currently available in 34 states to give businesses the ability to change their contact information easily through NIPR.com
- Achieved 97% first contact resolution by NIPR's customer service team

