

2023 CAT PLAN

CATASTROPHE ACTION PLAN



[Click to Get Started](#) >



AT ASSURANT, WE HELP PEOPLE THRIVE IN A CONNECTED WORLD.

Our vision is to provide innovative solutions that help our clients and customers flourish in the digital age. By investing heavily in growing carrier solutions, we have applied a digital-first mindset to improve the customer experience.

When problems arise at home, Assurant is here to provide fast, compassionate services, with leading-edge technology, deep expertise and a genuine desire to help. This is especially important during hurricane season. As we navigate this year's CAT season, we will maintain our guiding principles in order to:

- Safeguard our employees and their families.
- Be there for our customers.
- Make a difference in our local communities.

We are ready with transformative solutions aimed at making the customer experience as positive and straightforward as possible. That is the Assurant way — showing up every day to serve our clients and customers with both passion and purpose. And we promise to continue to enhance our processes to deliver the best possible customer experience.

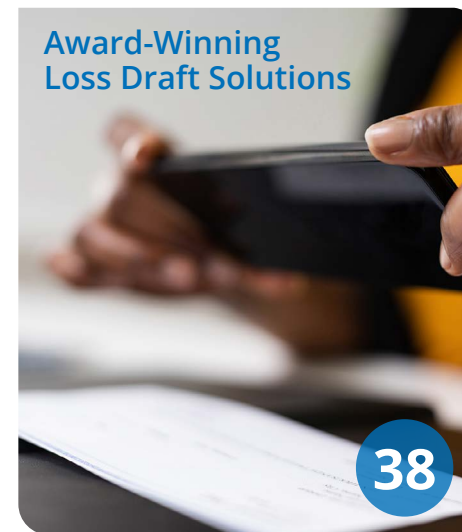


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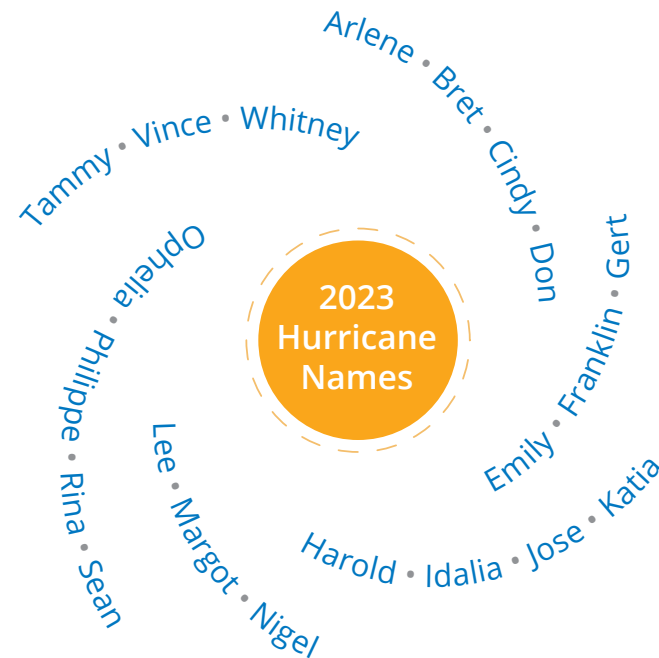
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2023 Season Outlook

Assurant is always prepared to respond to any potential disaster. For this CAT season, we have continued to make investments in modern technologies, along with refining our processes to further strengthen our response capabilities and claims handling.

Last year's hurricane season was one of the quietest in modern history. Only 2007, 2009, 2013, 2014 and 2015 were quieter than the climate average. In fact, we went through the whole month of August (normally a peak month) without a named storm, which has not been the case since 1997. Of the 14 named storms, eight developed into hurricanes, two intensified into major hurricanes and three made landfall in the U.S. Many will remember 2022 as the year that brought Hurricane Ian to Southwest Florida as a CAT 5 hurricane. This event alone has caused \$53-\$74 billion in insured losses.



Forecasters are expecting the 2023 season to be slightly below average.

	Named Storms	Hurricanes	Major Hurricanes
Average actual (1991-2020)	14	7	3
NOAA	12-17	5-9	1-4
CSU	13	6	2
ACC	11-15	4-8	1-3
TSR	12	6	2
TWC	15	7	3

Hurricane activity predictions sourced from National Oceanic and Atmospheric Administration (NOAA), Colorado State University (CSU), Accuweather (ACC), Tropical Storm Risk (TSR), and The Weather Company (TWC).

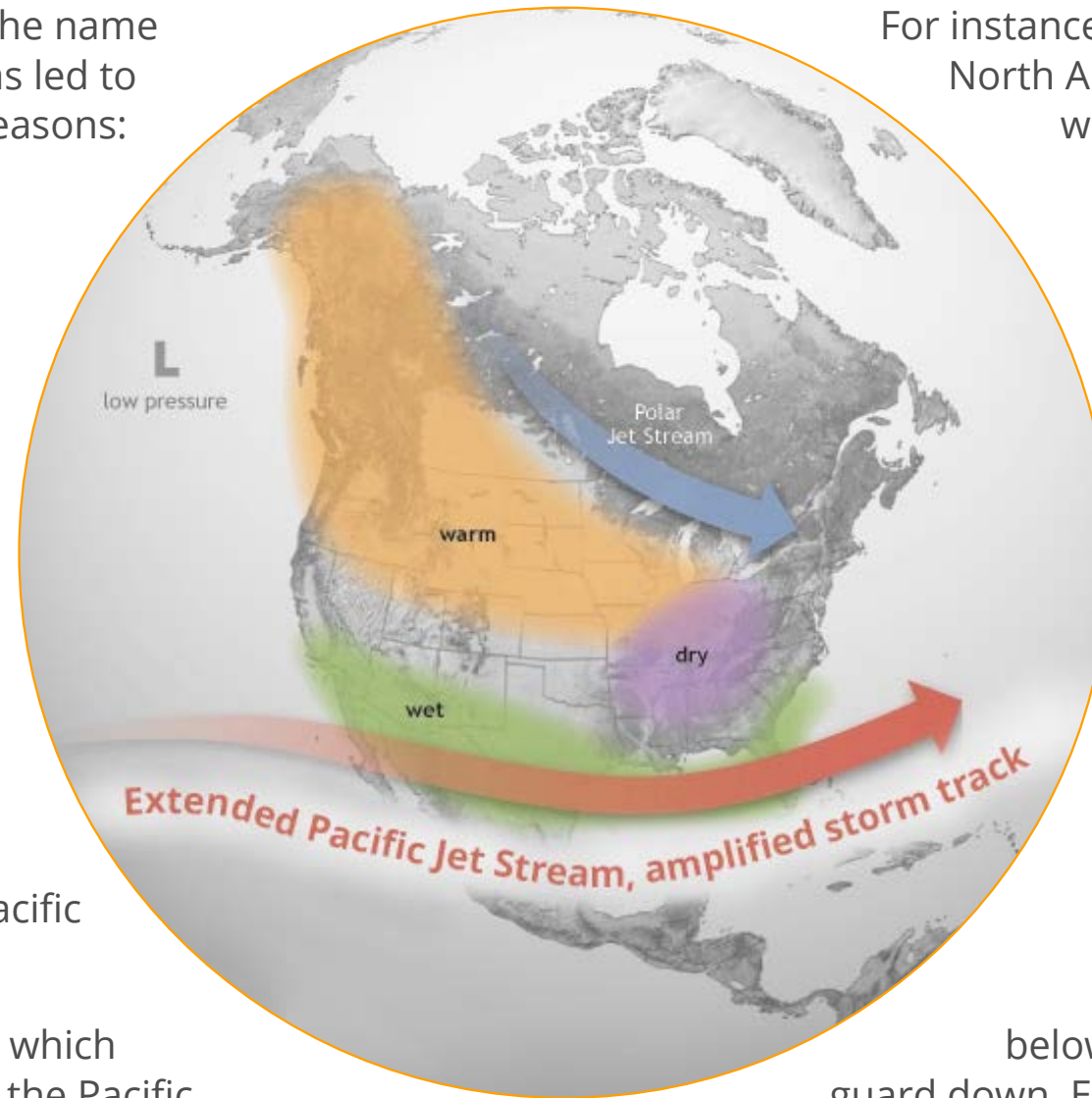
Meteorologists and forecasters examine current weather patterns and study long-range climate models to predict what will happen during peak season, from August through early October. **The primary driver for a below-average season forecast is El Niño, as opposed to the opposite end of the spectrum, La Niña.**

What Are La Niña and El Niño?

Over the past three years, La Niña has been the name associated with the hurricane season. This has led to two consecutive record-breaking hurricane seasons: 2020 and 2021. However, as we approach the 2023 hurricane season, a new name is in town: El Niño. What does this potentially mean for this year's hurricane season?

First, it is important to understand what each of these names mean and what they bring to the table. Both phases help us understand how the Pacific Ocean is behaving. In a La Niña year, the winds around the equator (trade winds) blow from east to west, cooling the waters in the eastern Pacific. El Niño does the opposite. In El Niño, the trade winds blow from west to east, allowing the eastern Pacific to stay warmer. The warmer waters in the eastern Pacific play a role in the Atlantic hurricane season.

Warm water tends to translate to convection, which leads to the formation of storms. Due to this, the Pacific hurricane season tends to be more active during El Niño. These storms translate to more heat in the atmosphere, which affects the circulation of weather patterns in the Northern Hemisphere.



For instance, the jet stream tends to shift to the south for North America as well as producing stronger westerly winds at upper levels of the atmosphere across the tropical Atlantic. These two phases allow shearing of the tops of developing storms before a healthy circulation can form. This, in turn, suppresses Atlantic hurricane activity, which results in fewer hurricanes forming in the Atlantic from August to October.

El Niño also influences the location in which Atlantic hurricanes develop. During El Niño, it is harder for hurricanes to form in the deep Tropics near north Africa. These systems have a greater likelihood of becoming major hurricanes and of eventually reaching the U.S. and the Caribbean Islands.

Even though El Niño typically means a below-normal hurricane season, we cannot let our guard down. El Niño is not a prediction of how many storms will hit the U.S. or if another CAT 5 hurricane will hit another Florida town.

Proactive Updates From Pre-to-Post-Landfall



Throughout the season, you can expect to receive catastrophe notifications from Assurant when a significant storm poses a threat. Storm track, Assurant preparations and response and important state and federal disaster notifications are just some of the topics covered in our news alerts.



We'll keep you well informed!

Hurricane Ian expected to make landfall later this week.

CATASTROPHE UPDATE

On Saturday morning, Tropical Storm Ian formed and strengthened to a Category 1 hurricane. Ian is moving northeastward toward the north-northwest and continue to strengthen. Ian will emerge over the southeastern Gulf of Mexico the Florida Keys late Tuesday and approach the Florida coast Wednesday.

Maximum sustained winds are near 80 mph and further strengthening is expected during the next 24 hours. Ian is expected to become a major hurricane tonight when it reaches Category 2.

The combination of storm surge and the tide will cause the coast to be flooded by rising waters moving up the peninsula of Florida, we are expecting significant flooding in some places, causing potential flooding.

The lines of this graphic represent several of the many track forecasts from various computer models. This is not an official forecast, but these are used as guidance for creating the projected path. Source: [Weather.com](#)

Operational Preparedness

Ian's track is projected to closely mirror that of the previous season. Due to the similarities, operational activity related to Ian is being leveraged as a base model for staffing. Our proactive measures that take into account the storm's progress, we will proactively adjust staffing estimates, as needed.

Claims Preparedness

Late last week, the Assurant claims response team, with the help of external resources, our claims team is working to process claims related to Ian. Our claim response team is working to process claims related to Ian. Our claim response team is working to process claims related to Ian.

Hurricane Ian made landfall Friday as a Category 1 storm.

CATASTROPHE UPDATE

Ian's Second Landfall

Location: Georgetown, South Carolina

Strength: Category 1 (85 mph winds)

A Closer Look at Ian:

- Ian produced one of the top 10 largest waves since 2015.
- Ian is the sixth CAT 4 or 5 to make landfall in the U.S.
- Ian will be considered more of a "dry" storm.
- Power outages continue to be reported in the Southeast.
- FEMA is at shelters signing up for homeowner assistance is capped.

LPI CLAIMS RESPONSE

- So far, the largest volume of claims have been reported from Ft. Myers, Orlando and Cape Coral, Florida.
- Assurant is participating in an insurance coverage assistance program to provide the support they need to file claims.

Insurance City Location: Opens today at 1 p.m. JetBlue Park (Parking Lot) 11500 Fenway South Drive Fort Myers, FL 33913

OPERATIONAL UPDATES

- We continue to monitor staff levels to ensure we have enough staff during their time of need.
- Our initial estimates predict about 70% of claims will be filed in the next category.

It's been nearly two weeks since Hurricane Ian made landfall in Florida.

CATASTROPHE UPDATE

Recovery efforts from Hurricane Ian continue to progress. Homes in Fort Myers and other areas along the southwest coast of Florida are starting to dry out, allowing people to clean up debris. Power outages in this area continue to decline with less than 3K in Lee County, Florida. Sanibel Island remains inaccessible except by air or boat, although repairs to the causeway are underway and access is expected later this month.

Over 140 miles away, in central Florida, floodwaters have yet to recede and residents are forced to use boats and kayaks. In the Orlando area, homes near the St. Johns River and Lake Harney are still taking on water, slowing the assessment of damage and the clearing of debris.

LPI Claims Response

We remain on the ground, supporting customers with the continued goal of resolving claims quickly. The Fort Myers insurance village is still open, and we maintain a daily presence during the 9 a.m. to 6 p.m. ET operating hours. The village is located at: **Lakes Regional Library** 15290 Bass Road, Fort Myers, FL 33919

Loss Draft Activity

We continue to monitor loss draft volumes. In November, we expect to see an increase in activity and will determine if a reforecast estimate is necessary as we trend calls and claims.

Our robust operational model includes digital enhancements that were not as prominently available in previous years to assist customers with their claims:

- Carrier Direct Endorsement
- InsuranceClaimCheck.com
- Mobile Deposit
- Inspections

Hurricanes and Climate Change

The Earth is getting warmer each year. **Temperatures are +1.4° above the 20-year average, which made 2022 the third warmest in 128 years.**

As the Earth's temperature gets warmer, the climate changes, and in return, this feeds into hurricane structure. Warm waters not only breed hurricanes, but may also contribute to them developing earlier in the year. In addition, areas affected by storms are shifting northward, due in part to steering currents, global temperatures, and sea surface temperatures.

And hurricanes aren't the only natural disaster that is becoming more frequent — we're seeing more tornados as a result of climate change. **The U.S. is home to the greatest number of tornados on Earth, averaging about 1,200 a year.**

With sea levels potentially rising one to four feet over the next century, we will likely see more coastal flooding as the ocean is pushed further inland.



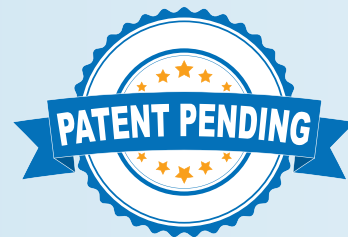
One thing is certain, climate change is having an impact on hurricanes and other weather phenomenon. As the world adjusts to this new norm, Assurant will be there for our shared customers, offering the support and technology needed to ensure a fast recovery.

[Click to Learn More](#)

AUTOMATED CARRIER SOLUTIONS

The best customer experience is an effortless one.

We've invested heavily in growing carrier solutions to eliminate customer touchpoints. By deepening our partnerships with carriers, insurance tracking and loss draft services have been completely transformed — allowing us to serve your customers in groundbreaking new ways. Data integrations on the front end mean an effortless experience on the back end. This is especially important when a catastrophe strikes.



**EXPLORE ASSURANT'S SUITE OF
CARRIER SOLUTIONS**

HOIVerifySM
Real time insurance verification >

HOIPremiumDirectSM
Automated digital payments >

Carrier Direct EndorsementSM
Automated decisioning for claim check endorsements >

HOIVerifySM

Real-time Insurance Verification

HOIVerifySM acts as a bridge between insurance carriers and Assurant, allowing systems to talk more directly to one another. When an exposure is identified, we send an electronic request to eligible carriers to retrieve insurance information and their system responds in kind. But it's not EDI — it's an API. This means updates occur in real time, opening the door to additional opportunities such as electronic payments and mortgagee clause updates.



**Assurant's Homeowners
Insurance Verification Solution**

Benefits



Redefined Carrier Contact

By YE 2023,
HOIVerify will verify
60% of policies
tracked by Assurant.



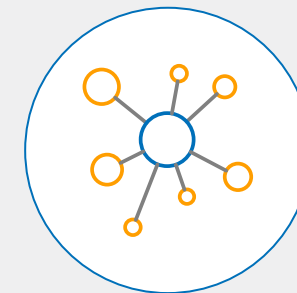
Two-way Communication

Reduces touchpoints
that may require
customer action.



Speed & Accuracy

Obtains data in
2.5 seconds.



Process Automation

Captures 33
data points.

HOIVerifySM – Carrier & Functionality Progress



2022

TODAY

Amica

FARMERS
INSURANCE

The
Hanover
Insurance Group®



State Farm®

TRAVELERS

AMERICAN FAMILY
INSURANCE®

Safeco Insurance™
A Liberty Mutual Company

Nationwide®

CITIZENS
PROPERTY INSURANCE CORPORATION

Security First Insurance™

STILLWATER
INSURANCE GROUP

FOREMOST®
A Farmers Insurance® Company

UNIVERSAL
PROPERTY
A CASUALTY INSURANCE COMPANY



Open Items



Verifications

Data Capture

Fill the Gaps

Validations

Exceptions

Policy Intake

HOIPremiumDirectSM – Automated Digital Payments

Automated Digital Payments

This initiative focuses on delivering insurance premium payments electronically, reducing the need for paper checks. It also adds an additional enhanced, secure payment method, leveraging ACH and virtual credit cards as options for carriers and agents. This is provided through a fully digitized cloud-based SaaS platform that places verification at the core of payment processing, enabling first-time and on-time payments.

Working with carriers to deliver insurance premium payments electronically, reducing the need for paper checks.



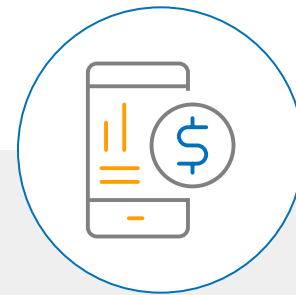
One Wire Daily

Reduces the number of wires clients must initiate to carriers.



Secure Payments

Leverages a secure data transmission method with encryption.



Enhances Carrier Experience

Provides a choice of method and delivery of payment details.



Reduces Paper Checks

Expedites payments to carriers, reducing the need to issue checks.



Automatic Payment Reconciliation

Offers better visibility into the payment verification process.

Carrier Direct EndorsementSM

Automated decisioning for claim check endorsements

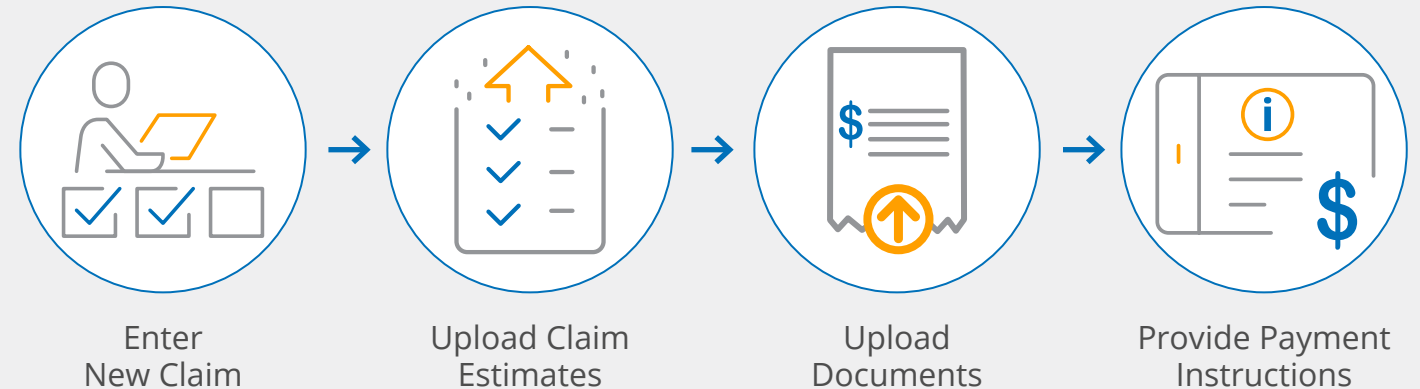
Carrier Direct Endorsement (CDE) is a tool that we developed where we partner with other insurance carriers to expedite the receipt of claim funds for our mutual customers. When carriers use CDE, it streamlines the process so that customers don't even realize a check endorsement is taking place. This is the ultimate, platinum experience in loss draft processing, resulting in less frustration and an overall better customer experience.

CDE helps provide added efficiency during a difficult time.

HOW DOES IT WORK?

By using Assurant's secure web portal — via a customized link — insurance adjusters can instantly transmit claim information to and from our DraftTrac[®] Enterprise (DTE) system. They can request payment instructions and notify our loss draft department of a new payment. Once the insurance carrier enters the claim information, our tracking system creates the claim, evaluates the data and immediately provides payment instructions to the adjuster. As much as 75% of the time, the carrier can issue the payment directly to the customer and omit the lender's name!

FUNCTIONALITY



All upload details are stored within our tracking system, which eliminates the need for customers to provide an estimate to their lender. Our automated interface provides the same positive experience.

CDE now offers expanded API functionality for select carriers, which enables backend automation and decisioning with CDE.

Carrier Direct EndorsementSM

SUCCESS

Several of the top 10 insurance carriers in the nation are already using our portal for each check they process. Since inception in 2017, more than 675,000 payments and over \$6 billion in funds have been released. We are continuing our proactive outreach to expand CDE to additional insurance carriers. Last year alone, direct-to-borrower submissions increased by 15% in total volume compared to 2021.



Carrier Direct Endorsement was recognized for innovation in customer service.



55%
of customers qualify for
Carrier Direct Endorsement.



27%
of new claims are created.



675K
payments released.



\$6B
total since 2017.

HOW WE PREPARE AND RESPOND TO CLAIMS

The Assurant claims team is led by over **275 highly trained claims professionals** prepared to handle diverse client needs for any catastrophe. We are fully committed to providing our clients and customers with exceptional service and our catastrophe preparedness plans are designed to deliver this promise. We continuously explore new technologies to further strengthen our response capabilities. This enables us to refine how we process claims, enhancing the experience for our clients and customers. And we will continue to deploy strategies that make the claims process more efficient. This includes remotely inspecting and appraising damages. These tools enable adjusters to prepare estimates and conclude losses from a desk review environment.

Customer-focused Claims Support

Our claims team conducts pre-catastrophe hurricane drills to test our preparedness for every step in the process. **We strive for optimum efficiency and effectiveness.**



The Assurant CAT command center is activated and operational well in advance of anticipated landfall to manage and control our response to the event. Inside staff adjusters are alerted and begin preparing for increased claim volume. The field staff is rapidly mobilized and systematically targets the hardest-hit areas.



Independent adjuster partners are also mobilized to assist in impacted areas and handle any claims inspection overflow. The Assurant Response Team enters the affected area(s) as soon as possible to assist our customers and they establish a presence at any remote insurance centers. Claims customer service is available 24/7, 365 days per year.



Release limits and disbursement amounts have been increased, along with leveraging electronic funds transfer (EFT) for loss payments. This allows us to provide homeowners with quicker access to the funds they need to make repairs.



Advertising, if needed, is leveraged via paid search ads and various social media outlets. This keeps us connected with customers and provides them with relevant information, should they be affected by a storm.



Enhanced Claims Management

We continue to innovate and deploy strategies that make the claims process more efficient for customers.

Below are just a few enhancements and strategies we've made.



CENTRALIZED COMMAND CENTER

Our CAT command center allows for all claims response functions to be managed from a central area (Assurant Miami and/or Atlanta office). This helps enhance and expedite customer service, claims handling and compliance through better communication and coordination. The claims catastrophe response leadership team meets daily, including weekends, to ensure response coordination.



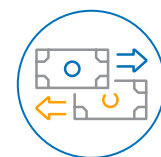
TABLET TECHNOLOGY AND ON-SITE SETTLEMENT

When adjusters inspect damages for a customer, a handheld tablet device allows them to prepare estimates, update Assurant's claim system and conclude financial transactions. And, where applicable, this innovative technology allows our adjusters to complete claims on-site, electronically transferring payments before they leave the property.



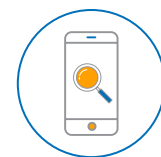
TEXT OPT-IN

Connecting with customers keeps them informed of every step in the process.



MULTIPLE EFT OPTIONS

Expanding electronic fund transfer options provides customers with faster access to funds.



VIDEO INSPECTIONS

With a mobile application, video inspections allow customers to remotely collaborate with our adjusters to confirm the cause of loss and evaluate the extent of damages. In many cases, this enables our adjusters to prepare estimates and conclude losses from a desk-review environment.



DATA ANALYTICS

Leveraging experience and learnings helps increase the speed and accuracy in which we assess damages.

Claims Estimate Tools

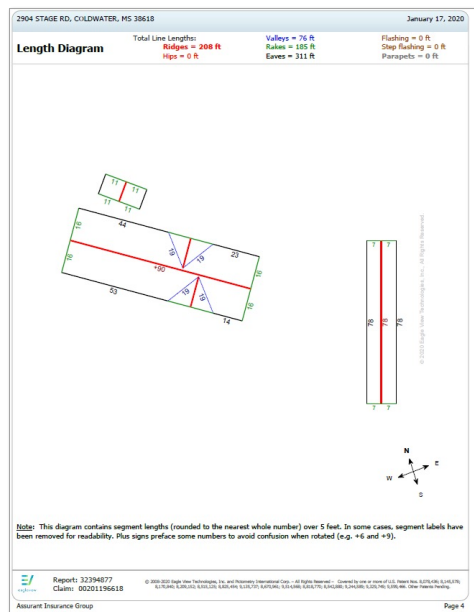
Our adjuster's toolkit features the latest technology applications aimed at improving the accuracy of damage assessments.

BASED ON THE TYPE AND EXTENT OF THE DAMAGES, ADJUSTERS HAVE ACCESS TO THE FOLLOWING TOOLS:



AERIAL IMAGERY FOR ROOF ESTIMATES

We partner with a satellite roof diagramming software company to provide an enhanced, remote 3D aerial measurement report. Using aerial views, we can estimate policyholder roof damage before and after a catastrophic event.



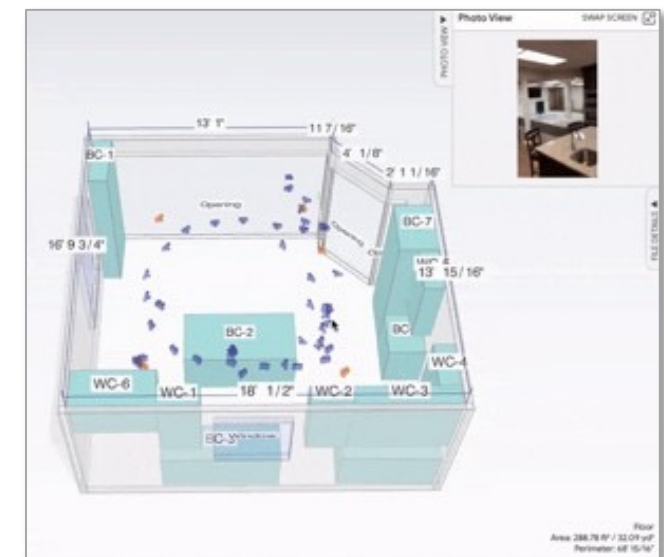
DETAILED EXTERIOR MEASUREMENTS

This tool renders a customizable, 3D exterior model of an entire property by simply using photos taken from the primary corners of the structure.



INTERIOR 3D MODELS AND SPECS

This application uses artificial intelligence to create a 3D rendering of the interior features of a property. Paired with Hover, we can create a full model that includes interior and exterior measurements.



Reaching Customers In Catastrophes



Because environmental situations vary during catastrophic events, we use different channels to reach customers that may need our help.

Assurant
83,095 followers
1d · 🌐

Assurant was recently in Florida assisting homeowners with the claim check endorsements needed to repair and rebuild in the aftermath of Hurricane Ian. Over 1.5K customers served. [#AssurantProud](#)

Just a few, of many, customer sentiments:
"After everything I have gone through this was easy."
"Muchas gracias por estar aquí y hacer el proceso tan fácil."
"I was just so excited you guys were going to be here and I didn't have to send the check in."

Helping Customers Rebuild After Hurricane Ian

It isn't just a house ...
it's a home.

ASSURANT®

You and 45 others · 2 comments · 3 reposts

HERE ARE SOME OF THE METHODS WE USE TO COMMUNICATE RELEVANT INFORMATION:

- Google Ads
- Social media, such as Twitter (@Assurant)
- Online banner ads on local news station websites

EXTERNAL RESOURCES

- ▶ Hurricane Preparedness Week Information
- ▶ National Hurricane Center – Planning Ahead
- ▶ Ready.gov Tips and Information Library
- ▶ National Hurricane Center – Active Storms



Spotlight on Hurricane Ian

- Initial landfall was near Fort Myers as a CAT 4 storm.
- As a tropical storm, Ian continued across Florida before exiting and making a second landfall in Georgetown, SC as a CAT 1.
- Ian followed almost the same path of Hurricane Charlie back in 2004, but it was double the size of that storm.
- Ian produced one of the top three tropical rainfall amounts since 2015.
- It is the sixth CAT 4 or 5 to hit the Gulf Coast states since 2017.
- Ian is also in an eight-way tie as the fifth strongest storm to make landfall in U.S. history.
- Tidal surge and flooding hit record numbers.
- Damage estimates are between \$41 and \$70 billion.

The Assurant First Response team was onsite assisting area residents in conjunction with 30+ other carriers and government agencies, FEMA, DOI, etc.

Dedicated desk adjusters are always on call to assist with:

- First notice of loss.
- Status updates.
- The issuance of digital payments if a customer needed assistance with additional living expenses.

Fort Myers Insurance Village



If your insurance claim check includes your lender as a payee (your check is also made out to your mortgage lender), you may be eligible to set up an account online to help guide you through next steps.

To get started, go to:
InsuranceClaimCheck.com
or scan the QR code below:



Handout provided at Insurance City

Hurricane Ian - Remote Loss Draft Site Support

In order to assist customers with obtaining claim funds quickly in the aftermath of Hurricane Ian, a remote check endorsement site was established in Punta Gorda, Florida from November 8 to 19. The site offered a central location for homeowners who have experienced the greatest impacts from the storm.

The site was a great success and we received extremely positive feedback from customers.

1,437 Homeowners Serviced
\$23.9M Funds Released!

“ I was just so excited you guys were going to be here and I didn't have to send the check in. ”

“ You made my day by being here so that I did not have to mail in my check. ”

“ Muchas gracias por estar aquí y hacer el proceso tan fácil. ”

“ So happy you were here to sign our checks. ”

“ After everything I have gone through, this was easy. ”

OUR STRONG COMMITMENT TO RISK MANAGEMENT

Assurant continues to maintain a strong commitment to risk management. **We are equipped with a full-time, dedicated team that tracks all events that could disrupt business operations.** This includes hurricanes — from the moment they begin as a tropical depression until they reach landfall. Storm path updates are shared every few hours throughout the organization to ensure all departments stay ahead of the storm and make appropriate pre-storm workflow adjustments.

Our risk management team also tracks catastrophic events such as pandemics, wildfires, tornadoes, severe winter storms, or any threat that may cause a negative impact to our business. Following hurricanes and other natural disasters, zip code reports are published that identify specific areas of impact. These reports are distributed internally and can be obtained from your Assurant account executive.

Disaster Notifications

To receive instance alerts, directly from FEMA, click the link below to subscribe to alerts.

Input your email address and be sure to check “Disaster Declarations” under your subscription preferences.

[Subscribe to FEMA Alerts](#)

Regulatory Compliance

Following a disaster, it is common for state, local and federal officials to respond with emergency declarations, new executive orders and/or emergency legislation.

These provisions are designed to protect homeowners and stabilize insurance markets in areas that have been impacted by an event. Our regulatory compliance resources monitor various state and local departments of insurance, and other federal emergency orders and regulations to ensure both compliance and a timely response by Assurant.

STATE UPDATES

State actions are typically specific to an individual catastrophe and may include the following:

- Moratoriums on policy cancellation.
- Added market controls for price gouging.
- Temporary relaxation of licensing/certification requirements.
- Emergency actions required of carriers, mortgage servicers and other stakeholder organizations.

We actively monitor these actions and provide our clients with updates and guidance to share how we are responding to any relevant directives or requests.

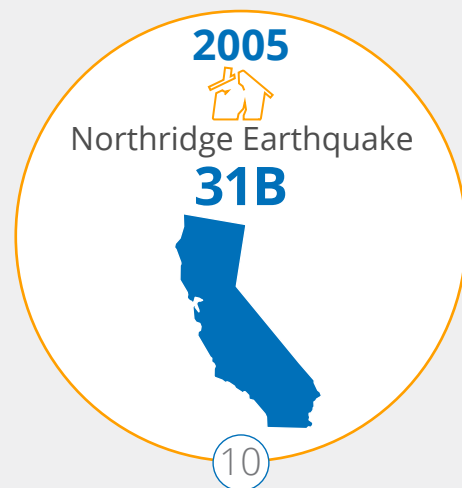
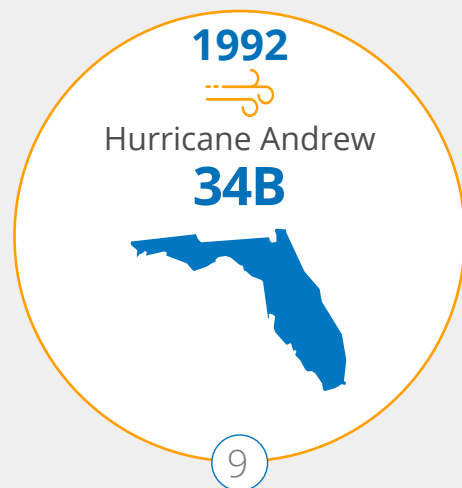
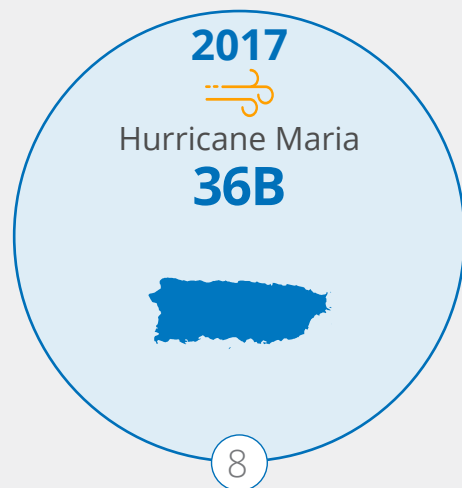
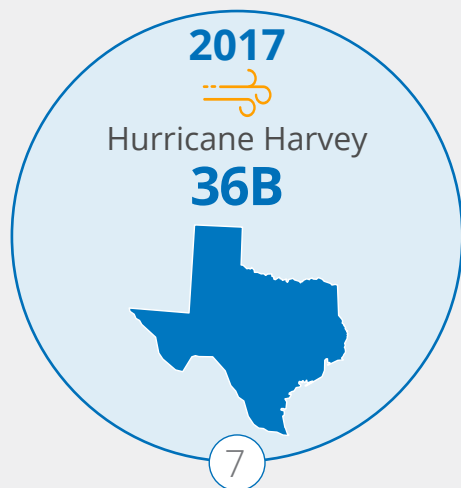
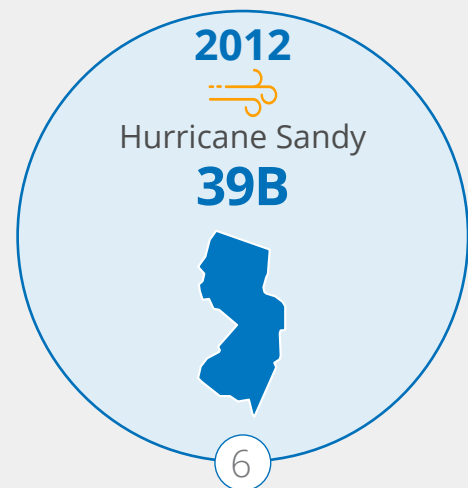
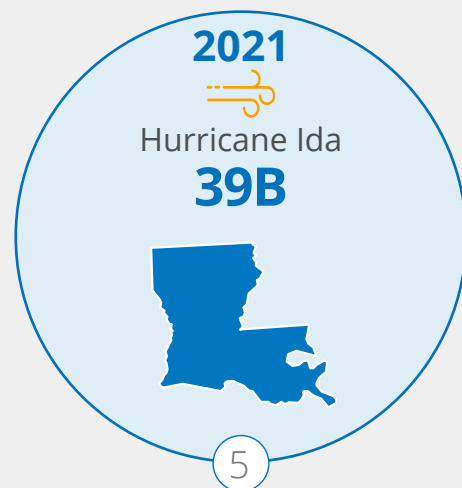
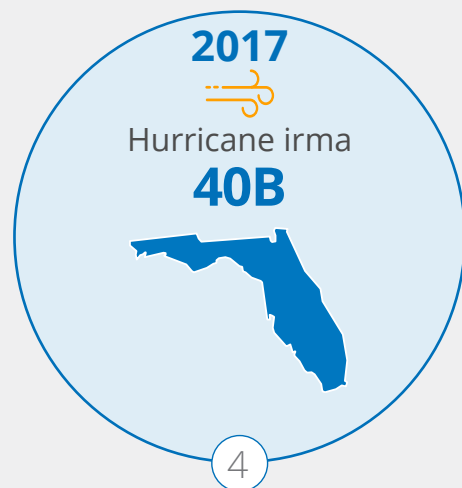
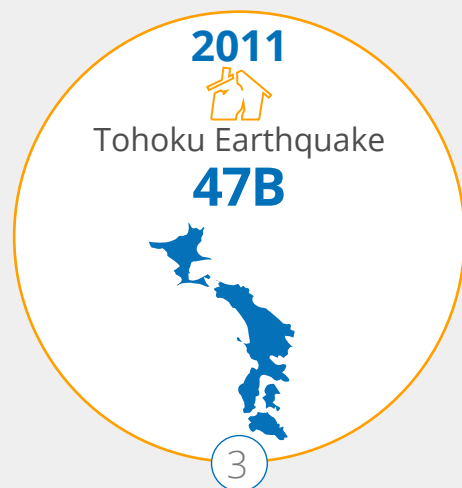
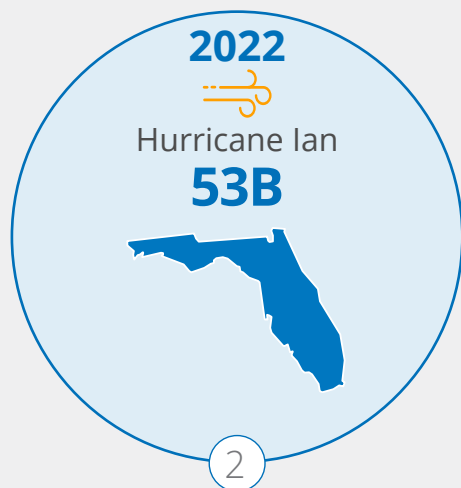
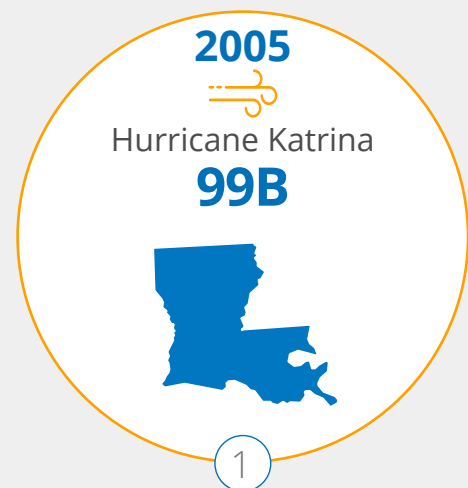
INVESTOR GUIDELINES

Following a catastrophic event, we work with investors to understand any amendments to existing servicing requirements. Freddie Mac, Fannie Mae and FHA/VA often amend their insurance requirements, e.g., foreclosure/modification forbearance and enhanced escrow processing (specifically for the handling of insured loss events) to improve customer experience and expedite insurance claim fund distributions to customers. We notify our clients of any new directives and revisions to, or temporary suspension of, various investor guidelines to ensure our processes fully reflect the recommendation and/or requirements from the investor community.



Weather and Climate Risk

Of the top 10 costliest global natural disasters from the last 100+ years, all but two occurred in the last 25 years, and **six were in the last 10 years.**

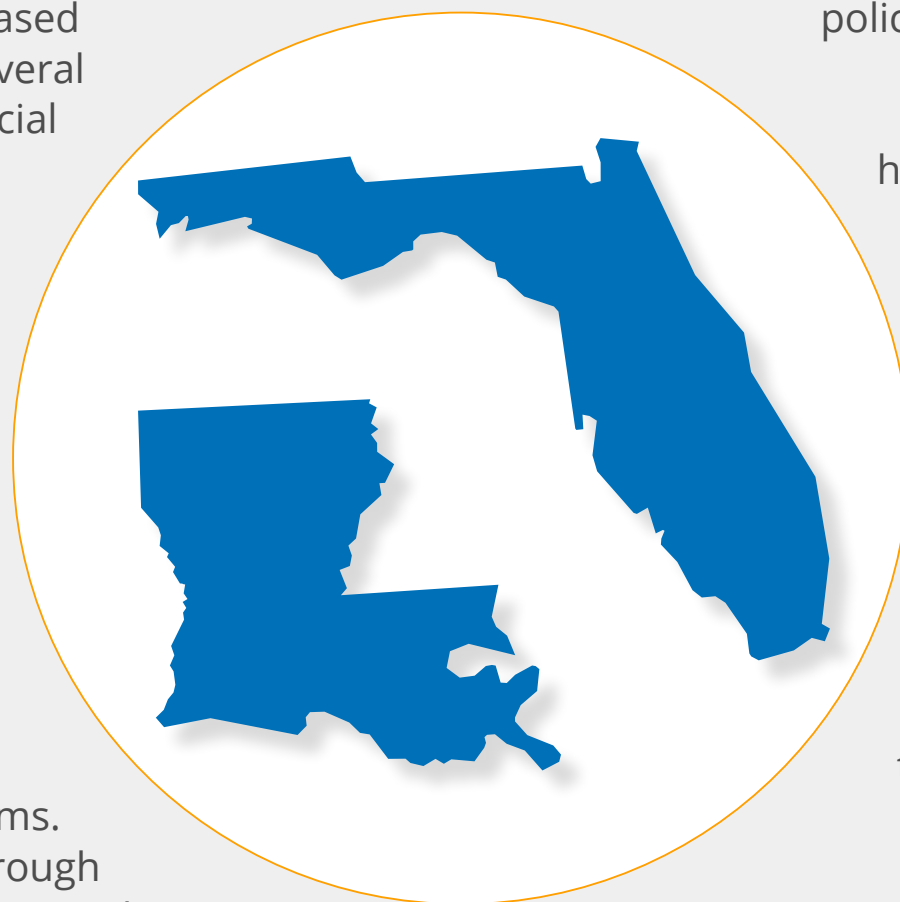


Measured by insured losses, 1900-2022. Adjusted for inflation by Aon using the U.S. Consumer Price Index.

Spotlight on Florida and Louisiana Insurance Markets

In addition to inflationary pressures, many state insurance markets are experiencing volatility in premiums and decreased availability of insurance (and reinsurance). And several carriers are even facing downgrades in their financial condition. Most notable among these troubled markets are Florida and Louisiana. Over the last 12 to 18 months, many insurers in Florida have exited the market or restricted new and renewal business. The Florida Governor convened a special legislative session prior to year-end 2022 to address a wide range of reforms designed to stabilize the market, improve conditions for carriers and consumers, and encourage additional participation in the state.

In Louisiana, we have seen restrictions in carriers offering new or renewal coverage and many policyholders are facing large increases in premiums. Several notable civil cases are also progressing through the court system in Louisiana and many experts expect those cases will result in legal precedent that will serve to stabilize the markets as well.



We understand the pressure this market volatility creates for policyholders and carriers. We have worked with our client-partners to prioritize payment of renewal insurance premiums, reviewed exceptions for handling escrow shortages, and updated material for customer service personnel who are responding to borrower inquiries. In addition, we have taken measures within our own lender-placed insurance program, adopting a wind-hail-hurricane deductible to mitigate the impact of premium increases in our program.

Assurant continues to closely monitor the insurance market in all states, especially Florida and Louisiana. As always, we will ensure that our systems and processes reflect the latest legislative developments, rule changes, or any updates from the Citizens Property Insurance Corporation.



OPERATIONAL EFFICIENCY

At Assurant, we are proud to deliver top-notch customer service. We go above and beyond to ensure each of our partners has a dedicated team that delivers services above expectations. Our goal is to not just maintain service levels, but to exceed them and ensure your customers are thoughtfully serviced.

By staying at the forefront of technology and using our predictive modeling tools, we can proactively plan for any estimated increase in activity related to a catastrophic event. This includes increasing staff and providing training where needed.

Now, more than ever, we are focused on being over prepared to ensure you and your customers continue to receive the essential service that you've come to rely on from Assurant.

Our geographic dispersion, along with a top-tier talent pool, ensures business continuity and resiliency.



Buenos Aires, Argentina
Global Capabilities Center

Our newest hazard insurance processing center provides additional resources to assist customers, especially during times of increased activity.



Customer Care



During catastrophic events, the customer care department naturally experiences an increase in call activity. A significant amount of proactive planning occurs as we focus on delivering the best customer experience.



PRE-CATASTROPHE ACTIVITY

CAT Playbook - Engaged across the enterprise to coordinate proactive steps and anticipate customer needs.

Planning Meetings - Conducted at all service centers.

Empathy Training - Facilitated and is continually supported during a CAT.

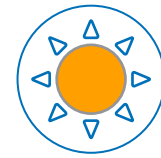
Command Center - On immediate alert regarding a pending CAT.

Call Volume Forecasts - Historical data patterns from previous hurricane seasons are used to forecast call volumes, especially those related to loss drafts.

Workforce Management Team - Reviews and evaluates coverage of customer care staff and resources across all sites to plan for any increase in activity.

Agent Utilization and Call Routing - Optimized across the enterprise to deliver optimum call coverage and service delivery.

Procedural and Workflow Changes - Communicated to staff.



POST-CATASTROPHE ACTIVITY

Call Volume Reforecasts - Interval and daily are completed.

Hurricane-Specific Scripting - Implemented at the beginning of the IVR.

Call Center Operating Hours and Staffing Plans - Adjusted, as needed.

Event Codes - Created to track hurricane-specific volumes.

Cross-Functional Teams - Engaged if additional resources are needed to support increased call volumes.

Additional Hires - To support increased volumes, Assurant's internal talent acquisition team, training department and external recruiters are engaged.

WHAT WE'VE LEARNED OVER TIME

- Average loss draft call volumes more than triple during the hurricane season.
- The initial impact of increased calls occurs two to three weeks following a disaster.
- Because impacted homeowners are likely to be displaced, early calls are informational.

Staffing And Capacity Planning

Forecasting models have been developed for specific types of catastrophes that allow **Workforce Management** to anticipate increases to work items.

These are the key staffing and capacity procedures we follow as part of our CAT action plan:

- 1 When a storm is identified as a potential risk, WFM completes the initial forecasted volume and staffing requirements analysis.
- 2 Staffing requirements are further defined based on forecasted claim rates, claim classification and distribution over the life of the claim.
- 3 Temporary employment agencies are put on alert to provide extra support in the event of worst-case scenarios, such as a Category 3 or higher striking in a highly populated area.
- 4 After the storm makes landfall, the initial staffing forecast is adjusted based on the actual path, the storm's severity and assessed damages.

Ongoing

Claim and work item rates are continuously monitored to ensure staffing levels are maintained to support any increase in claim activity associated with a CAT event. To ensure adequate support is available for functions such as loss drafts that extend well past the initial impact, monitoring of staff for CAT events may continue for months after the storm has passed.

Our Service Quality Management team ensures quality and compliance by:

- Reviewing current audit assignments and potentially reallocating auditors from non-critical client functions to more critical, time-sensitive client-impact functions.
- Cross-training seasoned auditors on client-specific business rules for multiple clients.
- Utilizing our auditing staff regardless of physical location or client's location.
- Leveraging and potentially expanding WFH staff to maximize the availability and number of hours that auditors can work while balancing associate's wellbeing

Training On-site Or Virtually



In preparation for a catastrophic event, our training teams may conduct classes on-site or virtually. Our CAT training plan is facilitated by Assurant staff, which can be in any of our geographical locations, including our new Argentina site.

OUR TRAINING TEAM PROVIDES THE FOLLOWING:

- Loss draft cross-training for other functional areas, e.g., customer care, processing, open items.
- Expanded distribution of formalized hurricane training documentation and real-time storm updates.
- Expansion of loss draft desktop reference tools to quickly provide accurate information for our customers.
- Ongoing review of quarterly training schedules and resources to plan and prepare for ramp-up needs.



Customer Call Experience

LEARN ANYWHERE

Our virtual learning platform opens more training options and development opportunities for employees, regardless of their location. During the uncertainty of the pandemic, this proved to be an invaluable way to train temporary employees to assist with CAT events.

Our industry-leading virtual learning platform helps connect our global team and provides flexibility for associates to learn at their own pace — anytime, anywhere. The result: we can access a much larger talent pool to serve our clients and customers.

Business Continuity and Disaster Recovery

The Assurant Global Business Resiliency (GBR) team includes a professional staff that conducts overall business resiliency and recovery awareness training for all our locations. This includes hurricane preparedness and awareness activities in high-risk geographic areas.

If a storm negatively impacts an Assurant location, the GBR team will be actively involved with the local incident response teams in disaster declaration and response activities. In addition, the team works continuously with business operations leaders and staff to ensure contingency strategies and documented plans are reviewed and updated before June 1. They also work with the information technology infrastructure and application development teams to ensure technology recovery strategies and disaster recovery plans are reviewed and edited before the start of hurricane season.

Throughout hurricane season, the GBR team works collaboratively with the business units to:

- Conduct tabletop or mock exercises simulating emergencies.
- Examine and document results for continuous program improvements.
- Use weather monitoring tools to prepare for adverse weather conditions.
- Designate incident response teams for each location and line of business.

For more information on business continuity and disaster recovery, please contact:
Robin Loparo, Manager, Global Business Resiliency, at **404-434-8784**.

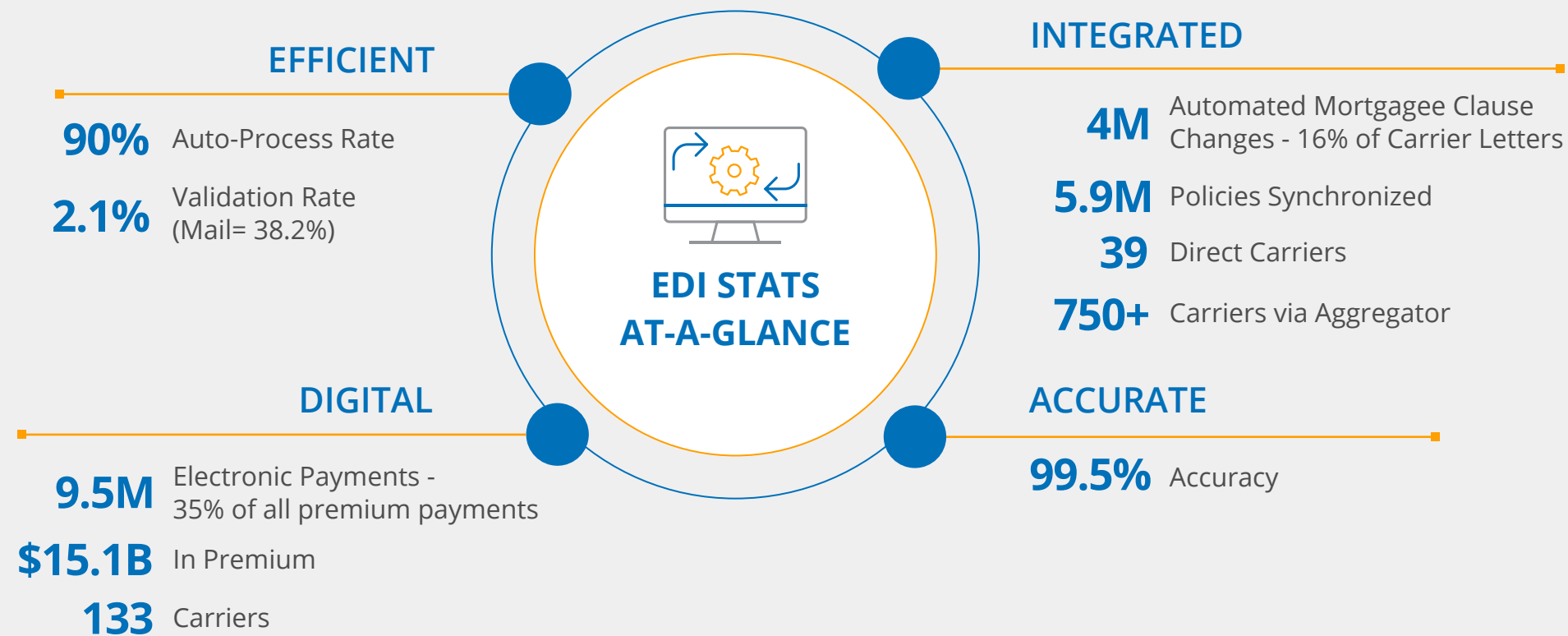


Electronic Data Interchange



Current EDI processes and schedules remain unchanged under our CAT planning. The EDI bill files and exceptions are processed within a pre-established schedule and are always processed prior to the due date. Wire requests and instructions are provided in a timely manner so wires can be sent by the EDI bill file due date.

As needed, experienced EDI staff may assist other departments — such as loss drafts, open items and customer service — that have been impacted by a CAT. And, since **an average of 65% of policy information received from carriers is via EDI**, the reliance on limited mail delivery from carriers in impacted storm areas is reduced.



Open Items

Assurant's HOIVerifySM technology obtains data real-time, reducing open items. By working with the carriers first, we aim to limit customer involvement. This is especially important during times of severe weather.

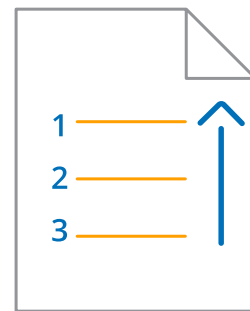
When the open items process does take effect, we prioritize, monitor and work the items in the area of the projected impact. Developments and patterns are tracked by using meteorological websites to ensure these proactive process changes take place in the event of a catastrophe.

HOIVerifySM

Assurant's carrier API obtains data, real-time.

When Open Items do Occur:

1



Open items in high-risk locations are prioritized first.

2



Payments are sent overnight to carriers.

3



Associates are available to work overtime to maximize the number of open items worked, all while maintaining quality standards.

My Coverage InfoSM

We designed My Coverage Info from the perspective of our mutual customers and insurance agents. It provides another avenue not limited to conventional business hours.

Through the use of site exit and chat surveys, we are able to measure customer satisfaction and identify opportunities to improve the customer experience.

KEY FEATURES OF MYCOVERAGEINFO.COM:

- Easy-to-use, responsive design.
- Simple loan/policy search.
- Enhanced, client-branded site.
- Real-time policy details with personalized notifications driving next action needed.
- Ability to upload or snap a picture of policy document(s).
- Progress Tracker for status of document submissions.
- Communication preferences: Email and/or SMS.
- Two journeys: Customer and insurance agent.
- Dynamically searchable FAQs.

We've also expanded the features that insurance agents have access to, including additional payment details and click-to-chat functionality.

“The system was very easy and fast! All my information was accurate and no changes were needed.”



**Insurance Tracking
Digital Transformation**

MyCoverageInfo.com allows customers or insurance agents the opportunity to quickly provide policy declaration by uploading proof-of-coverage documents using their desktop or mobile device. Our upload functionality eliminates manual processes and expedites updates.



LEADING THE INDUSTRY IN LOSS DRAFT SERVICES

Assurant processes more loss drafts than any other provider and we remain committed to improving the loss draft customer journey by investing in innovative technologies and automating current processes.

WE OFFER THE BEST EXPERIENCE BY:

- Making the loss draft process easier to understand.
- Reducing the number of actions needed by increasing self-service capabilities that are tailored to customer needs.
- Expediting the overall loss draft processing timeline.
- Ensuring customers are well-informed throughout the process.



CONNECTION
ANALYSIS
DATA
SEARCHING
VERIFICATION
CODING
SENDING

Assurant's Focused Investment In Loss Drafts

Assurant started loss draft processing in 1997, and we've made significant investments in process improvements to provide the best possible customer experience. **We are never standing still and are always looking ahead.**



1,311,514

LOSS DRAFT CALLS ANSWERED
AHT 9 minutes 48 seconds



588,742

LOSS DRAFT CHECKS RECEIVED



144,890

CARRIER DIRECT ENDORSEMENT
TRANSACTIONS PROCESSED



484,983

NEW CLAIMS OPENED



433,816

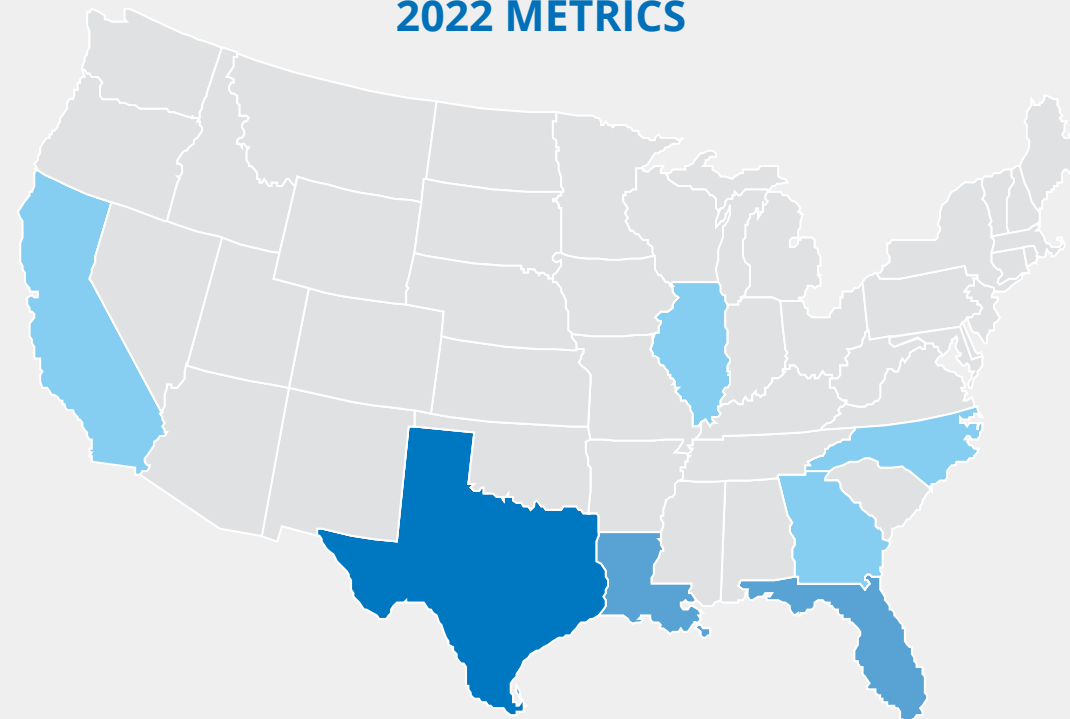
CLAIMS WERE CLOSED



\$13,323,722,166

IN CLAIM FUNDS

2022 METRICS



low

concentration of claims

high



13.3%

OF CLAIMS OPENED RELATED
TO A FEMA-DECLARED DISASTER

TOP 3 EVENTS (by claim volume)

#1 Ian (FL, SC)

#2 Ida (LA, NJ, NY, PA, CT)

#3 Irma (FL)

Insurance Claim CheckSM

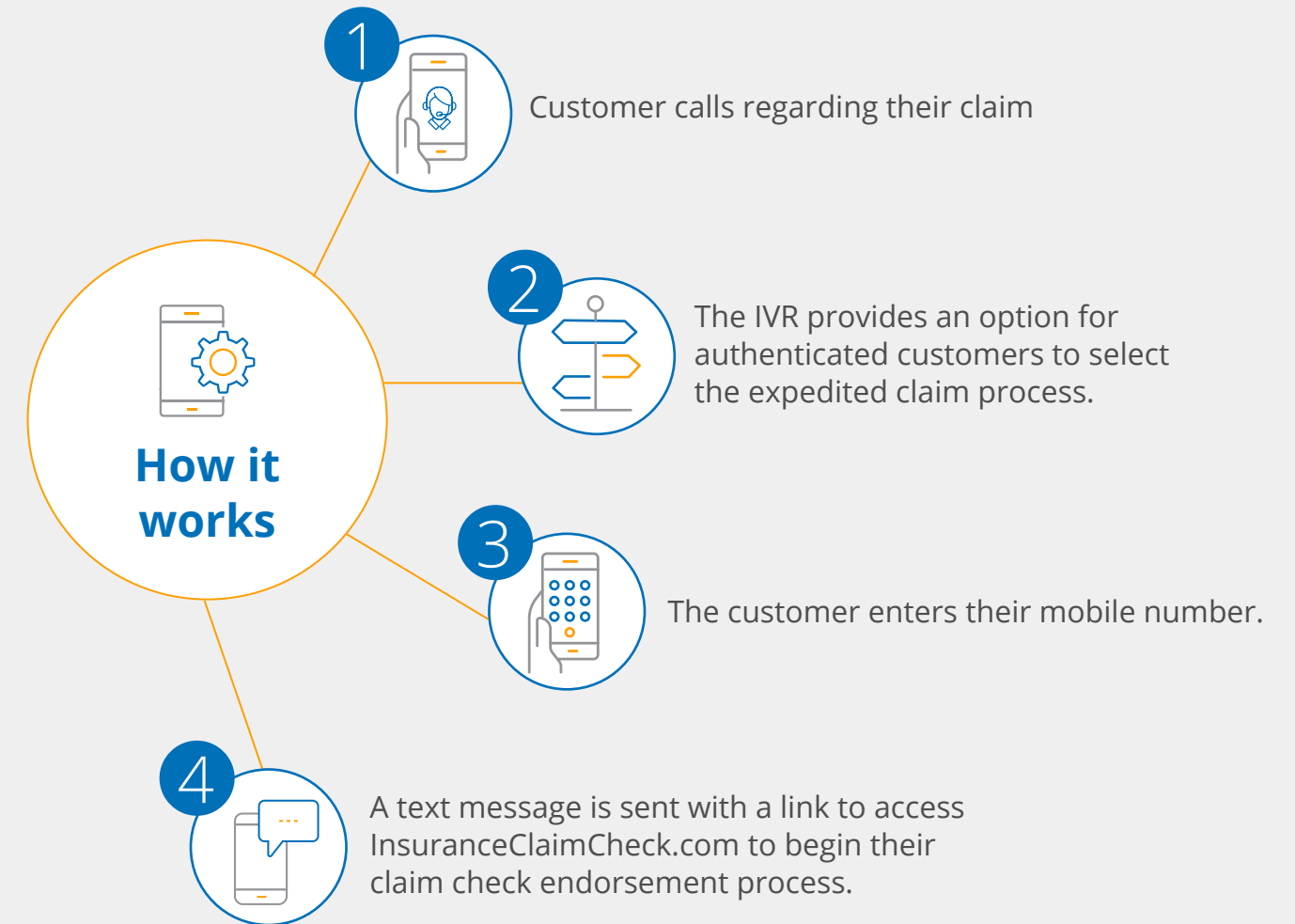
InsuranceClaimCheck.com is Assurant's self-service website where customers can create an account to immediately start the process of getting their claim repair funds. The site enables the customer to report and track their insurance claim check with options to submit documentation, request inspections, engage with our virtual assistant, or chat with an agent. Customers can get the support they need, on demand. Using client-business rules, customers are presented with real-time claim classification results, are prompted for next steps and are provided proactive status updates. The site is available via desktop, smartphone or tablet and can be accessed anytime, anywhere.

ACCESSING INSURANCECLAIMCHECK.COM VIA SMS

Customers now have the option to receive a text message to obtain direct access, eliminating the need to create an account!



**New Loss Draft
Self-Service Options**



NOTE: If the customer connects with a customer care agent, the agent will communicate the advantages of InsuranceClaimCheck.com and if the customer consents to receive the text message, the link will be sent to the customer.

Insurance Claim CheckSM

PLATFORM FEATURES

- Report claim(s) and receive instant/personalized to-do steps.
- Choose claim update communication preference: Email and/or SMS.
- Welcome-back message that includes next steps.
- Easy claim status monitoring with proactive updates.
- Check submission and endorsement instructions.
 - Mobile deposit with ACH*.
 - Branch locator*.
 - Overnight and regular mailing addresses.
 - View of check(s) status with courier-tracking link.
- Document submission and status.
 - Document e-sign and upload options.
 - Pre-populated, downloadable documents with print functionality.
 - Viewable image of processed documents and the status.
- Inspection request and status.
 - Request for in-person inspection.
 - Virtual inspection scheduler*.
 - View of inspection contact, status and final results.
- Virtual assistant and agent chat*.
- Customer satisfaction survey for feedback on the digital experience.

* For applicable clients.



65%

of customers with claim amounts over \$40K have web accounts to access their claims via InsuranceClaimCheck.com



29K

customers opt in to receive an SMS to access InsuranceClaimCheck.com



40K

documents are received via e-sign or upload on InsuranceClaimCheck.com



4.7K

Inspections are requested via InsuranceClaimCheck.com



39%

of sessions on InsuranceClaimCheck.com are contained by our virtual assistant

All figures based on the monthly average

REPORTING

To better understand and further improve the customer experience, we continually analyze site usage. As a result, we can offer comprehensive analytic reporting related to InsuranceClaimCheck.com. These client reports include accounts created, claim classifications, inspections requested and documents uploaded.

The Mobile Deposit Experience

InsuranceClaimCheck.com provides customers, of participating clients, with the option to submit their eligible insurance claim check for mobile deposit rather than sending the check to us via mail. This feature provides an expedited process for the customer to submit their check electronically after capturing the image. Once the check image is received, we digitally endorse the check, record the check details on the claim within DraftTrac® Enterprise (DTE), and send the check for deposit into an Assurant-held account on behalf of the client. Once the check is deposited and the funds are held for six business days (to ensure the check has cleared), an automated ACH transaction will send the funds to the customer-provided banking account.

Overall, we see 23% of all checks (regardless of claim classification) and 35% of the non-monitored endorse and release checks submitted via mobile deposit.

The average time to complete a mobile deposit is seven business days compared to a traditional deposit of 10 to 12 days. These funds are immediately available and are not subject to potential bank holds as can occur with a traditional bank due to the deposit amount. Adoption and utilization rates may vary from client to client based on several factors, including, but not limited to, percentage of claims that are non-monitored and the presence and footprint of branch offices.

Assurant has directly deposited over **\$585M** in insurance claim funds to customer accounts since inception.



**Automated Deposits for
Insurance Claim Checks**



Assurant Virtual Home Inspections

Virtual technology can help our clients and their customers overcome one of the most challenging phases in the repair process — the inspection. Virtual inspections occur remotely and at the homeowner's convenience. With virtual inspections, we have significantly reduced cycle times and improved the customer experience.

ELIGIBILITY

- Current loan.
 - Claim less than or equal to \$120,000.
- Delinquent loan.
 - Claim less than or equal to \$40,000.
 - Not FNMA/FHLMC.
- Not a total loss.
- No self-contracting claims.
- No contractor disputes.
- Not a specialty cause of loss.



**Enhancements to
Virtual Inspections**

Virtual inspections are now available for approved clients. The availability of this touch-free property inspection assessment is more important than ever before. Customers can schedule their virtual inspection within InsuranceClaimCheck.com or via a phone call with a customer-service representative. In some cases, their inspection can be the same day.

The flexibility of virtual inspections has been met with extremely positive feedback from customers. If you haven't already implemented, reach out to your account executive today!



Remote Loss Draft Processing Site

Assurant may determine the need to establish a local loss draft processing site to endorse and release (E&R) claim checks during hurricane season. When a site is established, your account executive will reach out for the appropriate approvals needed to ensure your customers can access to the site.

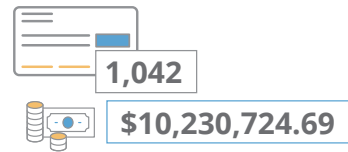
Customers are always extremely grateful for the remote sites and the expedited loss draft check process that is provided.

Based on carrier activity and the severity of a catastrophe, the site can be operational between two and four weeks. This time period is the typical turnaround between catastrophic event and E&R claim settlements. The length of time the remote draft unit remains operational is based on volume and customer participation



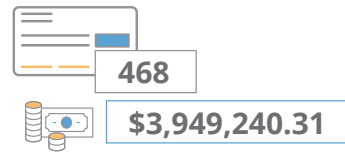
2012

● SANDY



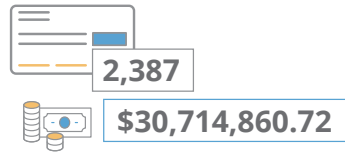
2013

● OK TORNADOES

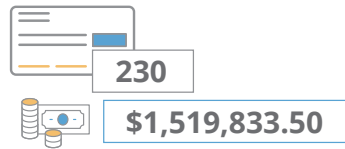


2016

● LOUISIANA FLOODS

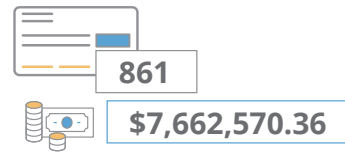


● MATTHEW

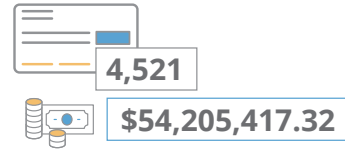


2017

● IRMA

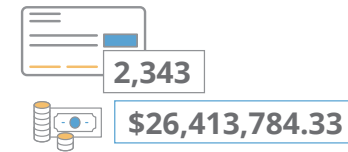


● HARVEY

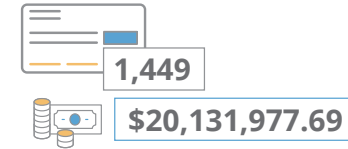


2018

● FLORENCE

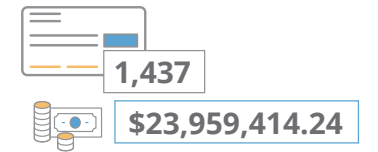


● MICHAEL



2022

● IAN



DraftTrac® Enterprise



DraftTrac® Enterprise is Assurant's enterprise-wide loss draft claim-management system. The system features robust workflow management with customizable business rules to meet regulatory requirements. DTE offers added scalability for high-volume situations, which is extremely effective during hurricane season.

HERE ARE SOME OF THE ADDITIONAL ENHANCEMENTS AND CAPABILITIES ACROSS ALL SITES:

- Expanded exception processing to support customer requests with delegated authority tracking that improves the customer experience.
- Routine decisions are performed based on business rules that allow processors to make determinations on more complex situations.
- Role-based work queues also provide support for additional volume increases, such as portfolio growth.
- Intake and governance are expanded to reconcile all changes and establish best practices focused on the customer experience.



Best-In-Class Service

Our primary goal, when working with our partners and shared customers, is to provide a positive customer experience. This is especially important during challenging times and that's why we provide this Catastrophe Action Plan every year. Our award-winning tools and processes enable us to provide the best possible experience to customers during a time when they need us most. Our continued commitment to you is to deliver best-in-class service by investing in technology and solutions that expedite the catastrophe recovery process.

IN DELIVERING ON OUR PROMISE, WE WILL:

- Ensure customers are aware of the 24/7/365 availability of claims customer service.
- Provide multiple communication channels to notify us of a loss and to obtain additional information and forms.
- Promptly acknowledge customer needs while demonstrating empathy, concern and a genuine commitment to assist.
- Demonstrate expertise while helping customers understand the claims process, including who to call, where to send requested items and what will happen next.
- Treat our clients and customers with courtesy, consideration and professionalism.
- Deliver a resolution with the goal of satisfaction on the first attempt.
- Provide clients and customers with timely status updates in their preferred contact method.
- Be an advocate to help resolve issues with carriers, contractors, etc.
- Act with a sense of urgency and take ownership of any problems or challenges.
- Provide problem resolution that effectively addresses customer concerns.
- Follow through with timely delivery of our promises.





Thank you for your partnership and for trusting Assurant to provide the same superior level of service to your customers that they receive from you!

Should you have any questions regarding the information in this document, please contact your account executive. Throughout the remainder of the 2023 season, we will provide updates, as necessary, to the items outlined in this plan.