



ASSURANT®

Corporate Social
Responsibility Report



Assurant encourages innovation by supporting the hands-on leadership and learning experiences available through **FIRST robotics**. CEO Alan Colberg visited with the world-class High Rollers team 987 during the 2018 Consumer Electronics Show.

CEO LETTER

At Assurant, we uphold our purpose – to help people protect what matters most – with a deep commitment as a responsible corporate citizen.

We embrace and uphold four uncompromising values that exemplify this commitment: common decency, common sense, uncommon thinking and uncommon results. Our values guide the way we support our customers, how we work with each other and strengthen the communities where we operate. Our values also reflect the essence of our company culture and our motivation to keep improving.

- ▶ **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.

Our more than 14,000 employees are dedicated to living these values and making a difference in their communities across North America, Latin America, Europe and Asia-Pacific.

Our Business

Assurant is a global provider of risk management solutions, including protection products, services and customer support for major consumer purchases, such as homes, cars, appliances and mobile phones. We support some of the world's leading brands, helping them solve their business challenges and finding solutions for problems that affect people in day-to-day life – such as natural disasters, car repairs, funeral expenses or a lost phone or broken appliance.

Critical to our success is our ability to evolve and innovate our product offerings, which comes from a deep understanding of consumer needs. Assurant's long history of innovation has fostered growth, promoted market-leading positions and delivered on unmet consumer needs. Currently, our Assurant products and services help some of the world's largest companies deliver a better experience for more than 300 million customers.

You can learn more about Assurant – our company and unmatched expertise – [here](#). The visual on the following page depicts the reach of our diversified business lines and the ways our products and services help our customers.

Our Corporate Responsibility Strategic Framework

As we focus on achieving long-term profitable growth and building a stronger Assurant for the future, we are determined to do so in ways that deliver greater societal value. Our Assurant Management Committee and Board of Directors recognize the importance of corporate social responsibility in our long-term strategy.

Our corporate social responsibility strategic framework is comprised of four pillars: Community Impact; Responsible Employer; Integrity and Ethics; Customer Commitment.

	Community Impact	We actively engage to strengthen the communities where we live and work worldwide, while operating our business with a meaningful environmental commitment.
	Responsible Employer	We strive to be a responsible and progressive employer that values diversity and promotes inclusion.
	Integrity & Ethics	We adhere to unwavering standards for integrity, ethics and governance.
	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.

Our corporate social responsibility strategic framework helps us articulate and measure our progress, including actions related to various environmental, social and governance topics. Each element is dynamic and includes multiple dimensions that we are actively integrating and aligning with our long-term business strategy.

We invite you to learn more about our commitment and progress in our company's first global Corporate Social Responsibility Report. As you will read, these initiatives are key as we build a stronger Assurant for our customers, shareholders, employees and communities.

Alan Colberg



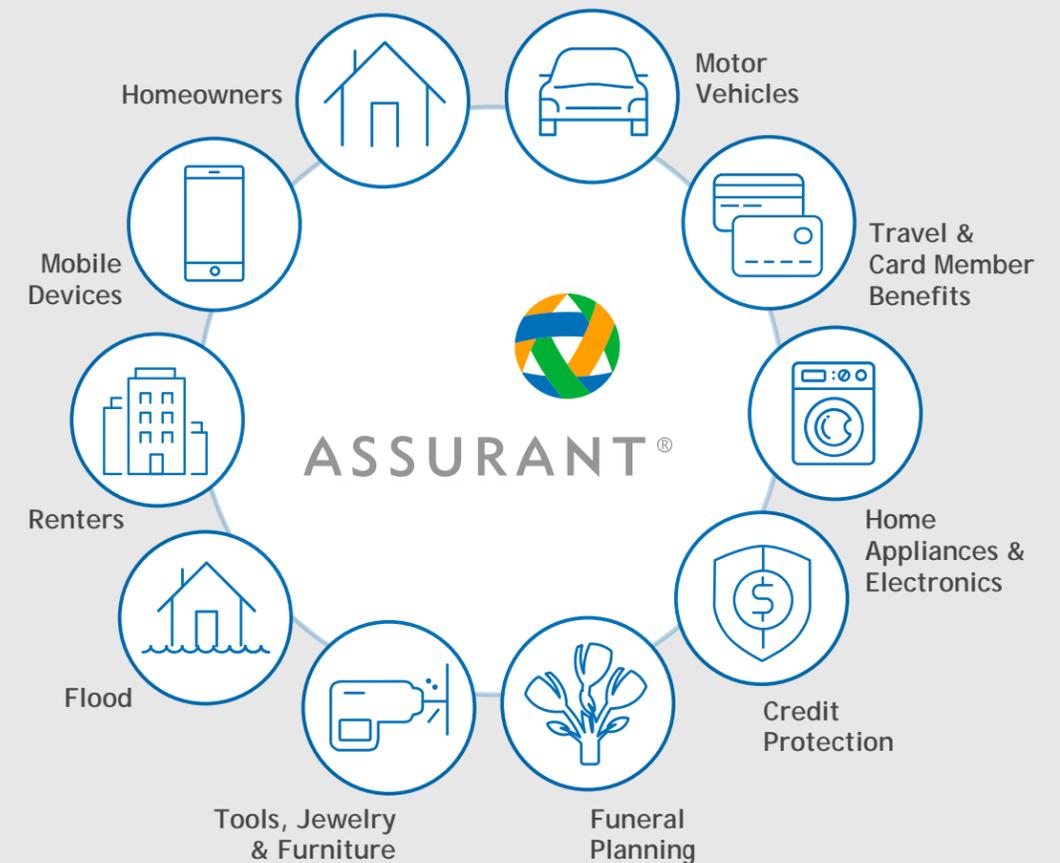
President & CEO, Assurant, Inc.
September 2018

Assurant services...
35 million mortgage loans to ensure people's homes stay protected.

Assurant helps keep...
47 million motor vehicles running smoothly.

Assurant helps keep...
44 million mobile devices connected & protected.

Assurant helps keep...
63 million travelers & credit card holders supported with added member benefits.



Assurant protects...
1.9 million rental units from losses due to fire, vandalism and other perils.

Assurant helps keep...
82 million appliances & electronics humming.

Assurant protects...
600,000 homeowners from losses due to flood damage.

Assurant helps keep...
11 million customers with financial products covered with credit protection.

Assurant protects...
18 million tools plus **9 million** pieces of jewelry & furniture.

Assurant helps keep...
1.9 million families prepared for the expenses of end-of-life arrangements.



CORPORATE SOCIAL RESPONSIBILITY OVERVIEW

Environment, Social & Governance (ESG) Oversight

Our Chief Risk Officer and Vice President, Corporate Responsibility & Community Engagement collaborate with other leaders to identify environmental, social and governance (ESG) goals that are relevant for Assurant. They communicate updates throughout the year to our Management Committee and throughout our organization. Work is ongoing to strategically integrate our most material ESG topics into our existing enterprise planning processes.

The Nominating & Corporate Governance Committee of our Board of Directors oversees our ESG efforts. Later in this report, we discuss sustainability oversight and our overall approach to [Corporate Governance](#).

Materiality Assessment & Stakeholder Engagement

In 2017, Assurant conducted a materiality assessment to strategically guide our corporate social responsibility management and reporting. This assessment used the [Global Reporting Initiative \(GRI\)](#) steps of Identification, Prioritization and Validation to define Assurant’s most significant environmental, social and governance topics based on impacts, risks and opportunities. 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 infographic shows how our top-rated topics map to our corporate social responsibility pillars.

ESG TOPIC	TOPIC DEFINITIONS
Community Impact	
Community Giving	▶ Donating time, talent and charitable contributions to better the communities in which Assurant operates
Responsible Investing	▶ Including ESG factors and considering the long-term health and stability of the company in Assurant’s investment decisions
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 & Waste	▶ Monitoring and minimizing Assurant’s energy use, emissions and waste creation and advancing water conservation initiatives
Responsible Employer	
Talent Management	▶ Providing employees with programs for continuous learning and skill improvement, feedback and mentoring; retaining existing talent and attracting new talent through employee benefits, engagement and satisfaction
Inclusion & Diversity	▶ Promoting diversity in Assurant’s leadership, employee population and suppliers by fostering an inclusive culture
Integrity & Ethics	
Corporate Governance	▶ Ensuring effective leadership and structure through board diversity, accountability and responsible governance practices
Ethics & Compliance	▶ Ensuring a robust framework is in place to promote ethical behavior at Assurant
Risk Management Integration	▶ Integrating risk management into Assurant’s investment decisions and evaluating core business and sustainability-related risks in services and products
Customer Commitment	
Products & Services	▶ Ensuring that Assurant’s products and services meet consumer needs and are innovative, easy to use and high-quality
Customer Experience	▶ Delighting our clients and consumers by anticipating their needs, being easy to work with and delivering on our promises

We invite you to read about our approach and outlook for each pillar of our corporate social responsibility strategic framework in the following sections.



Community Impact



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



WE CARE ABOUT

Community Impact



Assurant upholds responsible business practices that help protect what matters most in the communities where we live, work and serve worldwide. To maximize our positive impacts, we align our charitable gifts, employee volunteerism, social impact investments and environmental management with our overall strategy.

Overall, we aim to strategically invest in assets that reduce risks for our customers and benefit society. Our talent and resources generate widespread value for both shareholders and the communities where we operate.

Assurant also recognizes that climate change poses real and substantial risks to the communities we serve, our business, our industry and our planet. In addition

to reducing our own environmental footprint, we have a responsibility to our key stakeholders – customers, employees, investors and reinsurers – to research and promote responsible climate actions.

In this section, we share how we impact society through [Community Giving](#), [Responsible Investing](#), [Climate Action](#) and [Energy, Emissions & Waste](#).

OUR APPROACH TO COMMUNITY GIVING



Supporting our communities through giving and volunteerism increases employee engagement and reinforces our commitment as a responsible corporate citizen. Our community giving philosophy is summed up in two words: Assurant Cares.

Assurant's Vice President of Corporate Responsibility & Community Engagement is responsible for our philanthropic and community engagement activities, including oversight of the Assurant Foundation Trust. We conduct strategic assessments every three years to ensure alignment between our corporate strategy and community giving and philanthropy programs. A comprehensive strategic assessment identified strengths, opportunities and recommendations to expand our corporate responsibility and volunteer programs globally. The assessment also resulted in the expansion of our Assurant Cares programs to more closely align our grants and community outreach with Assurant's business strategy. In 2017, we launched a new technology-based portal to make giving and volunteering more convenient for employees and our charitable partners as we track and share the impact we are having in our local communities.

Strategic Alignment

We focus our philanthropic resources and community engagement where we operate worldwide through partnering with core non-profit organizations that align with our purpose, values and focus areas. This includes our long-standing commitment to equal opportunity, non-discrimination and fair treatment of all. Currently, our three focus areas for Assurant Foundation grants are:

- ▶ **Homes:** We encourage responsible home ownership, greater access to affordable housing and assistance with disaster relief.
- ▶ **Financial Understanding:** We enable consumers and future generations to safeguard against risks and feel more confident in the choices they make.

- ▶ **Connecting in Communities:** We support education, encourage self-sufficiency as well as initiatives that create inclusive opportunities and build stronger communities.

These areas of giving ensure that we align our investments with Assurant's purpose to protect what matters most for our customers. We believe our efforts make the most impact when we can support, interact with and educate communities on managing risks and protecting assets.

While we work with a broad array of core charitable partners worldwide, we are leadership supporters of the [American Red Cross](#), [Habitat for Humanity](#) and local [United Way](#) chapters in many of our Assurant locations.

Dollars Plus

Assurant maximizes our impact by aligning grants with employee volunteering and in-kind giving. We call this coordinated approach *Dollars Plus*.

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 that matter to them;
- ▶ **In-kind donation** of computers, laptops and other equipment we no longer need to charities through a partnership with [Good360](#);
- ▶ **Active volunteerism** by our employees worldwide through 38 Engagement Champion Teams and numerous Assurant Cares Days of Service, as well as executive service on nonprofit boards;
- ▶ **8 hours of paid time** annually for employees to volunteer with organizations that matter to them personally;
- ▶ **Memorial grants** to honor the loss of employees, their close relatives and/or client relationships;

- ▶ **Charitable payroll deduction** opportunities to make giving convenient for Assurant employees; and,
- ▶ Our **Assurant Cares portal** leverages the power of technology so that employees can track their volunteer hours, request matching gifts, make payroll deductions to charitable organizations and more.

Each quarter, during all-employee meetings hosted by our CEO, community engagement is highlighted and reinforced. Through our intranet, we also share stories each week about ways employees are working with our strategic charity partners. Additionally, we provide monthly updates on our philanthropic efforts to the Chief Communication and Marketing Officer, who reports to the CEO, on:

- ▶ Grants and disaster relief support from the Assurant Foundation Trust;
- ▶ Employee matching gifts paid;
- ▶ Assurant Cares payroll deductions;
- ▶ Volunteer hours reported by employees; and
- ▶ Assurant Cares Days of Service events.





Our environmental commitment is embedded in our operations and extends to the communities where we live and work as Assurant employees volunteer to assist charitable partners such as [Trees Atlanta](#).

Assurant Cares Employee Support (ACES) Fund

When disasters strike, Assurant employees worldwide step up to help others protect what matters most. Unfortunately, sometimes our colleagues must do so while also dealing with personal tragedies caused by hurricanes, floods, tornadoes or other destruction beyond their control. Launched in 2018, our Assurant Cares Employee Support (ACES) Fund, provides employees affected by catastrophic events with emergency financial grants to assist in their recovery.

The ACES Fund grants will provide a minimum of \$500 and a maximum of \$10,000 per emergency hardship request. Eligible employees can receive one emergency hardship grant per calendar year based on need and circumstances as described in their application.

“In 2017, Assurant employees and our company supported 983 charitable organizations to further their missions and transformational programs worldwide.”

Environmental Support

Through a new partnership in 2018 with Good360, we are making in-kind donations of laptops, computers and other surplus office technology to charities. As we upgrade equipment used by our employees, we are furthering the work of non-profit organizations with refurbished technology that saves them money, and at the same time, reduces waste.

We also bring our environmental commitment to life in the communities where we live and work. In partnership with charitable organizations, we organize volunteer tree planting, park clean-ups, house refurbishments and other initiatives to foster environmental responsibility. In the pages that follow, we discuss our broader approach to [Climate Action](#) and [Energy, Emissions & Waste](#).

Impact & Outlook

Our Assurant Foundation Trust donates nearly \$4 million annually through grants, disaster relief, matching gifts and in-kind support. In 2017, Assurant employees and our company supported 983 charitable organizations to further their missions and transformational programs worldwide. Our employees reported 6,676 hours of volunteer support as they helped charities and causes in the communities where they live and work.

Looking ahead, we are increasing partnerships with innovative charities, boosting employee engagement and leveraging technology to maximize our impact. As we expand the reach and impact of our corporate giving and community engagement strategy, we will do so in ways that continue to align with and support our corporate strategy.

OUR APPROACH TO RESPONSIBLE INVESTING



Assurant Asset Management manages 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. ESG factors play an increasing role in our investment analysis.

Assessing ESG Risks & 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.

Long-term risk analysis is a primary component of asset management, which Assurant Asset Management has dedicated resources to, including:

- ▶ A team of analysts that assesses the credit risk of individual industries, companies and securities, which represents the primary portfolio risk; and,
- ▶ A team that evaluates real estate opportunities across the capital structure, including the investment worthiness of specific properties and projects in the long-term.

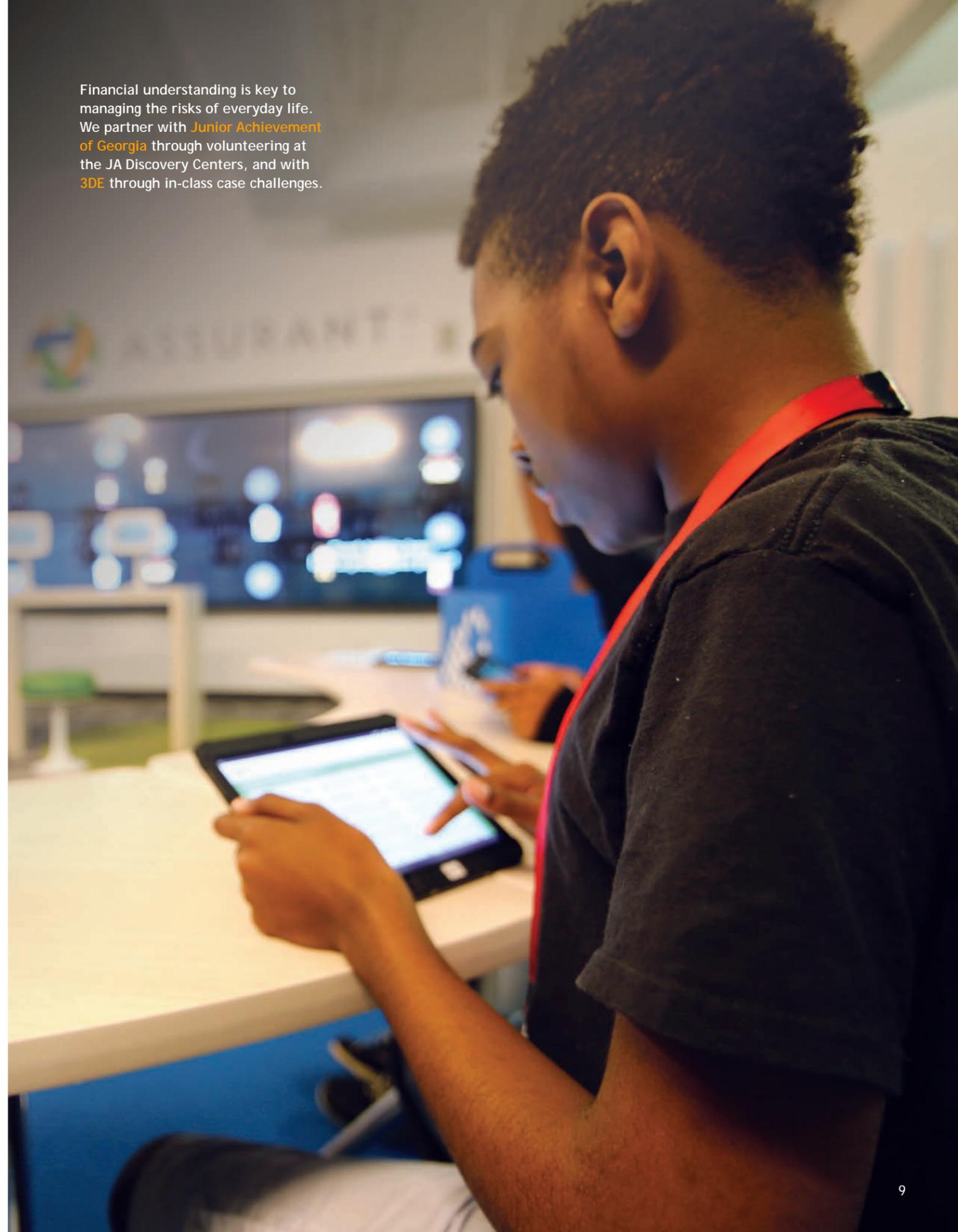
Our Assurant Asset Management team consistently looks to improve risk thinking and relative value analysis to enhance our portfolio performance. Improved understanding of ESG risk is no exception. As we move forward, we will continue to look for opportunities to incorporate enhanced ESG risk analysis, using both qualitative and quantitative approaches, into our overall credit process. Similarly, in real estate investing, underwriting and decision making includes ESG risk considerations. We will continue to look for appropriate metrics and approaches to enhance our analysis.

Social Impact Investing

The Assurant Foundation collaborates with Assurant Asset Management to align our philanthropic investments with our social impact investing strategy. We believe that we can increase our positive impact on society while growing our business capabilities through this internal partnership.

Assurant Asset Management continues to look for ways to generate social returns within our Foundation and Business investments while maintaining financial return discipline. This includes investments that focus on affordable housing, job creation or social innovation. For example, we have invested with [Avanath Capital Management](#), which is one of the largest institutional owners of affordable multifamily properties in the United States.

Financial understanding is key to managing the risks of everyday life. We partner with [Junior Achievement of Georgia](#) through volunteering at the JA Discovery Centers, and with [3DE](#) through in-class case challenges.



OUR APPROACH TO CLIMATE ACTION



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. Ensuring the infrastructure of our facilities is resilient also helps to reduce the risk of business disruption from severe climate-related events.

Risk Sharing & Diversification

Responsible risk sharing, largely from reinsurance, forms the foundation of Assurant's risk mitigation strategy. Assurant considers reinsurers as 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. As we continue to grow our businesses into new regions and markets, we further spread our physical and business risks.

Climate Risk Governance

Our Chief Risk Officer, Chief Operating Officer and Chief Financial Officer, who each report directly to our CEO, oversee functions responsible for climate-related actions, policies and risk mitigation and management. Our Reinsurance Risk Committee reviews and approves our catastrophe reinsurance activities. Effective enterprise risk management is crucial in the allocation of climate-related risks in our company.

For our Global Housing business, our Reinsurance Risk Committee monitors catastrophe exposure monthly and reports results to the Finance and Risk Committee of the Board on a regular basis.

The Enterprise Risk Management Committee (ERMC) reports to the Executive Risk Committee. For a detailed description of the ERMC and its sub-committees, please see the [Risk Management Integration](#) section of this report.

Catastrophe Modeling

Assurant purchases forward-looking catastrophe and storm models from several modeling agencies, including Risk Management Solutions (RMS), AIR Worldwide and Aon Benfield Analytics. Our in-house meteorologist, hydrologist and catastrophe modelers also work

with modeling agencies to help improve Assurant's models. 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.

Stakeholder Engagement

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, like FEMA. We believe engagement with regulators provides the best path to address climate-related risks while ensuring access to fair-priced insurance.

We also offer lower insurance rates for structures that are built inland or adopt climate-resilient improvements in regions where local regulations allow it. To learn more about our climate-related products, please see the [Products and Services](#) section of this report.

Our approach to regulator engagement advocates for policies that help to mitigate climate-related risk. For example, insurance policies that incent lower-risk behaviors, like adopting climate resilient construction practices. We also work closely with state

and local insurance departments to promote fair assessments of building construction that actively mitigate their properties' climate change risks.

We continue to bolster our understanding of climate change issues impacting our business. We review thought leadership, such as the [UNEP Insurance 2030 Report](#) and [CERES Insurer Climate Risk Disclosure Survey Report and Scorecard](#), to provide suggestions and actions to improve our climate change risk mitigation. Several Assurant employees also serve on committees of the [Insurance Institute for Business and Home Safety \(IBHS\)](#) and we provide financial support through our company's membership to further research methods aimed at fortifying homes and improving flood resiliency.

Assurant responds annually to the CDP Climate questionnaire. [Click here](#) to read our 2018 CDP Climate response.

When Hurricane Maria devastated Puerto Rico, the Assurant Cares spirit came to life as our leaders and employees supported our customers, helped our employees and their families and assisted in the relief efforts of the [American Red Cross](#).



Climate Resilience of Assurant Facilities

Global Risk Management assesses all Assurant 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 resistance glass that provides protection from hurricanes rated up to category 5 and full electrical generator capacity for use during a tropical cyclone and/or long-term power outage. We also provide optional electrical generators to most large facilities, with additional generators for data protection in select locations. We strategically relocated our data centers in the United States several years ago, so they are in regions less vulnerable to catastrophic events. We also use technology platforms that allow for virtual workstyles and data transfer to other facilities in the case of severe weather events.

Additional Opportunities

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. To maintain market leadership, we will continue to incorporate climate change risks and opportunities into our decision-making processes and maximize our operational efficiency.

OUR APPROACH TO ENERGY, EMISSIONS & WASTE



By decreasing our energy and emissions throughout our value chain, Assurant can reduce our operating costs and enhance stakeholder relationships. Maintaining efficient operations also reduces the financial and operational risks posed by governments transitioning to low carbon economies, like a carbon tax or stricter environmental regulation.

Energy & Emissions

At Assurant, we aim to identify, monitor and report our relevant energy consumption and greenhouse gas (GHG) emissions and improve our energy and emissions intensity. At an operational level, we set a goal to reduce energy consumption at our facilities by a minimum of two percent annually for the past eight years. To achieve this goal, we invest steadily in energy-efficient lighting and HVAC systems and share best practices from successful facilities with other facility managers on a regular basis. Since 2007, we've cut our energy consumption by 47 million kilowatt hours and in doing so saved more than \$1.6 million dollars. Our efforts to reduce energy consumption has cut our carbon dioxide emissions by nearly 40,000 tons since 2009, which is the equivalent of consuming four million gallons of gasoline or burning more than 39 million tons of coal. This equates to 12 months of electricity for 4,000 homes.

In 2017, Assurant's global facilities footprint consisted of 3,060,304 square feet of corporate real estate, including 1,743,560 square feet of owned space.

Approximately 90 percent of our total corporate real estate is in the United States. Our Office of Corporate Facilities Management tracks the energy consumption and emissions at nine Assurant-owned facilities along with several fully leased locations using ENERGY STAR's Portfolio Manager. This tool also generates an ENERGY STAR score, which compares a building's energy consumption to similar buildings nationwide. Buildings that score above the 75th percentile are eligible to receive ENERGY STAR certification – an annual application that a licensed Professional Engineer or Registered Architect must verify. In 2017, Assurant operated 11 ENERGY STAR certified buildings, approximately 73 percent of the total square footage of our internally managed facilities.

In 2017, Assurant initiated a leased site assessment as the first step prior to signing or renewing any lease. We plan to add minimum energy efficiency standards to our assessment by 2020 and will prioritize signing new leases for environmentally friendly facilities or LEED/ENERGY STAR certified locations.



Our mobile phone repair and logistics operations leverage state-of-the-art equipment and processes to repair, refurbish and reuse millions of devices critical to our connected customers.

Water Conservation

Although Assurant's water footprint is relatively small, we have taken steps to decrease our water usage. We recycle the condensation from our cooling towers and during the past few years, have installed newer,

more efficient toilets at most of our facilities. We are tracking the water usage from our largest sites to develop a better understanding of our water consumption and to inform our long-term facilities planning.

Electronic Waste

Assurant is constantly growing and evolving. Leveraging our deep experience in risk management and protection, our portfolio of offerings now includes an array of protection products and services that reflect the connected world in which we live and work. Today, more than ever, consumers rely on mobile devices for convenience, efficiency and connectivity at home and at work. Assurant's Connected Living business is a significant and growing part of our company. Our protection offerings enable our global customers to get the help they need, when they need it, by offering mobile device installation services, technical support and state-of-the-art repair services across the product's lifecycle. We work with strategic vendor partners to obtain the best parts, rates and solutions for connected consumers. Our strategic focus and long-term strategy require us to more closely examine how our business impacts are changing, which includes being transparent about how we manage and measure material environmental topics.

Assurant operates three facilities in the United States and one facility in the United Kingdom that provide mobile phone repair and logistics services. Each facility tracks monthly device reuse and recycle rates and landfill conversion rates. We also maintain ISO 9001 and 14001 certifications at our York, Pennsylvania facility. Our mobile operational goals include increasing device reuse rate to 88 percent and recycling 55 percent of total waste by the end of 2018.

By refurbishing mobile devices instead of simply providing replacements or selling components, we create a win-win-win for our business, clients and environment. We measure the percentage of units received from customers which go back to customers in good working condition. We use that information to look for opportunities to increase device repair rates, such as through battery replacements, to support our goals to increase device reuse rates and recycle more waste by the end of 2018.



In helping consumers protect their increasingly connected lives, Assurant processed 7.7 million mobile devices in 2017, repairing or reselling them while adhering to rigorous environmental practices. We also recycled 1.2 million mobile devices last year through certified partners, reusing valuable materials

and reducing the amount of e-waste dumped in landfills. During the past several years we have made significant investments in recycling compactors at our mobile device repair facilities to increase our landfill diversion rate. For example, our York facility recycled more than 80 percent of total waste in 2017.

Indirect (Scope 3) Emissions

Recently Assurant began tracking our indirect greenhouse gas emissions with key air travel and rental car providers. We utilize third parties for most of our transportation and logistics needs to and from mobile repair facilities.

We are working to identify programs to track these Scope 3 emissions, to expand our tracking to all relevant indirect emissions sources, and to reduce these emissions where possible.

Responsible Employer



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



WE EMPOWER

Our Talent



Our employees are essential to maintaining positive relationships with our customers and contributing innovative ideas to improve their overall experience. We are committed to supporting their individual development and performance, so they can support our collective success. We know inclusive cultures and diverse teams perform better; therefore, we make workforce diversity a priority and drive a culture of inclusion throughout our company.

Given that talent development is essential to Assurant's success as an enterprise, we work to ensure we place employees in the right positions, with the right opportunities at the right time. By doing so, we achieve results for our customers while enhancing our employees' careers. We dedicate resources to expanding our employees' skills and knowledge, so they feel empowered in their current roles and feel more prepared for future roles at Assurant.

We strive for our workforce to reflect global experiences, backgrounds and perspectives. By attracting, hiring and retaining a diverse mix of employees, Assurant fosters innovation, improves performance, drives growth and enhances employee engagement. Not only are diversity and inclusion key enablers for our long-term success, they are important to our customers, employees and shareholders.

In this section, we invite you to learn about our approach and performance on [Talent Management](#) and [Inclusion and Diversity](#).



OUR APPROACH TO TALENT MANAGEMENT



To achieve uncommon results, we provide employees with opportunities for continuous learning and skill improvement, feedback and mentoring. To exceed expectations, we seek to attract, develop and retain our talent. Assurant's Chief Human Resources Officer oversees the development and implementation of talent management, learning and development, benefits, compensation and employee engagement programs consistent with Assurant's culture, purpose and values. Assurant also has a Talent Advisory Group comprised of senior leaders that provides feedback to our Talent Management team as we develop and implement talent strategies, programs and initiatives.

Hiring

We regularly evaluate our hiring practices – our interview questions, our job postings and our selection process – to ensure the effectiveness of our talent acquisition programs.

Career Advancement

We offer a variety of internal courses, workshops, on-the-job assignments, coaching and mentoring programs and tuition reimbursement to support employees throughout their Assurant careers. Upon hire, new employees use our online toolkit, MyOnBoarding, to connect with their colleagues and managers, gain a sense of belonging and acquire the skills needed to be productive employees. After 120 days on the job, Human Resources gathers feedback from the employees to discuss their onboarding experience and identify opportunities for improvement.

MyLearning is Assurant's point of access for our leadership, role-based and compliance training programs. This platform allows employees at all levels to access professional learning spanning a wide range of topics from improving communication to preparing to shift to a management role. In 2016, we introduced a holistic Learning Roadmap that provides development resources for employees and leaders.

We also post jobs internally and provide opportunities for employees to self-direct their careers at Assurant. This internal movement of talent excites employees as well as brings fresh perspectives into Assurant's businesses.

Engaged Leadership

We challenge Assurant leaders to engage employees authentically and transparently, develop employees to strengthen teams and the enterprise, and create a culture of performance with a focus on inclusion and adaptive leadership. Management Committee members routinely support and engage talent across the company through one-on-one conversations. In addition, Assurant leaders are invited to attend Management Committee meetings to tell their personal and professional "story" in a Talent Spotlight. These informal conversations enable Management Committee members to get to know talent across the enterprise while providing them an opportunity to review their career path and share other feedback. Participating leaders appreciate the opportunity to meet with the executive team.

We believe in the value of communication, especially with our employees, who provide valuable insights and share ideas to further improve. Assurant offers many ways for our employees to engage with leadership. Our CEO, Alan Colberg, maintains an "Ask Alan" email box and encourages employees to send comments and questions directly

to him. Our CEO also leads quarterly all-employee meetings where members of our Management Committee share business priorities and results and respond to employee questions. Similarly, each Management Committee member also facilitates periodic town halls to further direct engagement with employees.

We gather formal employee feedback through a global employee engagement survey conducted every 18 months, as well as through monthly pulse surveys on specific topics. Doing so helps us identify and address issues across the enterprise and adapt accordingly. Other channels for employees to share their voice are through the ethics hotline, our human resources partners, our intranet and Yammer – our internal social networking platform.

We have 38 Engagement Champion Teams globally that organize local events focused on strengthening employees' understanding of Assurant's strategy, emphasizing various wellbeing resources and creating community and charitable volunteerism opportunities. For more information, see [Community Impact](#).

"We challenge leaders to engage employees authentically and transparently, develop employees to strengthen teams and the enterprise, and create a culture of performance with a focus on inclusion and adaptive leadership."

OUR APPROACH TO INCLUSION & DIVERSITY



Uncommon results require uncommon thinking. We seek diverse perspectives and aim to promote diversity in Assurant's leadership and employees by fostering an inclusive culture. Our Senior Vice President, Global Talent Management and Development oversees Assurant's inclusion and diversity strategy and planning, along with our Assistant Vice President, Diversity and Inclusion.

Our strategy promotes diversity of identity, thought, teams and markets by combining these three pillars:

- ▶ **Representation:** actively attracting, hiring, developing, promoting and retaining diverse talent;
- ▶ **Inclusion:** leveraging and embedding inclusion and diversity into learning and development processes; and,
- ▶ **Advancement:** supporting community outreach and supplier diversity.



Inclusive Hiring & Development

Our Head of Talent Acquisition oversees the training and development of our recruiters and hiring managers and aims to minimize bias in hiring processes. We apply an inclusion and diversity lens across our learning programs. We promote a purposeful mix of internal promotions and select external hires. In 2017, we began analyzing our hiring, learning, organizational development and succession planning processes to specifically identify and address elements that could result in biased decisions.

We believe that leadership at all levels should reflect the customers we serve. Annually, we assess the diversity profile of our Management Committee and Assurant Leadership Team as we aim to better mirror our entire workforce.

We seek diverse experience and skillsets of both external hires and internal candidates. Collaboration with various startups and university programs helps to access innovative talent pools. We broaden our knowledge and benefit from the expertise and networks of charitable partners such as the [Robert Toigo Foundation](#), the [CECP](#), the [Business Roundtable](#) and the [National Ability Center](#), among others.

"We seek diverse perspectives and aim to promote diversity in Assurant's leadership and employees by fostering an inclusive culture."

Awards, Recognition & Aspirations

We engage with and leverage resources from the [Corporate Equality Index](#) and [CEO Action for Diversity & Inclusion](#) to help us shape our talent strategy. In 2017, we signed the CEO Action for Diversity & Inclusion pledge. In recognition of our

policies and programs, we received a [2018 Corporate Equality Index](#) rating of 95. We were recognized as great places for women to work and build careers in several of our global locations, including Puerto Rico and Brazil.



Integrity & Ethics



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



WE INVEST IN

Integrity



Assurant's reputation as an ethical, fair and honest company is paramount. Our industry faces substantial regulatory compliance responsibilities and our ability to successfully monitor and respond to regulatory imperatives is crucial to our business.

To uphold our core values and remain a leader in risk management solutions, we believe it is our responsibility to seamlessly assess risk throughout our global operations and product development processes. Company-wide integrated strategies help us assess, mitigate and prevent various risks for our customers, shareholders, employees and company.

By acting ethically, leveraging our risk management expertise and complying with all laws and regulations, we gain trust with our clients, customers and investors. In this section, we share our responsible approach to [Corporate Governance, Ethics & Compliance](#) and [Risk Management Integration](#).

OUR APPROACH TO CORPORATE GOVERNANCE



We know that tone from our leadership and their commitment to good governance practices are important to our success and to maintaining the respect of our stakeholders. A diverse, experienced and trusted senior leadership team and strong governance attract investors and improve employee engagement.

Board Composition & Processes

Assurant's [Board of Directors](#) oversees the company's strategic direction and approach to risk management. We maintain a Board with diversity of thought, experience and background through our nominating processes.

In nominating directors, our Board's objective, with the recommendation of the Nominating and Corporate Governance Committee, is to select individuals with skills and experience who can properly represent our stockholders and be of assistance to management in operating our company's business.

Our Board's Nominating and Corporate Governance Committee actively considers diversity in recruitment and nomination of Assurant's directors and makes

recommendations to the Board regarding director candidates. Our Board currently is comprised of 14 members, four of whom are women, including our Board Chair. Recently, [2020 Women on Boards](#), an organization dedicated to increasing the percentage of women on corporate boards, recognized Assurant as a 2020 Women on Boards Winning Company.

Assurant also maintains a robust Board and committee evaluation process, including periodic Board reviews conducted by a third-party. In 2018, our Proxy voting results for directors averaged 98 percent. In addition, Assurant received the best possible ISS Governance QualityScore in 2018. Please see our [2018 Proxy Statement](#) and [Corporate Governance Guidelines](#) for more information.

Investor Engagement

Given investors' heightened expectations of strong corporate governance, twice a year our Investor Relations team, along with colleagues in Corporate Secretarial and Compensation and Benefits, engage our top 25 investors on corporate governance matters. During this proactive outreach, we provide updates regarding Assurant's strategic, governance and compensation developments. These efforts allow us to develop relationships with and appropriately address the questions and concerns of our investors, in addition to the ongoing dialogue we have with our equity and debt investors year-round.

For example, as we transformed Assurant's long-term strategy and operating model during the past three years, we used investor feedback to align our annual incentive program with our long-term

strategy by increasing the importance of total company performance within our business unit goals. We also increased performance-based stock awards to 50 percent as part of our long-term incentive program. As a direct result of investor discussions in 2017, we modified our compensation and equity plans to include several features that reinforce and promote alignment of equity compensation arrangements for employees, officers and non-employee directors with the interests of stockholders and the company. These examples demonstrate how our outreach has informed our management and Board actions. Through our direct outreach, as well as periodic perception studies by third parties to assess investor sentiment, we continuously learn from and share investor feedback.

Sustainability Oversight

In addition to regular Board meetings, Assurant's Board of Directors regularly engages in a Strategy Session with the Management Committee and other leaders on trends pertinent to the Company. Board members also participate in working sessions with various groups to improve their oversight of the company.

We outline sustainability oversight in the [Environment, Social & Governance \(ESG\) Oversight](#) section earlier in this report on page 4.





OUR APPROACH TO ETHICS & COMPLIANCE



At Assurant we understand that to maintain customer trust, we must have a framework in place to promote ethical behavior and compliance with law and regulation. Assurant's compliance team, led by our Chief Compliance Officer and Senior Vice President of Compliance, holds ultimate responsibility for Assurant's ethics and compliance initiatives. The Chief Compliance Officer is a direct report of our Chief Legal Officer, a direct report of the CEO. The Chief Compliance Officer presents to the Audit Committee of the Board at each of its meetings.

Our global [Code of Ethics](#) outlines the values and behaviors we expect from our employees as well as the processes for reporting suspected unethical behavior. We monitor reports from our Employee Helpline and other channels to identify and respond to trends in ethics or compliance complaints. To ensure understanding of our expectations, we train our employees annually and they are required to certify compliance with our Code of Ethics. We also provide regular training focused on anti-corruption, privacy and cyber-security, non-retaliation and other key compliance risks. Through training and annual refresher sessions, we help employees understand how to make the right choices to act ethically and in compliance with our legal and regulatory obligations.

“Through training and annual refresher sessions, we help employees understand how to make the right choices to act ethically and in compliance with our legal and regulatory obligations.”

OUR APPROACH TO RISK MANAGEMENT INTEGRATION



Our Chief Risk Officer leads Assurant's global Office of Risk Management. The Company's internal risk governance structure is headed by the Executive Risk Committee, which is chaired by our CEO and composed of our Chief Risk Officer, Chief Financial Officer, Chief Operating Officer and Chief Legal Officer. It is responsible for the strategic directive of the Company's enterprise risk management and provides updates to the Board. The Enterprise Risk Management Committee (ERMC), which is chaired by our Chief Risk Officer and includes senior members of risk management and other 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 ERMC reports to the Executive Risk Committee and provides regular updates to the Company's Management Committee.

The ERMC works with four reporting sub-committees, which are each comprised of company subject matter experts and members of the risk management team:

- ▶ The **Business Risk Committee** is comprised of leaders from each line of business and each functional support area and meets monthly to focus on operational and strategic risks associated with new and existing business.
- ▶ The **Finance and Investment Risk Committee** manages and mitigates Assurant's exposure to financial and investment risks.
- ▶ The **Reinsurance Risk Committee** analyzes the insurance risk across the enterprise and authorizes the use of reinsurance to mitigate these risks.
- ▶ The **Insurance Risk Committee** analyzes risks associated with our insurance products.

Our risk committees informally integrate social and environmental factors into their practices by monitoring relevant potential long-term concerns that could impact our business, including factors such as climate change and the global economy. When the committees identify long-term risks, they work with other company functions to implement necessary programs and processes.

Assurant also maintains corporate practices to promote fair treatment of customers, comply with laws and regulations, minimize reputational risk, respond to market conditions and address customer complaints. For example, our Insurance Risk Committee monitors product usage, customer understanding of a product and market conditions to identify potential risks associated with our offerings.

Board & Committee Oversight

The Board's Finance and Risk Committee has oversight for enterprise risk management. The Audit Committee focuses on risks relating to the Company's financial reporting, compliance, data security and information technology, ethics and fraud deterrence, and internal controls and procedures. The Nominating Committee oversees the management of risk in areas such as executive and Board succession.

The full Board maintains responsibility for and is actively involved in oversight of enterprise risk management and reviews risk appetite statements and approves Own Risk and Solvency Assessment filings that outline our risk management lifecycle, sources of risk and risk tolerance.





Climate & Catastrophe Risk

With exposure to natural disasters through our insured properties, Assurant prioritizes risks associated with climate change. We maintain a high-quality panel of reinsurers, work with state regulators and provide physical risk management tools for flood-prone properties. 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. Our 2017 catastrophe reinsurance program absorbed more than \$600 million in total gross losses and supported policyholders during numerous natural disasters.

In June of this year, we finalized our 2018 program with \$1.3 billion in coverage, protecting 2.9 million homeowners and renters. To help verify the strength of the 2018 program, the Company tested the program against several of the most significant historical catastrophes dating back to the 1850s using an industry-leading catastrophe model. Through the testing, the model showed that if these events were to recur today (e.g., Hurricane Andrew, Hurricane Katrina or superstorm Sandy), Assurant's loss would be well within the United States catastrophe reinsurance program's limit. For more information about climate risk mitigation, see the [Climate Action](#) section of this report.

“With exposure to natural disasters through our insured properties, Assurant prioritizes risks associated with climate change.”

Impacts & Outlook

Our global risk management vision aspires to design and implement a collaborative approach that advances the long-term strategic goals of Assurant, consistent with three over-arching guiding principles to:

- ▶ Capture the best practices, people and processes worldwide;
- ▶ Be proactive and agile while fostering innovation to meet consumer needs; and,
- ▶ Leverage enterprise scale and efficiency for long-term opportunities.

We are developing a baseline of environmental, social and governance considerations in our annual Risk and Control Self-Assessment. We also are designing a formal risk management training program for our employees to further enhance our risk identification capabilities. As we work to continuously enhance our corporate risk management practices, we will monitor new and diverse innovations, trends and business impacts.

Customer Commitment

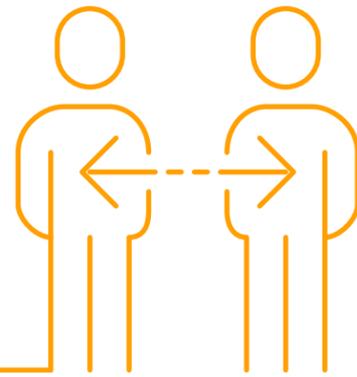


We anticipate the needs of our clients and consumers and offer products, services and customer experiences that help them protect what matters most.



WE FOCUS ON

Our Customers



As a global company with a diverse client base that serves more than 300 million customers worldwide, our paramount responsibility is to uphold our values while protecting what matters most to our customers. Customer experience team members are responsible for ensuring delivery of fast and friendly experiences throughout the customer journey.

Delivering top-quality products and services for our customers is key to our success. Our ability to anticipate, understand and adapt to customer needs is central to Assurant's success and the execution of our strategy.

We are problem-solvers with a reputation for turning insights into innovative products and services. Our history of many product and service "firsts" reflects our customer-focused leadership in addressing their greatest challenges.

Our offerings help people protect their homes and their goods, providing safeguards of their assets — especially when catastrophes occur.

In this section, we further discuss how our approach to [Products and Services](#) and [Customer Experience](#) best serves our clients and consumers.

MOTOR VEHICLES



- ▶ **FIRST to provide vehicle service contracts** through auto dealerships
- ▶ **FIRST major extended service partner for used auto parts & accessories** on the world's largest online auction site
- ▶ **FIRST to bring reinsurance structures** to automotive dealers

HOMEOWNERS



- ▶ **FIRST comprehensive, single source technology platform** to consolidate and track all relevant customer information at the property level in one system
- ▶ **FIRST loss draft system and website** to simplify and speed up payment of claims to homeowners

FLOOD



- ▶ **FIRST flood insurance** to provide fast cash when people need it most
- ▶ **FIRST to develop and bring to market an automated elevation assessment solution** eliminating the need for additional home survey

RENTERS



- ▶ **FIRST to integrate the sale of renters insurance** through property management companies
- ▶ **FIRST to offer a resident bond to renters** as a low cost alternative to a traditional security deposits
- ▶ **FIRST comprehensive risk mitigation solution** for property management companies

CARD MEMBER BENEFITS



- ▶ **FIRST to provide pick and mix benefits linked to a bank account**, empowering customers to build their own benefits
- ▶ **FIRST to offer single source solutions** for underwriting, administration and claims of inclusive card benefits in the United States

MOBILE DEVICES

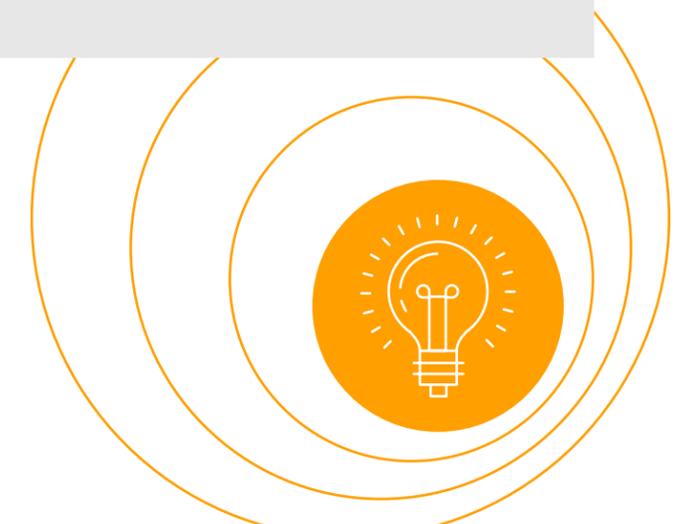


- ▶ **FIRST bundled financing, trade-in/upgrade and device protection** solutions in several global markets
- ▶ **FIRST to embed AppleCare services** into a carrier protection plan

FUNERAL PLANNING



- ▶ **FIRST protection bundle** to assist executors with settling an estate
- ▶ **FIRST to develop a 20-year time pay preneed product** to offer more affordable terms for customers



OUR APPROACH TO PRODUCTS & SERVICES



Assurant leaders across our lines of business monitor the potential and actual impacts of our offerings, market trends and consumer insights to identify new product opportunities. When developing innovative ideas, we look to introduce products that align our shareholders' interests as well as with the needs of our customers and communities.

Responsible Insurance & Climate Change Resiliency

As insurance companies increase their underwriting criteria and pricing of their insurance products in locations with exposure to catastrophes, many homeowners have trouble securing and maintaining affordable coverage. For many, relocating is not an option.

We believe that with the right approach, we can provide insurance for consumers currently in homes susceptible to extreme weather while maintaining sound actuarial standards. Through our lender-placed insurance products, which also serve to protect lenders, consumers are provided the opportunity to secure coverage when other options may not be available. Assurant is prepared and committed for the long term to remaining in Florida as well as other catastrophe-prone areas we service. We take a long-term approach that is responsible to consumers, investors and society.

While we provide coverage for homeowners who lose coverage because of climate risk, we do not underwrite policies in repetitive loss zones, as we believe it is important to follow responsible building practices. We also educate consumers and regulators about the benefits of adopting climate-resilient improvements when constructing or repairing homes. To incentivize these behaviors, we offer discounts for those who have fortified their homes to mitigate the impacts of floods, hurricanes or other severe weather. Most of our international home policies offer discounts for customers who build with more resilient materials and install wind mitigation features.

As one of the largest carriers of flood protection in the United States, we offer our customers a full suite of flood protection, including through the National Flood Insurance Program, which is reinsured, and through voluntary flood protection products that we underwrite. To responsibly manage this risk, we employ flood specialists – such as meteorologists, hydrologists and catastrophe modelers – and leverage decades of experience to understand the intricacies of flood risk. These underwriting practices and research investments support our long-term commitment to consumers who may be impacted by floods.



We continue to innovate new products to better serve our flood customers in the United States. For example, we introduced our patent-pending flood coverage add-on, FlexCash, after observing that many consumers struggle with unexpected expenses before a claim payout arrives. FlexCash provides an immediate fixed payout up to \$10,000 after a flood event is verified using photographs. This payment can help ease cash flow constraints that arise while we process a claim. In 2017, nearly 70 percent of our voluntary flood policies include FlexCash. In 2018, we also began offering limited flood coverage for renters. Through the Federal Emergency

Management Agency's [Community Ratings System](#), we can discount flood insurance rates if the customer lives in a community that is taking action to mitigate long-term risks.

We also offer index-based insurance in certain geographies susceptible to climate change to protect consumers who are indirectly affected by extreme weather events. Index-based insurance provides coverage to businesses that are indirectly impacted by climate change, such as a business owner whose surrounding neighborhood is damaged by a natural disaster.



Impact & Outlook

In 2017, we responded to more than 65,000 claims in Texas, Florida and the surrounding states, as well as Puerto Rico, Mexico and the Caribbean related to natural disasters. Assurant managed these significant claims while simultaneously posting strong financial results, thanks in part to our robust catastrophe reinsurance program.

To help determine the protection solutions that best support our customers, consumers and the communities in which we operate, we engage with policy makers, government agencies and insurance regulators. We work with regulators and state insurance departments to advocate for fair legislation that benefits our clients' and end-consumers' needs. Through this dialogue, we develop new or improved products aligned with public policy interests.

Beyond protecting where people live, consumers of Assurant's mobile phone repair and extended warranty products reduce their waste and save money by lengthening the amount of time before a replacement is needed. For example, our device self-diagnostic program that we call Pocket Geek® helps devices perform at their best and provides Assurant the ability to offer remote technology support that minimizes consumer disruption. Through our vehicle protection services, customers can extend the life of their vehicles instead of purchasing new ones.

We maintain a long-term presence in multiple markets and continue to provide products and services that keep life running smoothly for more than 300 million consumers.

Innovation

Innovation is core to meeting and anticipating our customers' needs and an integral part of our continued success. As digital distribution and access, for example, lead to increased connections between consumers and technology, as well as increased consumer expectations, our commitment to encouraging and supporting innovation is more important than ever.

Our Executive Vice President, Chief Strategy Officer oversees a team that works throughout the enterprise to foster innovative products and services. Through strategic hiring of innovation and growth leaders in our business segments, we better identify trends, develop ideas and commercialize new products and services to support our customers globally. Teams collaborate to proactively identify both innovative and disruptive technologies, trends and opportunities to further long-term profitable growth across Assurant's businesses and to develop new products. Individuals and employee teams can pitch ideas to our Growth Forum and Research and Development teams, and if accepted, resources are provided to develop the new products.

We drive innovation through multiple approaches, including mergers and acquisitions, research and development funding, investments and partnerships with early stage companies. For example, we created Assurant Growth Investing (AGI), our corporate venture capital group, in 2015. AGI invests in venture and growth stage technology companies that may be complementary or disruptive to Assurant's core businesses. We are well-positioned to be a value-added partner to our portfolio companies in a variety of ways, such as:

- ▶ Providing expertise in specialized markets;
- ▶ Being a distribution partner in many channels and ability to reach more customers;
- ▶ Providing core or complementary products;
- ▶ Collaborating on pilot programs or experimentation; or,
- ▶ As a customer of solutions provided by select portfolio companies.

We have invested in 14 portfolio companies that match up with our growth priorities, areas of interest and lines of business, as of mid-year 2018. For more information please visit [Assurant Growth Investing](#).

"Innovation is core to meeting and anticipating our customers' needs and an integral part of our continued success."

OUR APPROACH TO CUSTOMER EXPERIENCE



In addition to providing the products and services our clients and consumers need, we strive to develop positive experiences for our customers.

To help ensure we continue to improve the ways we assist customers, our strategic focus is to:

- ▶ Embed our culture of customer focus in every employee worldwide;
- ▶ Leverage a common customer experience toolkit including a measurement dashboard with enterprise-wide data; and,
- ▶ Support an enterprise forum to provide learnings and visibility to leadership on our customer experience progress.



Measurement & Insights

In 2017, we aggregated available Net Promoter Score (NPS) data — customer index ratings of Assurant based on willingness to recommend our products and services — from across the enterprise to provide even greater transparency into

progress or opportunities within each line of business. By aggregating and sharing this data to all sites globally, we can better identify customer escalation trends, create awareness and develop more responsive customer service and related products.

Customer Experience Champions

Quarterly Enterprise Customer Experience Forums, introduced in 2018, bring together teams from all of Assurant's lines of business and operating countries worldwide. The Forums help us reinforce our customer experience vision and behaviors among our various lines of

business, share best practices and support specific initiatives. Doing so also creates learning and development opportunities that support cross-training between the support teams. This proves to be especially helpful when resources or expertise needs to be leveraged across the enterprise.

Exploring Opportunities Ahead

In 2017, we established an Artificial Intelligence (AI) Charter and created an AI Core Team. We also conducted the first training class of Assurant associates in our new Robotic Process Automation (RPA) platform. Through AI and automation, we believe we will be able to serve our customers more effectively through enhanced fraud detection, faster claims processes and predictive analytics.

We are focused on identifying comparable products and technologies that can be streamlined and simplified into enterprise-wide platforms. Our teams adhere to a set of guiding principles focused on ensuring Assurant's technology is reliable, secure and supportive of clients' needs.

Please visit our [website](#) or contact us at AssurantCSR@assurant.com for more information about our company and corporate social responsibility efforts.