



2020

Social Responsibility Report



ASSURANT®



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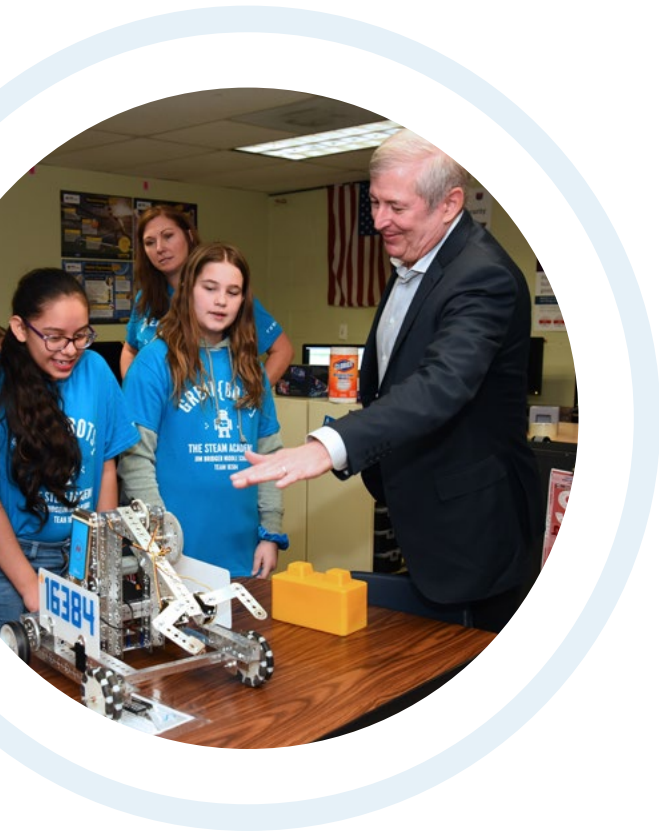
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“At Assurant, we consider the needs of customers, employees, suppliers, communities and shareholders when thinking about what will drive the long-term growth of our business. We believe that creating long-term value requires the highest standards of integrity and ethics.”

CEO MESSAGE

As we usher in a new decade, Assurant is renewing our commitment as a purpose-driven company.

Though the decade is new, our purpose as a corporation remains steadfast. Purpose is the direction we take and our determination in getting there. We define our intentions as well as how we deliver on that purpose. At Assurant, we consider the needs of customers, employees, suppliers, communities and shareholders when thinking about what will drive the long-term growth of our business. We believe that creating long-term value requires the highest standards of integrity and ethics.

Purpose remains at the core of how we think and operate as a company. That is why, in 2019, I wholeheartedly supported and signed the Business Roundtable’s statement on the purpose of a corporation, which commits us to continuing to lead our company for the benefit of our key stakeholders.

You can read the full statement on a corporation’s purpose [here](#).

Social Responsibility Integration

Since we issued our first social responsibility report in the fall of 2018, we have made significant progress toward more fully integrating our social responsibility efforts with our long-term business strategy and day-to-day operations. For example, we have:

- Established a Governing Oversight Board to help us identify priority initiatives and investments to advance key environmental, social and governance matters
- Affirmed guiding principles for each social responsibility pillar to inform our actions and progress against the most important environmental, social and governance (ESG) priorities we are striving to achieve

Our Values

Four uncompromising values are the fabric of our Assurant culture. They guide our actions and inspire us to continuously improve.

Common Sense

We seek simple, straightforward solutions that help life run smoothly for the clients and consumers we serve.

Common Decency

We act with integrity. We treat others with respect. We're honest, transparent and committed to doing the right thing.

Uncommon Thinking

We're never satisfied with the status quo. We seek diverse perspectives and thrive on challenge. We believe there's always a way to build upon our successes.

Uncommon Results

We focus on actionable solutions that deliver measurable results. We approach each challenge with a sense of urgency, striving to exceed every expectation.

- Rolled out an ESG Dashboard to monitor our progress against specific objectives and targets. This tool helps us identify gaps and track our progress within each of our core pillars of Responsible Employer, Impact on Society, Integrity and Ethics, and Customer Commitment
- Included additional information to provide more insights and supporting data in this report, especially in relation to our human capital investments, privacy and data security, and our approach to responsible investing
- Reinforced our global social responsibility commitment with supporting local engagement as Assurant now operates in 21 countries worldwide.

I am proud of the many ways our employees across North America, Latin America, Europe and Asia-Pacific go above and beyond each day to help others and bring these priorities and our purpose to life.

Our Assurant Management Committee is working closely with me and leaders throughout Assurant to champion continuous improvement on key initiatives. We are holding ourselves accountable for progress

that builds on our strengths and is driven by our shared commitment and strong focus on engaging our diverse and inclusive workforce, delivering exceptional customer experiences and doing so with the highest standards of integrity and ethics.

I invite you to learn more about the ways we are living our purpose, upholding our values and bringing our guiding principles to life as we build a stronger Assurant for our customers, employees, communities, partners and shareholders – now and for our collective future.

Thank you for your continued interest and support of Assurant.



Alan Colberg
President & CEO
Assurant, Inc.
March 12, 2020

ASSURANT'S SOCIAL RESPONSIBILITY STRATEGIC FRAMEWORK

Our Board of Directors, Management Committee and employees understand the importance of social responsibility to deliver greater value as we operate our business each day and support Assurant's long-term strategy. Our social responsibility strategic framework centers on four pillars against which we track our progress on

significant environmental, social and governance topics core to our business. Each of these pillars – Responsible Employer, Impact on Society, Integrity and Ethics, and Customer Commitment – is dynamic with multiple dimensions that we align to our long-term business strategy.

Responsible Employer



We strive to be a responsible and progressive employer with a culture that values diversity, encourages inclusion and recognizes the importance of investing in employee talent.



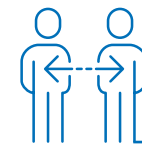
Integrity and Ethics

We adhere to unwavering standards of integrity, ethics, governance, privacy and information security.

Impact on Society



We actively engage to strengthen the communities where we live and work worldwide, while operating our business and managing our investments with a meaningful environmental commitment.



Customer Commitment

We deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve.

ENVIRONMENTAL, SOCIAL, GOVERNANCE OVERSIGHT



The Nominating and Corporate Governance Committee of our Board of Directors oversees Assurant's environmental, social and governance (ESG) matters.

Our President and CEO, together with our Chief Communication and Marketing Officer and the Vice President of Social Responsibility and Engagement, set the strategic direction and collaborate with other leaders to drive progress on ESG topics relevant for Assurant.

In 2019, we formed a Governing Oversight Board comprised of senior leaders, including members of our Management

Committee, and subject matter experts representing a cross-section of our company,

including: risk management, human resources, finance, strategy, investor relations, legal, business operations and customer experience.

The Governing Oversight Board provides a quarterly update to Assurant's Management Committee on ESG matters, including initiatives that further integrate social responsibility into our business strategy. In 2019, our ESG Dashboard tracked more than 50 key metrics related to 12 ESG topics aligned with our four social responsibility pillars. While many of the metrics had been gathered across the organization in the past, they were not reviewed holistically through a cross-functional ESG lens.

Our integrated ESG Dashboard provides a more comprehensive and strategic view for Assurant's Management Committee to help evaluate progress and guide decision-making. During quarterly dashboard reviews, we assess progress to date and discuss opportunities for improvement, including the implementation of best practices across the enterprise. Annually, we conduct a more comprehensive review of our ESG performance with additional key stakeholders.

Materiality Assessment and Stakeholder Engagement

In 2017, Assurant conducted a materiality assessment to strategically guide our social responsibility management and reporting. The results of that assessment are regularly reviewed to ensure relevance as our company's strategy and business continues to evolve.

Assurant's materiality assessment used the Global Reporting Initiative (GRI) steps of identification, prioritization and validation to define the most significant ESG topics based on impacts, risks and opportunities. We also considered and continue to review sector-specific reporting guidance such as the Sustainability Accounting Standards Board (SASB) and the Principles for Responsible Insurance (PRI).

We prioritized ESG topics using a customized weighting analysis that reflects relevant industry standards and studies, internal priorities, peer benchmarking and feedback from internal and external stakeholders. The following charts include descriptions of the work underway and shows how our most highly rated ESG topics map to our four social responsibility pillars.

In 2019, our ESG Dashboard tracked more than 50 key metrics related to 12 ESG topics aligned with our four social responsibility pillars.



Responsible Employer

ESG Topic	Topic Definitions
Diversity and Inclusion	Promoting diversity in Assurant's leadership, employee population and suppliers by fostering an inclusive culture
Talent Management	Providing employees with opportunities for continuous learning and skill improvement, feedback and mentoring; supporting the retention of existing talent and attracting new talent through total rewards, engagement and development

Impact on Society

ESG Topic	Topic Definitions
Responsible Investing	Integrating ESG considerations into Assurant's investment portfolio management
Climate Action	Addressing Assurant's risks and opportunities related to climate change, including natural disaster preparedness, use of climate change-related statistical data in underwriting and use of risk mitigation and avoidance techniques like catastrophe reinsurance
Energy, Emissions and Waste	Monitoring and minimizing Assurant's energy use, emissions and waste creation; advancing water conservation initiatives and other environmental actions in our facilities and among our employees
Community Giving and Volunteering	Donating time, talent and charitable contributions to better the communities in which Assurant operates

Integrity and Ethics

ESG Topic	Topic Definitions
Corporate Governance	Supporting effective leadership and structure through board effectiveness and diversity, accountability and responsible governance practices
Ethics	Providing a robust framework to continue to promote a "speak up" culture and unwavering commitment to ethical behavior and practices
Data Security and Risk Management	Safeguarding the security of data and integrating risk management throughout Assurant

Customer Commitment

ESG Topic	Topic Definitions
Products and Services	Ensuring that Assurant's products and services meet consumer needs and drive value
Customer Experience	Delivering differentiated experiences that anticipate customer needs and drive value by meeting or exceeding expectations in all interactions
Investing in Innovation	Sustaining our track record of innovation as a driver of outperformance by leveraging internal R&D, acquisitions, venture capital investment and partnerships to address emerging consumer needs

Responsible Employer



We strive to be a responsible and progressive employer that values diversity and promotes inclusion.

Diversity and Inclusion

At Assurant, we understand how important diversity and inclusion are to our customers, employees, shareholders and business partners. We are strong believers in the strategic value of diversity and inclusion to foster innovation in the global marketplace. We believe that we should reflect the diversity of the customers we serve. Diversity helps us improve performance, create growth opportunities and enhance employee engagement. We believe that diverse teams and inclusive cultures perform better.

Within Assurant a 20-member Diversity and Inclusion Council led by our CEO and Chief Human Resource Officer, includes a rich mix of employees who bring voice and perspective to ways we can further improve as we collectively build an even stronger company for the future.



We have engaged diverse representatives of our workforce to advise and support increased dialogue and regular all-employee communication that reinforces the importance of diversity, inclusion and cross-cultural awareness.

We have and will continue to refine our recruiting and talent practices to identify and remove inherent biases that could influence outcomes. Additionally, we have improved our organizational development and succession planning processes to reflect our objectives of fostering a diverse and inclusive workforce throughout Assurant.

Representation in Our Workforce

Our workforce of about 14,200 employees at year-end 2019 reflected a broad range of roles and functions aligned with Assurant's strategy and business. We have a variety of roles as we have expanded beyond traditional insurance offerings. The roles range from light manufacturing, customer care centers, sales and operations to technology, legal, actuarial, accounting, strategy, risk management,



At year-end 2019, our global workforce was comprised of

62% women

with

51% representation of racial and/or ethnic groups

Assurant is committed to gender pay equality and pay equity across race and ethnicity.

At managerial levels of our company, women filled

35% of the roles

with

31%

of the leaders representing racial and/or ethnic groups

human resources, and marketing and communication, among others.

At year-end 2019, our global employee population was comprised of 62% women, with 51% representation of racial and ethnic/minority groups. At managerial levels of our company, women filled 35% of the roles, with 31% of the leaders representing racial and ethnic diversity as of year-end.

In the most senior executive roles, we have increased the number of women on Assurant's Management Committee, currently with four women out of 11 members.

Gender Pay Equity

Assurant is committed to gender pay equality and pay equity across race and ethnicity. We are taking steps to increase gender, racial and ethnic representation in leadership roles, which is key to ensuring equality.

Our compensation practices and programs consider a variety of objective factors designed to set fair and equitable compensation levels. We take a holistic approach to evaluating and aligning roles

and compensation levels based on job responsibilities, market competitiveness, geographical location, strategic importance of roles and other relevant factors.

In the most senior executive roles, we have increased the number of women on Assurant's Management Committee, currently with four women out of 11 members.

We have launched a multistep process to ensure that we are compensating equitably. This includes internal compensation assessments, the most recent of which was completed in 2019. As the next step, we plan to supplement our work by engaging an independent third party to perform a pay equity study in the U.S. to support our efforts.

Engagement, Pledges, Partnerships

In 2019, we strengthened our practices and improved our standing as a company that is

supportive of the LGBTQ community, as reflected in our score of 100 for the second consecutive year on the Human Rights Coalition's Corporate Equality Index. We earned recognition as great places for women to work and build careers in several of our global locations, including Puerto Rico, Argentina and Brazil.

We continue to uphold our support of the "CEO Action for Diversity & Inclusion" pledge signed by Assurant CEO Alan Colberg in 2017 as we work collectively to:

- Make our workplaces trusting places to have complex, and sometimes difficult, conversations about diversity and inclusion; we encourage open dialogue to build trust, encourage compassion and reinforce our commitment to inclusivity
- Implement and expand education about "unconscious bias" to help us all recognize and acknowledge potential blind spots we may have as individuals
- Share best – and unsuccessful – practices with other pledge companies so we can track our collective progress and learn from each other.



We also have increased our support of nonprofit partners that share our commitment to diversity and inclusion. For example, our partnership with the [National Ability Center](#) reinforces our commitment to unlocking the potential of people with differing abilities by building self-esteem, confidence and lifetime skills. Our support of the [Jeannette Rankin Foundation](#), [Robert Toigo Foundation](#), [New York Urban League](#), [National Minority Supplier Development Council](#), and [Georgia Hispanic Chamber of Commerce Foundation](#), among others, enriches our relationships, provides valuable insights and helps to further the important work of these organizations.

Talent Management

Our human capital investments help us retain high-performing talent and attract new employees to Assurant. We have multiple programs and resources in place to support and deliver positive experiences for our global workforce, address opportunities and adapt in ways that continue to propel us forward.

Human Rights

At Assurant, we make employment and personnel decisions based on merit, competence and qualifications without regard to age, sex, color, race, religion, national origin, marital status, sexual orientation, gender expression, gender identity, pregnancy, veteran status, disability or any other

Responsible Employer	
<h3>Guiding Principles</h3> <ul style="list-style-type: none"> Assurant fosters a diverse and inclusive workforce that reflects the customers and global markets we serve. Assurant consistently promotes a strong culture that engages employees through our practices and policies, total rewards and learning and development programs that lead to greater business performance. 	
Diversity and Inclusion	Promoting diversity in Assurant’s leadership, employee population and suppliers by fostering an inclusive culture
Talent Management	Providing employees with opportunities for continuous learning and skill improvement, feedback and mentoring; supporting the retention of existing talent and attracting new talent through total rewards, engagement and development



category protected by applicable federal, state and local laws prohibiting discrimination.

Our global commitment is to value and respect human rights and adhere to the International Labour Organization (ILO) conventions as well as the laws of the countries where we operate. We require the same of our vendors and suppliers as expressed in our [Supplier Code of Conduct](#).

A Culture of Engagement

We believe our culture of engagement is a strategic differentiator and deeply aligns with Assurant's values. There are many ways we fortify our culture so that employees feel a true sense of belonging and pride in the many ways they contribute to Assurant's success.

Employee Feedback

We gather formal employee feedback through annual global employee engagement surveys supplemented with pulse surveys on specific topics. In the fall of 2019, 75% of our employees participated in our global

employee engagement survey. Our overall employee engagement score was 81 out of 100, which is above or on par with Fortune's Best Places to Work and Most Productive Companies.

Our most recent employee engagement survey results reinforced that:

- Our employee engagement, alignment with the company priorities overall, and the organization's ability to lead and respond to change remain strong
- Assurant's employee net promoter score is solid with employees recommending our products, services and the company as a good place to work
- Cooperation and learning from mistakes are strengths; as we put a greater emphasis on improving day-to-day processes and make it more comfortable to speak up, we encourage innovation and increase engagement overall.

Our overall employee engagement score was 81 out of 100, which is above or on par with Fortune's Best Places to Work and Most Productive Companies.

Tools and Resources

Among the many ways we foster our culture of engagement is through our Global Engagement Champion Teams that focus on strengthening employees' understanding of Assurant's culture and business, emphasizing well-being resources and creating local community and charitable volunteerism opportunities. Supporting communication events such as Town Halls with leadership participation help us share updates, reinforce priorities and recognize progress – all of which are key elements of our employee engagement strategy.

In 2019, we rolled out a new global MyHR portal powered by Workday to provide a centralized place for employees to access

an array of human resource, performance management and total rewards tools and information. Our MyHR portal replaced several legacy platforms and automated processes, providing a better employee experience and more robust data reporting and analytics. This was an important investment for Assurant's future growth as one globally connected company.

Total Rewards

At Assurant, our total rewards program is designed to support our employees and their families' physical, emotional, financial and social well-being. With operations in 21 countries, we provide comprehensive programs to support both current and future needs of our employees. We offer a range of choices and resources to support employee needs and are competitive with similar global companies in the business and countries in which we operate. We regularly benchmark our total rewards program against other leading companies. While offerings vary globally based on employment practices, requirements and the markets served, Assurant places a high value on and invests in our talent globally.



Our health care and well-being programs emphasize prevention through health screenings, regular dental and vision checkups, well-being activities or access to additional resources to encourage healthy lifestyles. When needed, our disability benefits programs help employees cover a portion of their earnings while they are recovering.

An array of work schedule options helps the company and our employees balance work and personal responsibilities. Arrangements for certain roles to work from home extend the support we can provide to our customers while offering an option that is flexible for employees. At year-end 2019, about 21% of Assurant's global work force was remote, working from home-based offices, either full- or part-time. Additionally, flexible scheduling options recognize the needs of our customers and broadens employment opportunities available for many roles at Assurant.

Assurant has other family-friendly benefits that recognize the variety in families and caregiver needs of our employees. Among

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the benefits available in the United States are pregnancy leave and paid parental leave, adoption assistance and subsidized back-up care for dependents. Benefits vary globally based on local regulations and other factors.

In addition to the salaries and wages provided by Assurant, all employees participate in bonus plans tied to performance. Assurant also provides all employees an opportunity to invest in their financial future and retirement. For example, in the U.S., Assurant provides a 401(k) plan that includes a 100% match of the first six% of eligible pay.

Performance Management

Talent development is essential to Assurant's success. Our performance management program helps us place employees in the right positions with the right opportunities at the right time, so they are empowered to fully contribute in their current jobs and prepare for future roles.

Annually, employees and their managers set performance goals tied to our strategy, identify success measures and agree on annual development plans. Regular, ongoing feedback is encouraged with



mid-year discussions, which also track performance and allow us to adjust when business needs or priorities shift during the year.

We provide opportunities for employees to play an active role in shaping their future with our company. We offer a variety of on-the-job assignments, internal courses, workshops, coaching and mentoring programs, and tuition reimbursement to support employees throughout their Assurant careers. We generally post open positions internally prior to posting them externally. Internal movement of talent within Assurant energizes employees and brings fresh perspectives to our businesses and supporting functions.

Succession Planning and Leadership Development

We identify and invest in our pipeline of leadership talent through our succession planning and development programs. A multistep approach helps us identify and build deep bench strength for senior leadership roles and prepare executives to step into more than one type of executive role. This

helps us to mitigate the impact of unexpected key talent departures.

We also identify a diverse set of high-potential talent and our next generation of leaders to ensure robust development and growth plans are in place to prepare for future leadership roles. We encourage regular and ongoing talent discussions. The Management Committee's annual strategic planning session includes talent discussions.

Learning and Development

MyLearning is our online employee portal that provides a point of access for our leadership, role-based and ethics and compliance training programs. The platform empowers employees at various levels to access professional learning spanning a wide range of topics from improving communication to preparing to shift to a management role.

In 2019, we offered more than 500 role-based and about 80 leadership training options, including topics such as change and performance management. Nearly 4,000 employees

participated in this type of training last year. 2,600 new employees participated in our onboarding training program last year. We also partner with leading institutions for specialized training and certification programs, and support the continuing education required by certain professional organizations. These learning and development programs are in addition to required ethics, compliance and cybersecurity training detailed in the Integrity and Ethics section of this report.

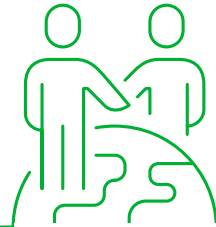
Turnover Rates

Our global employee population is comprised of 32% salaried roles and 68% hourly employees. In the U.S., the mix at year-end 2019 was 41% in salaried and managerial roles and 59% in hourly roles. This is quite different from many companies in the financial services or insurance sector.

In 2019, our annual global turnover rate for salaried and managerial roles was 10% overall, and 9% in the U.S. When all hourly employees in our service and logistics centers are also included, where turnover rates are much higher in the marketplace, the global turnover rate was 23% overall, down one percentage point from the previous year. Our comparable overall U.S. annual turnover rate for 2019 was 22%, flat year-over-year.



Impact on Society



We actively engage to strengthen the communities where we live and work worldwide, while operating our business with a meaningful environmental commitment.

Responsible Investing

In 2019, Assurant Asset Management managed the company's investment portfolio of more than \$13 billion to generate consistent levels of risk-adjusted, long-term investment income while minimizing realized losses. Assurant invests in a variety of asset classes across the credit spectrum and capital structure.

Assurant recognizes the importance of considering ESG factors in our investments. Our portfolio management professionals and our third-party asset managers integrate ESG considerations into due diligence, monitoring and investment decision-making. Assurant Asset Management, as fiduciaries, incorporates relevant ESG factors into the analysis of the long-term performance outlook and value of our investments. Our assessment of investments considers information about a variety of factors, including ESG-related topics such as exposure to



regulation or litigation, labor relations, human rights, product quality and safety, reputation, governance practices, executive compensation, reporting and disclosure, community relations, energy costs and climate impact.

Our portfolio management professionals and our third-party asset managers integrate ESG considerations into due diligence, monitoring and investment decision-making.

Where relevant and appropriate, we aim to achieve a lower overall portfolio exposure to industries and companies with high-risk environmental issues, and target higher allocations to companies and issuances that demonstrate enhanced environmental, social and sustainability attributes.

Additionally, Assurant Asset Management largely restricts investments in entities whose activities are fundamentally inconsistent with Assurant’s values or are likely to result in reputational or other significant risks. These restrictions include investments in companies that predominantly conduct business in the civilian firearms and tobacco industries.

Guiding Principles

- Assurant’s investments consistently integrate ESG factors and socially responsible standards among investment criteria and fund selections.
- Assurant facilities feature pro-environment practices such as eliminating single-use plastics and reducing the company’s carbon footprint.
- Assurant’s Supplier Diversity and Inclusion commitment is fully integrated into sourcing and procurement processes, providing additional participation opportunities for diverse suppliers.
- Employee volunteer teams globally, supported by the Assurant Foundation, are engaged in local charitable initiatives that strengthen the communities where Assurant operates.
- The Assurant Cares programs of the Assurant Foundation benchmark favorably with comparable companies and key external metrics/standards.

Impact on Society

Responsible Investing	Integrating ESG considerations into Assurant’s investment portfolio management
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Energy, Emissions and Waste	Monitoring and decreasing Assurant’s energy use, emissions and waste creation; advancing water conservation initiatives and other environmental actions in our facilities and among our employees
Community Giving and Volunteering	Donating time, talent and charitable contributions to better the communities in which Assurant operates



Recently, Assurant finalized the strategic decision to outsource the day-to-day management of our asset portfolio to two highly qualified global asset management firms: Goldman Sachs Asset Management and Voya. Implementation of our new asset management model at Assurant will occur during the next several months and is expected to be completed in the second quarter of 2020.

These asset managers have recognized expertise working closely with their clients on ESG matters to maximize long-term value. Both also are signatories of the United Nations-supported Principles for Responsible Investment (PRI). As such, we plan to establish more rigorous and explicit ESG investment policies and processes going forward.

Assessing Business Risks and Opportunities

To meet our objective of generating consistent, long-term, risk-adjusted investment income, Assurant Asset Management must perform significant risk analysis as part of any investment decision. Investment outperformance

relative to the market over the long-term is supported by more robust risk analysis, including the impacts of ESG topics.

In addition to the identification of investment opportunities, we recognize that climate change factors also may result in additional risk to our investment portfolio. These risks can manifest in various forms including policy, regulatory and ultimately economic risks. Our team looks to advance the risk thinking and relative value analysis to enhance our portfolio performance taking ESG risks into consideration. As we move forward, we will continue to look for opportunities to further incorporate enhanced ESG risk analysis, using both qualitative and quantitative approaches, into our overall investment process.

Environmental Commitment

Key to our social responsibility commitment are the ways we integrate environmental considerations with our risk management and business practices as we serve our customers and operate our Assurant facilities.

Risk Management Considerations

Our internal risk management function integrates social and environmental factors into their practices by monitoring and evaluating relevant potential long-term concerns that could impact our business, such as climate change, customer experience, diversity and ethics. When long-term risks are identified, risk management works with our business leaders and other company functions to implement necessary programs and processes to mitigate those risks.

Given our Global Housing segment's exposure to catastrophes, Assurant is focused on mitigating this risk, including by maintaining a high-quality panel of reinsurers, working with state regulators and providing incentives to homeowners in catastrophe-prone areas who take actions to mitigate risks to their structures. Our reinsurance

program reduces our financial exposure to catastrophes, including due to climate change, and enhances our ability to protect more than three million homeowner and renter policyholders against severe weather and other hazards.

Our 2019 catastrophe reinsurance program included \$1.16 billion in coverage. Key enhancements to the program included multievent and multiyear coverage that lowered our retention. To help verify the strength of the 2019 program, we modeled the program against several of the most significant historical catastrophes dating back to the 1850s. The model indicated that if events such as Hurricane Andrew, Hurricane Katrina or Superstorm Sandy were to recur today, Assurant's loss would be well within the current U.S. catastrophe reinsurance program's limit.



Environmental Business Practices

Assurant offers an array of products and services that help customers and lessen the impact of everyday risks they encounter. We support many of the world's leading brands by finding solutions that affect people in their day-to-day connected lifestyle. We strive to make life simpler, safer and more secure, and to do so in ways that reduce environmental impact.

In our Global Lifestyle business, we process millions of mobile devices each year, repairing or reselling them while adhering to rigorous environmental standards and practices. We recycle devices through certified partners, reuse valuable materials and reduce the amount of e-waste we discard. By refurbishing mobile devices, we create a win-win-win for our customers, clients and the environment. In 2019, Assurant processed 5.4 million mobile devices for repair or resale. We also recycled 1.5 million mobile devices.

In 2019, Assurant operated three facilities in the U.S. and one facility in the United Kingdom that provide mobile phone

In 2019, Assurant processed 5.4 million mobile devices for repair or resale. We also recycled 1.5 million mobile devices.



repair and logistics services. Each facility tracks monthly device reuse and recycle rates and landfill conversion rates. Our York, Pennsylvania facility maintains ISO 9001 and 14001 and R2 certifications.

We measure the percentage of units received from customers that are repaired and returned in good working condition. We use that information to look for opportunities to increase device repair rates while supporting our goals of increasing device reuse rates and recycling of waste. Our mobile operations repaired more than 350,000 devices in 2019, increasing the annual reuse rate by approximately 5%.

During the past several years, we also have made significant investments in recycling compactors at our mobile device repair facilities to increase our landfill diversion rate. In 2019, the U.S. facilities recycled more than 86% of total waste on-site.

Our Facilities and Operations

At year-end 2019, Assurant owned a dozen buildings in five locations totaling more than 1.17 million square feet and leased 1.37 million square feet globally.

We have implemented certain environmentally friendly practices in the facilities that we own, and work with our landlords and management companies to do so in leased facilities.



We cut energy consumption by more than 57.6 million kilowatt hours over the past decade.

We reduced energy consumption at the owned and leased facilities currently in our portfolio by at least 2% each year for the past 10 years. In total, we cut energy consumption by more than 57.6 million kilowatt hours over the past decade.

At our Assurant-owned facilities, we track our relevant energy and water consumption as well as our greenhouse gas emissions. Our efforts to reduce energy consumption has cut our carbon dioxide emissions by nearly 24,750 tons in the past decade. That is the equivalent of consuming more than 2.78 million gallons of gasoline, burning nearly 27.27 million tons of coal, or 12 months of electricity for 4,190 homes.

Assurant operates eight ENERGY STAR-certified buildings in the U.S. and we have invested in energy-efficient lighting, building controls and HVAC systems. Additionally, we have decreased our water usage by making restrooms more water efficient and by recycling condensation from our cooling towers. In Springfield, Ohio we have solar panels that provide alternative energy to help support our operations.



New Go Green Initiative

In 2019, we launched a targeted Go Green program to accelerate our sustainability efforts and increase employee education and engagement. We have eliminated Styrofoam from our offices and are replacing single-use plastics with eco-friendly alternatives in partnership with our suppliers. We have pledged to decrease our annual paper consumption by 20% or more in 2020 as we migrate to more digital applications and processes. We are evaluating additional actions for implementation in 2020 and encouraging employees worldwide to recommend additional ways Assurant can further strengthen our environmental commitment. Our Assurant Cares portal provides online resources that employees worldwide can connect with sustainable organizations in their communities and learn more ways to be eco-friendly both at work and at home.

CDP Climate Survey

Annually, we participate in the CDP Climate Survey to share our environmental practices and benchmark our progress. Our 2019 CDP Climate Survey response is available in the Social Responsibility section of [Assurant.com](https://www.assurant.com).

Managing and Integrating Climate Change Risk

Assurant takes the risks of climate change seriously at all levels of our organization. Our CDP Climate Survey response provides details on our strategic approach to the issue. Below and at the end of this report is a summary in line with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

Governance

The Board directly and through its committees oversees our risk management policies and practices, including climate-related risk. The Board's Finance and Risk (F&R) Committee has oversight responsibility for Assurant's investment strategies and, in conjunction with the Audit Committee, enterprise risk management. This includes oversight of our climate-related risk appetite and the integrity and adequacy of our risk mitigation strategies. The Board approves the company's risk appetite and reviews management's assessment of key enterprise risks annually and management's strategy with respect to each risk. Our Chief Strategy and Risk Officer reports results to the F&R Committee on a regular basis and periodically to the Board. At the management level, the Chief Strategy and Risk Officer and Chief Financial Officer, who both report directly to our CEO, oversee functions responsible for climate-related actions, policies, and risk mitigation and management.

Strategy

We believe considering and incorporating climate risks and opportunities into our business strategy drives long-term profitability and provides educational opportunities for our management and employees. Assurant faces the greatest risk exposure to climate change through our lender-placed, voluntary homeowners, renters and flood property insurance

offerings, particularly in coastal regions prone to hurricanes. We integrate several strategies into our business approach to mitigate these risks and seize opportunities, including diversifying our business away from insurance, risk-sharing largely through reinsurance and catastrophe modeling.

Risk Management

Assurant prioritizes risks and opportunities based upon each business unit's exposure to catastrophe, flood, fire and other climate-related events. Assurant's business most prone to climate change impacts relate to the homes for which we provide lender-placed, voluntary and flood insurance through Assurant Global Housing. To enhance our understanding of our significant risk exposure to catastrophic events, we purchase aftermarket information that provides us with additional building characteristics to include in our modelling process and supply to our panel of more than 40 reinsurers. We employ catastrophe models for various geographic regions that contain long-term (5-year) projections, which allow us to make more accurate assumptions on the frequency of hurricanes or other climate-related events to determine pricing and guide appropriate risk-taking within the company.

Metrics and Targets

As a provider of lifestyle and housing solutions that support, protect and connect major consumer purchases, our energy use and direct carbon emissions are very low. Nonetheless, we monitor absolute energy use and Scope 1 + Scope 2 emissions, and intensity relative to sales. We have set a goal to reduce energy consumption at our facilities by a minimum of 2% annually for the past ten years. We are currently in the process of developing a new emissions goal for the decade ahead.



Community Giving and Volunteering

At Assurant, we actively partner with core nonprofit organizations that align with our purpose, values and long-standing commitment to equal opportunity, nondiscrimination and fair treatment of all. We adhere to a “dollars plus” philosophy to ensure the grants we make include ways for our employees to volunteer and give back in their local communities. We also work with causes related to Assurant’s lines of business.

Our Assurant Cares global giving and volunteer engagement reflects three focus areas aligned with our broader company strategy.

- **Protecting:** We help people access safe places to live and thrive.
- **Connecting:** We strengthen communities where we operate, especially when disasters strike. This includes supporting charitable partners in ways that enhance their capacity to serve.
- **Inspiring:** We encourage and prepare diverse talent and innovative leaders for the future.

In 2019, the Assurant Foundation donated nearly \$3.9 million through grants and disaster relief support to charitable partners in the communities where we operate. We also donated nearly 500 computers, laptops and other equipment in 2019 to help charities in their work through a partnership with Good360. Additionally, we provided nearly \$607,250 in matching gifts and employees recorded more than 20,200 community volunteer hours.



In total during 2019 we collectively supported the important work of 1,268 charities worldwide. Among our core charitable partners, we contribute to and volunteer with the [American Red Cross](#), [Habitat for Humanity International](#), [Move For Hunger](#), [Junior Achievement](#), [Make-A-Wish](#) and local [United Way](#) chapters in many of our Assurant locations.

Beyond our grant-making, our Assurant Cares commitment comes to life through:

- **Matching gifts** of employee donations up to \$1,000 per year per employee to eligible charities
- **Eight hours of paid time** annually for employees to volunteer with organizations that matter to them personally
- **Active volunteerism** by our employees worldwide through Assurant Cares Days of Service organized by our Engagement Champion Teams with local charities and leadership service on nonprofit boards

- **Charitable payroll deduction** opportunities to make giving convenient for Assurant employees
- **Memorial grants** to honor the loss of employees, their close relatives or client relationships
- Through our **Assurant Cares Employee Support (ACES) Fund**, a separate charitable entity, we provide emergency disaster relief grants of \$500 to \$10,000 to help our employees in the wake of catastrophic events.

Our **Assurant Cares portal** enables employees to track their volunteer hours, request matching gifts, make payroll deductions to charitable organizations and more. This platform provides access for all our global employees to engage in their communities and support causes that matter to them, both through their computers and mobile devices.



Integrity & Ethics



We adhere to unwavering standards of integrity, ethics and governance.

Corporate Governance

Assurant's [Board of Directors](#) oversees the company's strategic direction and risk management, as well as CEO and executive compensation.

Board and Committee Risk Oversight

The Board directly and through its committees oversees our risk management policies and practices. The committees of the Board have oversight of risk management in specific areas. The Board reviews management's assessment of Assurant's key enterprise risks annually and management's strategy with respect to each risk. The Nominating Committee reviews Board and committee oversight of the key risks. The Board and its committees receive updates from management on specific risks throughout the year, including cybersecurity.



The Audit Committee reviews the company’s policies with respect to risk assessment and risk management, and coordinates with the Finance and Risk Committee with respect to oversight of risk management and enterprise risk management activities. The Audit Committee also focuses on risks relating to financial statements, privacy and data security, information technology and cybersecurity, and compliance with legal and regulatory requirements. The Finance and Risk Committee receives regular risk management updates and information about risks relating to investments, capital management and catastrophe reinsurance. The Compensation Committee oversees risks relating to executive retention and compensation plan design and the Nominating Committee focuses on risks relating to director and management succession and diversity.

Board Composition

Our Board currently is comprised of 12 members representing a cross-section of global leadership experience, diverse backgrounds and industry expertise. Including our Board chair, 50% of Assurant’s board members are diverse in gender, race and/or ethnicity. 2020 Women on Boards awarded a Winning Company “W” rating to Assurant again in 2019. The Board added two new directors in 2019, enhancing the Board’s breadth and depth of experience and

Guiding Principles

- Assurant is committed to maintaining a diverse, skilled board with multisector, global expertise that abides by strong corporate governance practices.
- Assurant’s Global Ethics and Compliance program reflects internationally recognized best practice standards and processes.
- Assurant consistently fosters a culture of data protection through high participation in, and continual improvement of, our Information Security Awareness Education and Training programs.
- Assurant’s Information Security Program utilizes best practice information security technologies and controls to safeguard customer, client and employee data.

Integrity and Ethics

Corporate Governance	Supporting effective leadership and structure through board effectiveness and diversity, accountability and responsible governance practices
Ethics	Providing a robust framework to continue to promote a “speak up” culture and unwavering commitment to ethical behavior and practices at Assurant
Data Security, Privacy and Risk Management	Safeguarding the security and privacy of data and integrating risk management throughout Assurant

diversity, particularly in mobile and auto industry experience and consumer, data and digital expertise, which support the company's strategy.

The Nominating Committee reviews and makes recommendations regarding the composition and size of the Board in order to ensure the Board has the requisite expertise and that its membership consists of persons with sufficiently diverse and independent backgrounds. In identifying candidates for membership on the Board, the Nominating Committee looks to the criteria set forth in the company's Corporate Governance Guidelines and takes into account all factors it considers appropriate, which may include race, gender and ethnicity, as well as meaningful experience, independence, leadership, integrity, accountability, informed judgment, financial literacy, mature confidence, interpersonal skills and high performance standards, and the extent to which the candidate would fill a present need on the Board. The Nominating Committee actively considers diversity in recruitment and nomination of the Company's directors and makes recommendations to the Board regarding diversity among director candidates.

For more information, please see our Corporate Governance Guidelines and Assurant's 2019 Proxy Statement that will be issued on or around March 23, 2020.

Ethics and Compliance

At Assurant, we focus on ethics and compliance education that goes beyond informing employees of the laws and integrates ethical business practice into our everyday actions. Our ethics and compliance program includes:

- Ongoing communication of compliance and ethical standards and procedures with senior-level knowledge and oversight of the program by our Global Chief Ethics and Compliance Officer
- Open lines of communication to prevent, detect and respond to ethics and compliance issues
- Programs to prevent and detect potential violations of the law, including auditing and monitoring systems, a global hotline and anonymous reporting (where permitted by law)
- Appropriate and consistent disciplinary mechanisms and responses to detected violations.



At the core of our program is Assurant's updated global Code of Business Conduct and Ethics, which provides the principles to guide employee behavior and tools for employees to know how to do the right thing. Employees are encouraged to share their concerns about any activity of a company employee, affiliate or business partner that might violate our code, our internal policies, laws or regulations.

There are multiple ways for employees to report misconduct, including a third-party-administered ethics and compliance hotline. In 2019, we enhanced our investment in ethics by establishing a dedicated Ethics Office and sponsored a global "Speak Up!" campaign to reinforce the importance of and our commitment to the reporting process, and created additional channels for employee feedback.

Our customer relationships are built on a foundation of integrity and trust. Everything we say and do must be governed by the

highest ethical standards and integrity. Our employee training programs reiterate the importance of integrating ethical conduct as part of daily business actions, as well as the legal requirements related to the products and services we provide.

Through mandatory new hire and annual refresher training, we help employees understand how to make the right choices and act ethically and in compliance with our legal and regulatory obligations. Employees must agree to abide by, and annually attest to, compliance with our Code and other policies. In 2019, a total of 13,904 Assurant employees completed the required ethics training courses.

Privacy and Data Security

We take the privacy and security of our customers' data very seriously. Our clients entrust us with their data, and we know the importance of maintaining trust in Assurant.





Rigorous Approach to Privacy

We are committed to implementing robust data privacy and protection standards. Our [Privacy Policy](#) describes the type of data that we gather, how we use the information, and how customers and individuals can control that information. Individuals can request access to their data, including to amend or delete their data, in line with applicable privacy and data protection laws, including the California Consumer Privacy Act and the European Union General Data Protection Regulation (GDPR). Third-party contractors with which we share data must comply with Assurant's data privacy and protection policies and attest to robust privacy and compliance training of their employees as part of doing business with Assurant.

Privacy and Security Risk Management

Given the critical nature of data privacy and cybersecurity to our business, we have developed strong risk management and oversight procedures. Assurant's Information Security Program includes a comprehensive set of written policies and standards that follow the guidance of the NIST Cybersecurity Framework. Additionally,

Assurant's program aligns with the International Organization for Standards (ISO) 27001 information security standard and is certified accordingly in the United Kingdom in line with local regulatory requirements. Our program applies to all Assurant affiliates and businesses and addresses our legal, regulatory and client requirements.

Our Chief Information Security Officer (CISO) is responsible for our cybersecurity programs and policies including the Information Security Program, and our Chief Privacy Officer oversees our data privacy program and policies. The Audit Committee of our Board of Directors oversees risk management related to privacy and data security and cybersecurity and receives regular briefings from the CISO, who also reports to the full Board of Directors at least annually.

To ensure the strength of our systems, we undertake regular internal and external security audits and vulnerability assessments. In addition, state insurance regulators also regularly review and assesses the robustness of our policies and procedures to ensure regulatory compliance. In 2019, a total of 239 cybersecurity audits were completed successfully within Assurant.

Privacy and Data Security Assurant Employee Training

It is critically important that our employees understand and follow data privacy and security procedures. Assurant new hires receive mandatory privacy and information security training. Current employees must complete mandatory annual training on these topics and attest to their completion. Third-party contractors are also required to train their personnel on privacy, security and compliance matters as part of their contractual engagement with Assurant.

Assurant implements several programs to ensure employees understand and follow our policies and requirements. Procedures include regular tests such as phishing emails, and employees who fail are required to complete mandatory remedial training. All emails from external sources are automatically flagged to warn employees to apply heightened diligence, including around opening any attachments. Employees in certain functions and leadership positions undergo additional training and risk assessment. In 2019, more than 13,600 Assurant employees completed required Assurant privacy training. Additionally, 13,700 employees

13,700
employees completed
mandatory cyber security training



completed mandatory Assurant cyber security training.

Global Supplier Code of Conduct

We expect suppliers and their affiliates, subcontractors and subsidiaries to operate in accordance with the principles in the Assurant Supplier Code of Conduct, and in full compliance with applicable laws and regulations.

Our supplier partners are expected to provide: safe working conditions for their worker, treat their workers with respect

and dignity, ensure that products and services provided to Assurant use environmentally and socially responsible practices, and conduct all activities ethically and in full compliance with the laws, rules and regulations of the country or countries in which the supplier operates its business.

Assurant maintains the right to assess suppliers' compliance with this Code prior to and during the period of their business relationship with our company. Assurant and our third-party auditors may contact and visit suppliers to evaluate compliance with Assurant's Supplier Code of Conduct. Failure to adhere to this Code may affect suppliers' future and existing business relationships with Assurant.

Data Security Standards for Suppliers

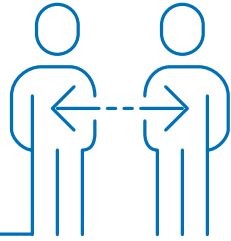
Our high standards for data security apply to our service providers as well. We exercise due diligence in evaluating our service providers through a dedicated team that conducts vendor security reviews. Where we consider services for outsourcing, we employ a request for proposal process to evaluate and gather requirements for engaging potential vendors, which includes

assessment for data security. A service provider working on our behalf is contractually obligated to protect the security and confidentiality of Assurant's systems and information, and to treat our data in a way that is consistent with our security principles. As part of maintaining

supplier relationships, we regularly review service provider compliance and service levels once an agreement is established.



Customer Commitment



We anticipate the needs of our clients and consumers and offer products, services and customer experiences that help them protect what matters most.

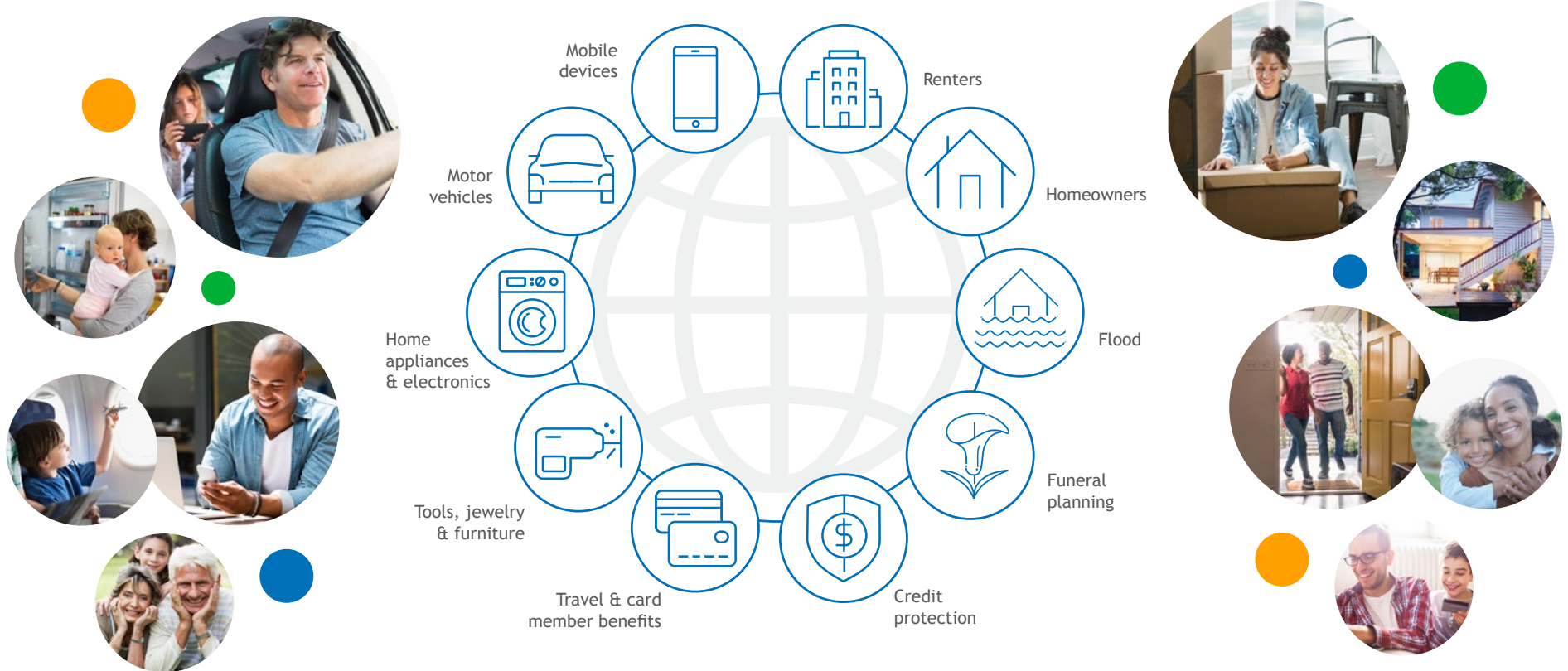
Products and Services

Ensuring we anticipate and meet consumers' needs and deliver value is key to our continued success and commitment as a purpose-driven company. Our track record of innovation and ability to develop products and services that address emerging needs while delivering extraordinary experiences across multiple lines of business reflects the customer-centric culture of Assurant. You can learn more about the products and services we provide at [Assurant.com](https://www.assurant.com).



OUR PRODUCTS AND SERVICES

Currently, we partner with many of the world’s leading brands to provide solutions that support, protect and connect major consumer purchases. We now support more than **300 million** consumers worldwide to help protect what they own, where they live and their families. The graphic that follows provides greater detail on the range of our global expertise and offerings.



53 million mobile devices connected & protected

47 million motor vehicles running smoothly

78 million appliances & electronics humming

17 million tools plus **9 million** pieces of jewelry & furniture protected

67 million travelers & credit card holders supported with added member benefits

2 million rental units protected

33 million mortgage loans tracked

500,000 homeowners protected from losses due to **flood damage**

2 million families prepared for the expenses of **end-of-life arrangements**

8 million customers with financial products covered with **credit protection**

All figures are as of Dec. 31, 2019.

Customer Experience

In 2019, we increased our investment in talent and capabilities to embrace best practices and ensure customer interactions with Assurant consistently meet or exceed rising expectations – now and in the future. We created a new Customer Experience Center of Excellence to provide dedicated oversight and leadership as we focus on enhancing our customer-centric culture. During the next three years, we expect to further invest in, redesign and accelerate implementation of differentiated end-to-end customer experiences.

Customer-centric Mindset

Throughout Assurant, we are taking steps to deeply embed a customer-centric mindset in every Assurant employee. We are establishing stronger linkages between customer-centric behaviors and our performance-based, incentive programs.

In 2019, a core team of several dozen employees from across Assurant earned Customer Experience Practitioner Certifications through Forrester, a leading customer experience insights firm. We championed greater awareness through global customer experience celebrations and by embedding customer experience into our CEO-sponsored “Culture in Action” awards each quarter. Looking ahead and already underway in

Guiding Principles

- Employees understand the importance of being a customer-centric organization, as we fully incorporate customer experience principles throughout the employee lifecycle to ensure Assurant attracts, develops, retains and rewards top talent.
- Assurant provides customer experience excellence and seamless omnichannel digital capabilities.
- Assurant delivers year-over-year improvements in beacon customer experience metrics leading to best-in-class standing.
- Outstanding customer experience is a competitive advantage with Assurant benchmarking favorably against key competitors.
- Assurant is seen as an industry leader in incubating and bringing to market innovative solutions to address consumer needs.

Customer Commitment

Products and Services	Ensuring that Assurant’s products and services meet consumer needs and drive value
Customer Experience	Delivering differentiated experiences that anticipate customer needs and drive value by meeting or exceeding expectations in all interactions
Investing in Innovation	Sustaining our track record of innovation as a driver of outperformance by leveraging internal R&D, acquisitions, venture capital investment and partnerships to address emerging consumer needs

2020, we will continue to drive development of core customer experience competencies throughout Assurant by providing additional targeted training and experiential learning opportunities.

Technology to Deliver Better Experiences

We continue to deploy and leverage emerging technologies such as artificial intelligence to build additional self-service and automation capabilities preferred by more and more consumers.

Already, we are realizing higher customer satisfaction and retention while supporting global product innovation and profitable growth.

Additionally, in recent years:

- We introduced a new dynamic claims management process with machine learning and video inspections in our Multifamily Housing business to make the process quicker for our customers. We achieved an 85% adoption rate in the first year and can now pay select claims in seconds.
- In our Global Housing business, we created and implemented a new digital loss draft platform, which saved time for customers by reducing the number of calls needed per claim by 35% in year one and decreased the time taken to resolve the claims.





- We launched Claims Virtual Inspections in our Global Automotive business, allowing Assurant to inspect claims within hours versus multiple days to send out an inspector. We saw an 87% adoption rate of the virtual inspections by repair shops who are leveraging this capability, with vehicles being returned to the owner in less time.
- In Connected Living, we have implemented more robust digital self-service and proactive customer communication, which provide customers with more options when interacting with us. Together, these improvements result in less effort by our customers to resolve their claims.

Feedback and Measuring Progress

In 2019, we implemented an enterprise-level Voice of the Customer platform to gain more robust insights around customer sentiment. We also scaled our ratings and review program to expand the reach of these insights to external platforms, ensuring visibility and transparency of consumer experiences with Assurant to a wider audience.

To help us track our progress and drive continued improvement, we leveraged our dynamic Customer Experience Dashboard to provide real-time data analytics. By developing and benchmarking metrics of customer success, we will continue to evolve and strengthen customer experiences.

One of the primary metrics we use to track customer experience is Net Promoter Score (NPS). Given our sustained focus on improving NPS and maturity of measurement within and across lines of business, we have seen marked improvement during the last 18 months, a trend which we anticipate will continue in 2020 and beyond.

Innovation

At Assurant, we have a long history of innovation, which we believe will be key to our continued future success. We are consistently seeking ways to innovate across all areas of the enterprise, including our products, our operations, new processes and new technology. We are looking for innovation that improves the experience and creates significant value for the consumer. In doing so, we

consider what is the best strategic option to help us achieve our objectives – whether that is funding of internal research and development, or mergers and acquisitions, or early-stage growth investments.

Insights Drive Innovation

We invest in research to better understand consumer preferences and changing trends and to gain insights to bring additional value to our customers. The insights we garner from research help us deliver value-added services that allow for a better customer experience. As we move into a new decade, Assurant's research and insights are focused on what we refer to as the Connected Decade – a time when the technology will coalesce, and a truly connected lifestyle will be realized.

We have learned that, while purchase intent of connected devices has waned, if a connected device is accompanied by technical support and protection, the interest rises.

Consumers value the guidance that allows them to use their devices in productive and helpful ways, and with ease.

Within Global Automotive, we are probing consumer opinions around electric vehicles, subscription services, digital retailing, and vehicle service contracts. We also are gaining insights about the benefits of a connected home. Overall, we want to more completely understand what's driving the need for connectivity. Whether that is the desire to bring people closer together, the hope of saving time and money, or ways to connect humanity worldwide through the power of devices and technology.



Internal Research and Development

Throughout the decades, we have primarily relied on internal research and development to bring new products and services to market or deepen our capabilities. On the product side, we focus on expanding our services and solutions to help consumers navigate the ever-expanding connected world. As an example, in 2019, we piloted Pocket Drive, one of the auto industry's first connected devices that enables dealerships and their customers to benefit from the vehicle's data and mobile connectivity. Since introducing it to the market, we have continued to evolve the product and gain new insights on consumer and dealership needs related to connected vehicle solutions.

Innovative offerings and differentiated capabilities are driving the future of the industries we serve. We believe that innovation powered by technology will fundamentally transform the industries in which Assurant competes. Our strong commitment to consumer needs and investment in research and development are essential to uncover and develop the next innovation.



Digital Innovation to Drive Value for Consumers

Our investments in digital innovation across our lines of business have led to significant improvement in providing better consumer experiences. As an example, in Multifamily Housing, we leveraged new technology and developed

new, sophisticated machine learning algorithms to now process certain types of claims without adjuster interaction, providing a convenient, fast, self-service experience for customers. This helps to speed up the process and improve customer satisfaction. Customers now have choice and self-service options to service their claims.

Levers of Innovation

We have continued to fund organic investments to build deeper capabilities in customer experience, data analytics, digital, artificial intelligence (AI) and automation.

We also have relied on acquisitions to expand our offerings or capabilities primarily within our Connected Living, Global Automotive or Multifamily Housing businesses. Acquisitions allow us to increase speed-to-market, expand into adjacent offerings, add other capabilities and further deepen our bench of talent. In 2019, we acquired Cell Phone Repair, one of the largest and fastest-growing repair franchisors. By doing so, we can provide an even better repair experience at the place when, where and how consumers want it – including same-day repair.

Through Assurant Growth Investing (AGI) we invest in venture and growth stage technology companies that may be complementary or disruptive to Assurant's core businesses. By doing so, we can:

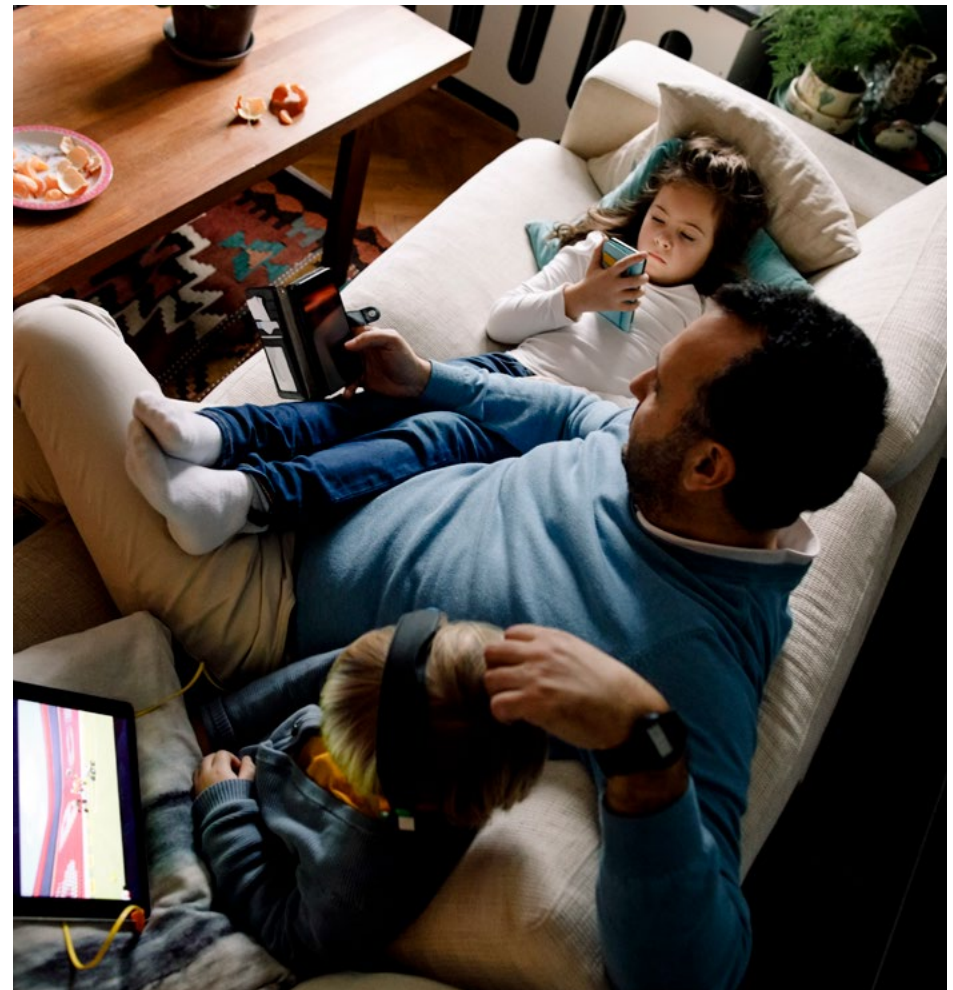
- Provide expertise in specialized markets
- Serve as a distribution partner in many channels and ability to reach more customers
- Offer core or complementary products
- Collaborate on pilot programs or experimentation
- Be a customer of select portfolio companies.

Since 2015, we have invested in 20 portfolio companies that match up with our strategic growth priorities, areas of interest and lines of business. For example, investing in:

- PayJoy improves access to financing resources for mobile phone purchases in developing markets

- Naborly uses artificial intelligence that helps tenants secure leases on apartments by avoiding bias in the tenant screening process
- TrueAccord provides a more consumer friendly approach to debt collection.

More information about these and other growth investments is available at [Assurant Growth Investing](#).



Tackling local challenges with global expertise



21 countries across North America, Latin America, Europe and Asia-Pacific



125 years of expertise



14,200 employees worldwide

Task Force on Climate-Related Financial Disclosures Index

We are committed to providing transparency on our climate change risk management, governance and performance. The Task Force on Climate-Related Financial Disclosures (TCFD) has developed voluntary, consistent climate-related financial risk disclosures for use by companies in providing information to stakeholders. A summary of our response to the TCFD-recommended disclosures is below, with references to where this information can be found in our response to the CDP annual climate change survey.

Governance

a) Board oversight

The Board directly and through its committees oversees our risk management policies and practices, including climate-related risk. The Board's Finance and Risk (F&R) Committee has oversight responsibility of Assurant's investment strategies and, in conjunction with the Audit Committee, enterprise risk management. This includes oversight of our climate-related risk appetite and the integrity and adequacy of our risk mitigation strategies. The Board approves the company's risk appetite and reviews management's assessment of key enterprise risks annually and management's strategy with respect to each risk. Our Chief Strategy and Risk Officer reports results to the F&R Committee on a regular basis and periodically to the Board. At the management level, the Chief Strategy and Risk Officer and Chief Financial Officer, who both report directly to our CEO, oversee functions responsible for climate-related actions, policies and risk mitigation and management.

b) Management role

The Chief Strategy and Risk Officer and Chief Financial Officer, who both report directly to our CEO, oversee functions responsible for climate-related actions, policies and risk mitigation and management. Climate-related issues are monitored by the Reinsurance Risk Committee (RRC), which reports into the Business Risk Committee (BRC) and subsequently the F&R Committee, through regular updates from the Chief Strategy and Risk Officer on risk appetite related to reinsurance, changes to catastrophic risk, and material issues in catastrophe-prone areas where Assurant plans to take on business. The BRC includes senior members of risk management, the Business Unit Leaders and leaders of certain functional support areas of the company, and is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management and recommendation of the risk appetite framework and limits.

Strategy

a) Climate-Related risks and opportunities

Our Reinsurance Risk Committee, which reports to the Business Risk Committee, has identified climate-related risks that may affect us over the short-, medium- and longer-term. The key risks include:

Demand risks: As we strengthen our climate strategy, we continue expanding our understanding of consumer needs and global trends, including a more comprehensive look at global climate change impacts.

Physical risks: Increasing frequency of heavy rainfall events, increasing temperatures and the decreasing number of freeze events will impact the number of claims filed by customers of our Global Housing businesses.

Regulatory risks: Assurant works with state and national regulators, focusing especially on our relationships in areas facing elevated risk from climate change, such as those along the coasts, or national programs exposed to this risk. We believe engagement with regulators provides the best path to address climate-related risks while ensuring access to fair-priced insurance.

Third-party risks: Assurant relies on a panel of more than 40 reinsurers to take on risk exposure related to catastrophic events. The willingness of reinsurers to absorb that risk at a reasonable price is a financial risk we closely monitor. We mitigate the risk by limiting the percentage of our book of business held by each reinsurer and taking a multiyear, multilayered approach in structuring our catastrophic reinsurance program.

Legal risks: Legal issues involving climate-related risks could include legal initiatives and court decisions in the aftermath of major catastrophes that could expand insurance coverage for catastrophic claims that would negatively impact our business.

New product opportunity: Development of climate adaptation and insurance risk solutions, such as through new solutions to adaptation needs (e.g., insurance risk transfer products and services).

b) Impact on strategy

We believe considering and incorporating climate risks and opportunities into our business strategy drives long-term profitability and provides educational opportunities for our management and employees. Assurant faces the greatest risk exposure to climate change through our lender-placed, voluntary homeowners, renters and flood property insurance offerings, particularly in coastal regions prone to hurricanes. We integrate several strategies into our business approach to mitigate these risks and seize opportunities, including

Most Substantial Business Decision: As part of our strategy in 2018, we continued to diversify our portfolio toward products and services with lower catastrophe exposure through the acquisition of The Warranty Group. Catastrophe-exposed businesses now account for only 36% of Assurant's net operating income, compared to 54% in 2015. The acquisition is part of a multiyear strategy to position ourselves for longer-term profitable growth by growing business where we can maintain or reach market-leading positions and achieve attractive returns. TWG expands Assurant's size and scale within vehicle protection, extended service contracts and financial services; advancing our diversification and shift to capital-light and fee-based offerings that provide greater stability and predictability, and less climate-related risk.

Strategy (cont.)

b) Impact on strategy (cont.)

Risk Sharing and Diversification: Responsible risk sharing, largely from reinsurance, forms the foundation of Assurant's risk mitigation strategy. Assurant considers reinsurers to be strategic partners and credits transparency to our strong relationships with more than 40 global firms. In addition, the diversified composition of Assurant's business portfolio helps to mitigate the impacts from risks associated with a single physical location or business line.

Catastrophe Modeling: Assurant employs a proprietary view of risk, which combines and adjusts results from several models to arrive at a comprehensive annual assessment of our climate-related risk, policy rates and reinsurance costs.

c) Climate resilience

With exposure to natural catastrophe through our insured properties, Assurant maintains a high-quality panel of reinsurers, works with state regulators and incentivizes flood-prone individuals to use physical risk management tools. Our reinsurance program reduces our financial exposure to climate change and enhances our ability to protect more than three million homeowner and renter policyholders against severe weather and other hazards. We also prioritize opportunities that address the underlying causes of climate risk. For example, we educate consumers and regulators about the benefits of adopting climate-resilient improvements when constructing or repairing homes. To incentivize these behaviors, we offer discounts to those who have fortified their homes to mitigate the impacts of floods, hurricanes or other severe weather. Most of our international homeowners' policies offer discounts to customers who build with more resilient materials and install wind mitigation features.

Risk Management

a) Process to identify climate risk

Assurant prioritizes risks and opportunities based upon each business unit's exposure to catastrophe, flood, fire and other climate-related events. Assurant's business most prone to climate change impacts relate to the homes for which we provide lender-placed, voluntary and flood insurance through Assurant Global Housing. To enhance our understanding of our significant risk exposure to catastrophic events, we purchase aftermarket information that provides us with additional building characteristics, which we include in our modelling process and supply to our panel of more than 40 reinsurers. We employ catastrophe models for various geographic regions that contain long-term (5-year) projections, which allow us to make more accurate assumptions on the frequency of hurricanes or other climate-related events to determine pricing and guide appropriate risk-taking within the company. Assurant Risk Management, in collaboration with corporate real estate and facilities, assesses all of the company's facilities for exposure to severe climate-related events and recommends improved climate resiliency where appropriate. For example, we fortified our Miami, Florida office with hurricane-resistant glass that provides protection from hurricanes rated up to category 5 and a full electrical generator capacity for use during a tropical cyclone and/or long-term power outage.

b) Process for managing climate risks

Our internal risk governance structure is headed by our Chief Strategy and Risk Officer, who is responsible for the strategic direction of our enterprise risk management and oversees the Office of Risk Management (ORM). The ORM develops risk assessment and risk management policies, facilitates reporting and prioritizing in the assessment of risk and coordinates with the Internal Audit Services department and other departments and committees charged with functions related to risk management. The company's internal risk governance structure is headed by the ERC, which is chaired by our CEO and composed of our Chief Strategy and Risk Officer, Chief Financial Officer and Chief Legal Officer. It is responsible for the strategic direction of the company's enterprise risk management, including climate-related risk.

c) Climate risk integration

Climate-related risk identification is integrated into a multidisciplinary company-wide risk identification, assessment and management processes.

For our Global Housing and Global Lifestyle businesses, our RRC monitors catastrophe exposure monthly and reports results to the F&R Committee of the Board on a regular basis. Our RRC reviews and approves our catastrophe reinsurance activities. Annually through our catastrophe reinsurance program, we work to reduce our company's financial exposure while protecting millions of homeowners and renters against severe weather and other hazards.

Additionally, the BRC meets monthly to focus on all key risks (i.e., inherent risks greater than \$5 million Net Operating Income across the full spectrum of Assurant's risk taxonomy). The BRC, which is chaired by our Chief Strategy and Risk Officer and includes senior members of risk management, the Business Unit Leaders and leaders of all the functional support areas of the company is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management and recommendation of the risk appetite framework and limits. The BRC reports and provides regular updates to the ERC.

Metrics

a) Metrics

We monitor absolute energy use and Scope 1 + Scope 2 emissions, and intensity relative to sales.

b) Scope 1 and Scope 2 GHG emissions

Scope 1 emissions (2018): 948 metric tons of CO₂-e

Scope 2 (market-based) emissions (2018): 27,856 metric tons of CO₂-e

c) Targets

At an operational level, we set a goal to reduce energy consumption at our facilities by a minimum of 2% annually for the past 10 years. We are currently in the process of developing a new emissions goal.



ASSURANT®