



2023 YEAR IN REVIEW

This year, NIPR celebrates a major milestone, 100% of states now fully utilize NIPR for major lines products and services. The success of this year reflects our dedicated teams and their steadfast commitment to serving our customers.

- The State Team made 13 virtual and on-site visits to Guam, Iowa, Kansas, Nebraska, New York (2), North Dakota, Maryland, South Dakota, Virginia, and Washington (3).
- They also hosted 12 training opportunities for state regulators and other stakeholders at various events.



State Team Accomplishments

NIPR's four State Regulatory Affairs Teams continue to grow to meet demand completing 880 state tickets in 2023. In addition to Laurie Wolf, Chief Regulatory Affairs Officer, and Tiffany Doenges, State Education & Outreach Manager, we have added Tatiana Smith as State Relationship Account Manager and Sam Lammers as State Technical Implementation Manager. The team continues to educate regulators, strengthen relationships, identify opportunities to expand NIPR usage and develop a best-in-class strategy for state regulatory excellence.

- New York implemented individual Resident and Nonresident Licensing for new and renewal licenses in November 2023 along with Contact Change Request for Business Entities.
- The State of Washington began implementing business entity Resident and Nonresident Licensing for new and renewal applicants in December 2023.
- Kansas implemented Appointment Renewals in January 2023 resulting in over 1,000 transactions, totaling over \$7.7 million in state fees.
- Missouri, Vermont, North Dakota, and New Hampshire implemented NIPR's primary name change feature resulting in NIPR processing 5,556 individual and 348 business entity transactions this year.

Continuing Education (CE) Transcript Data

In October 2023, NIPR launched a new feature on NIPR.com allowing users to view CE transcript data making it easier to monitor CE compliance status and completed course details when submitting license renewals. CE transcript data is currently available for the following 26 states using SBS's Continuing Education Service: Alabama, Alaska, Arkansas, Connecticut, Delaware, District of Columbia, Hawaii, Idaho, Illinois, Iowa, Kansas, Massachusetts, Missouri, Montana, Nebraska, New Hampshire, New Mexico, North Dakota, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Carolina, Tennessee, Vermont, and Wisconsin.

Year End Metrics

- ↑ Product Revenue of \$72.5M a 7.5% increase over 2022 representing the highest revenue year in NIPR's history.
- ↑ NIPR's Customer Service Team served the largest number of producers in its history.
- ↑ Moved \$1.29B in licensing fees to state departments of insurance.
- ↑ Team member retention hit 91.3% with a year-end total headcount of 142 employees.
- ↑ Over 8.68M records in the Producer Database representing a 7.1% increase from 2022.



Customer Experience

- Handled 304,759 customer inquiries via phone, chat, webform, and email representing a 14.5% increase over 2022.
- The Customer Service Team saved state insurance departments \$1.6M in 2023.

Business Development

The team continues to grow and focus on business reviews and roadmap discussions with customers and resellers resulting in significant growth in 2023.

- Implemented 235 new industry customers
- Made over 30 industry customer visits
- Active customers with NIPR:
 - 1,267 active direct customers
 - 53 active reseller customers
- Implemented 31 new customers to *NIPR Alerts*

People Operations

NIPR welcomed our first Chief People Officer (CPO), Nadia Malik in 2023. Since joining NIPR, our new CPO has made a significant contribution.

- Maintained competitive benefit offerings at no added cost to employees.
- Increased competitiveness on vacation offering to new and recent hires.
- Onboarded 37 full-time employees.

Enterprise Data Warehouse

The Enterprise Data Warehouse (EDW) is a long-term project designed to aggregate and analyze data to facilitate regulatory compliance. EDW now has a full year of producer history stored for use in analysis and reporting. The technology team successfully integrated state regulatory data, such as lines of authority and regulations, into the EDW to streamline and expedite report requests from industry clients and state regulators.

Website Modernization and Product Vision

- NIPR developed our first User Interface (UI) design toolkit to make all web applications easier for users and clients.
- Upgrading the UI for our Reporting and Credentialing products is underway, and the customer-facing implementation will begin in 2024.

Salesforce Launch

NIPR launched new Customer Relationship Management and Customer Service platforms built on Salesforce.com, an industry-leading cloud-based customer service and support platform. These tools allow NIPR to centralize customer and account information into one place to streamline and integrate processes to better serve our customers.

Communications Project

During the strategic planning process, we identified a need to strengthen our strategic communications within the organization. This focus on communication is driven by our strategic objectives and our customers, state regulators, and internal teams.

To address this need, we began a six-month project that involves enterprise-wide input, external feedback, senior team alignment and approval. Key deliverables include a current state communication assessment, definition of roles and organization design recommendation, and an initial implementation plan to establish an NIPR communication team and capabilities.

Strategic Plan 2024-2026

2023 marks the close of NIPR's strategic plan, *Our Bridge to the Future*, which led us to new levels of achievement, strengthened our agility, systems, and responsiveness. Guided by our mission, vision, and values, we brought an entrepreneurial spirit to our work, challenging ourselves to consistently enhance our offerings and service.

The NIPR leadership team along with NIPR's Board of Directors built upon this momentum to develop our next strategic plan, ***Shaping our Future 2024-2026***. Our hard-working team and strong, trust-based relationships with regulators and members of industry allow us to deepen our commitment to innovation and excellence.