



2023 ANNUAL REPORT

ONE80'S BUSINESS RESULTS, STRATEGIC INITIATIVES, AND INDUSTRY RECOGNITION



www.one80.com

About One80 Intermediaries

Launched just four years ago, One80 Intermediaries has grown to be one of the largest intermediaries in the U.S.

In 2023, *Business Insurance* ranked One80 as the 9th largest specialty intermediary and the 3rd largest MGA/Underwriting Manager/Lloyd's Coverholder in the country. With nearly 2,000 employees and offices in 55 locations throughout the U.S. and Canada, One80 offers diversified distribution channels and comprehensive insurance solutions, including National Wholesale Brokerage, National Program Practice, Contract Binding, Affinity Practice, and One80 Specialty Practice.

The firm was strategically designed to maintain an agile business model, delivering uncorrelated cash flows into the business that are not tied to any singular shift in the market cycle, and facilitating growth in an increasingly competitive environment.

National Programs:

As one of the nation's leading Program Administrators, One80 Intermediaries has over 105 well-established specialty underwriting programs serving a wide variety of insurance industry segments. Most of which are available to all appointed brokers. Our innovative teams work closely with brokers and clients to design new insurance programs that adapt to market demands. With strong partnerships with carriers in the US, UK, and Canada, we excel in handling even the most complex risks on both admitted and non-admitted bases.

Wholesale Brokerage:

One80's wholesale brokerage provides best in class access to carriers throughout the US, Canada, Europe and Asia. We have longstanding relationships with leading markets and our seasoned professionals offer a consultative approach to your most challenging risks. Offerings include Property, Casualty, Workers' Compensation, Transportation, Management and Professional Liability, Transactional Liability and Private Equity, Life, and Environmental coverages.

Contract Binding:

One80 Contract Binding Practice offers efficiency, diversity and excellence with our innovative online platform, Access One80, as well as aggregation services and market leading distribution strategies tailored Canadian and Asian American retail brokerage communities. Our team of experts works with you go streamline the processes, saving time and resources for clients.

Affinity Practice:

One80 designs, administers, and markets insurance programs for associations and unions. We offer a full spectrum of insurance products, including life and health, property and casualty, and business insurance solutions; and have access to every major underwriting insurance company in the member benefits marketplace. Our custom-built policy administration system, combined with marketing, technology, customer service, and sales solutions, ensure our clients are equipped with the tools needed to retain and attract members.

Specialty Practice:

One80's Specialty Practice provides market leading travel/accident and health, medical stop loss, warranty coverage, leased and finance equipment insurance, lender placed insurance and administration of a wide variety of individual and group insurance plans.



Business Results

In 2023, One80 experienced strong results, maintaining longstanding programs through its acquisition companies and strategic agreements.

In 2023, One80 earned \$422M in revenue, maintained over 115 carrier relationships worldwide, and managed 130 distinct programs approaching \$4.2B of in-force premium. Many of the programs have been in place with our acquisition companies for more than two decades and represent agreements with leading carriers throughout the U.S., Canada, and Asia. Additionally, One80 maintains 18 coverholder agreements with Lloyds, contributing to more than \$125M in premium.

One80 Intermediaries

2023 Financial Results

\$422M

Pro forma revenue

\$4.2B

Premium

130

Distinct programs

Innovating at the pace of change

One80 Strategic Initiatives

Key to One80's success in the past year has been a focus on talent development, innovative product development, and a diversified distribution model.



Talent Development

We provide talent development opportunities through One80's Mentor Program, NextGen Leadership Forum, One80 Connectors, Women in Insurance Initiative, and Innovation Bootcamp. These programs support our culture of innovation and entrepreneurial spirit.

One80 created a new position in 2023, led by Ken Young, to foster our training and development programs. We are continuously investing in our people, through new talent acquisitions, internal promotions, and professional development.

Key Leadership Hires and Promotions

- Eileen Garrity, Head of Claims
- Rachel Benson, Director, HR Business Partners
- Jonathan Legge, Senior Managing Director, Private Equity and Transactional Liability
- Matt Roper, Marine Practice Leader

Innovative Product Development

Throughout 2023, One80's unparalleled industry expertise has allowed us to identify and address unmet needs in the marketplace. We launched 12 new programs in the marine, transportation, and environmental space. Specific examples include point-of-sale insurance solutions and California homeowners coverage. The success of these innovative programs is underscored by their speed to market – made possible through One80's entrepreneurial culture and infrastructure efficiencies.

Pioneering the Point-of-Sale Insurance Landscape

The seamless inclusion of insurance coverage within the point-of-sale (POS) experience is emerging as a critical development within the insurance industry. Embedded insurance, often referred to as POS insurance, is rapidly establishing itself as a fundamental element in the distribution strategies of innovative intermediaries. Among these pioneers, One80 Intermediaries is strongly positioned to take the lead in this transformative arena.

Embedded Insurance and Point-of-Sale Insurance: The Paradigm Shift

The concept of embedded insurance represents a paradigm shift in the insurance industry. Instead of insurance being an afterthought or a burdensome add-on, it is seamlessly integrated into the transaction, enhancing the customer experience and streamlining the process. Point-of-sale insurance is no longer a peripheral consideration – it's now a strategic focus for innovative intermediaries like One80.

One80 Intermediaries' Point-of-Sale Insurance Initiatives

One80 Intermediaries has been at the forefront of this shift, harnessing the power of embedded insurance across diverse industries.

Our innovative approach to point-of-sale insurance positions us as a leader in this evolving landscape. Recent examples include:

- **Equipment Leasing:** One80 offers a Financed Equipment Program which saves valuable time and accelerates capital equipment transactions by fulfilling the financial institution's insurance requirements at the point of sale. With this value-added service, customers receive immediate access to coverage at competitive pricing, fixed for the term of financing.
- **Recreational Marine and Power Sport Rentals:** Marinas and power sport renters offering recreational marine rentals often grapple with insurance complexities. One80 addresses this challenge by providing point-of-sale insurance solutions, ensuring both the marina operators and renters are adequately protected. This simplifies the rental process and fosters customer satisfaction.
- **Retail Stores, Equipment Suppliers, Appliance Stores, and Jewelers:** One80 extends its point-of-sale insurance offerings through retail outlets, equipment suppliers, appliance stores, and jewelers. By offering extended service plans with embedded insurance, these businesses enhance customer trust and loyalty. Customers can enjoy peace of mind, knowing they have coverage from the moment of purchase.
- **Vehicle Service Agreements (VSI):** By seamlessly integrating VSI into the point-of-sale process, One80 provides vehicle purchasers access to essential coverage, mitigating potential financial risks and ensuring smooth post-sale experiences.
- **Travel Business:** In the travel sector, One80 Intermediaries embeds insurance into vacation rentals and purchases. This approach is particularly relevant in a



post-pandemic world, where travelers seek assurances and flexibility in their plans. By providing insurance at the point of sale, One80 enhances the overall travel experience.

- **Affinity Business:** A significant portion of One80's affinity business includes premiums embedded into union dues or professional organization fees. This approach simplifies insurance acquisition for members, making it a seamless part of their affiliation benefits.

Looking Ahead: One80's Expansion

Our forward-thinking approach, combined with deep industry expertise, positions us for continued success in embedding insurance across various sectors including the rapidly growing gig economy. As we look to the future of insurance distribution, the integration of insurance into the point-of-sale process is expected to gain even more prominence. Consumers increasingly demand simplicity, transparency, and value in their insurance interactions – and the One80 Intermediaries innovative approach to embed insurance perfectly aligns with these evolving customer expectations.

In a rapidly changing insurance landscape, the integration of insurance into the point-of-sale process is revolutionizing the industry. One80 Intermediaries, with its visionary approach and diverse portfolio of embedded insurance offerings,

stands as a leading force in this transformation. As we prepare to expand our reach, One80 is poised to shape the future of insurance distribution, simplifying the insurance journey for customers and driving growth for businesses across industries.

Revolutionizing California Homeowner's Coverage

In 2023, One80 launched the first of its kind, California Homeowner's Solution, redefining the landscape of homeowner insurance in California. In a state plagued by climate change-induced wildfires and growing risks to properties, this innovative solution has emerged as a beacon of security and assurance for homeowners across the region.

The Impact of Climate Change in the State of California

The significance of One80's California Homeowners Solution cannot be overstated, especially against the backdrop of escalating climate change impacts and the increasingly frequent and severe wildfires that ravage the state. As wildfires become a more pervasive threat, traditional insurance policies have often fallen short in providing adequate coverage, leaving homeowners vulnerable to immense financial losses. However, One80's solution has shattered these limitations, pushing the boundaries of innovation to offer comprehensive protection to homeowners facing unprecedented risks.



Central to the success of this initiative is the ability to address the evolving needs of California homeowners. Recognizing the inadequacy of existing policies, particularly in light of the California FAIR plan, which provides limited coverage, One80's solution steps in to fill the gap. By offering coverage limits exceeding \$3M for residential properties, it empowers homeowners with the security and peace of mind they deserve.

Comprehensive Solution

Moreover, One80's California Homeowners Solution goes beyond mere coverage expansion. It is strategically structured to provide efficient and well-priced policies, ensuring accessibility and affordability for homeowners of varying backgrounds and financial capabilities. This approach not only enhances the uptake of the initiative but also contributes to its profitability, creating a sustainable model that benefits both homeowners and insurers alike.

Crucially, the initiative incorporates proactive measures to mitigate wildfire risks, reflecting a commitment to enhancing resilience in the face of environmental challenges. Through Safer from Wildfires discounts, homeowners are incentivized to undertake property hardening measures, reducing their susceptibility to wildfire damage while simultaneously lowering insurance premiums. This proactive approach not only protects individual properties but also fosters a collective effort to mitigate the broader impacts of wildfires on communities.

Furthermore, One80's California Homeowners Solution prioritizes convenience and flexibility, recognizing the diverse needs and preferences of homeowners. By offering improved payment options, including monthly payments without fees and credit card payments covering processing costs only, the initiative ensures accessibility and ease of management for policyholders.

In a state where agriculture plays a vital role in the economy, the inclusion of agricultural coverage underscores the initiative's comprehensive approach to addressing the needs of California homeowners. By extending coverage to farm buildings while excluding crops covered by Federal Crop Insurance, One80's solution offers holistic protection to rural communities reliant on agricultural assets.

One80's California Homeowners Solution stands as a testament to innovation, resilience, and foresight in the face of escalating climate change impacts. By expanding coverage limits, incentivizing proactive risk mitigation, and prioritizing affordability and convenience, this initiative embodies a paradigm shift in homeowner insurance, safeguarding the interests of Californians for generations to come.

Diversified Distribution Model

The affinity space continues to see accelerated activity throughout the United States. One80 identified the opportunity to leverage its leading operational structure and technology platform to effectively service this market segment and was firmly established as a leading affinity business service provider in 2022. Within 12 months of entering the affinity space, we made three strategic acquisitions including SelmanCo, National Insurance Agency of Simpsonville, and Health Agencies of the West. Together, these organizations have formed a strategic alliance that allow us to best service new and existing clients, while providing the team with additional growth opportunities within an entrepreneurial and service-oriented culture.

For example, in 2023 our affinity practice partnered with The National Education Association (NEA), the nation's largest professional employee organization, to advance the cause of public education. Together, we offer comprehensive insurance solutions for NEA's three million members who work at every level of education—from preschool to university graduate programs, as well as NEA's affiliate organizations in every state and in more than 14,000 communities across the United States.



Industry Recognition

One80's brand and influence continues to grow in recognition, awareness, and preference.

Business Recognition

Inc. 5000

Business Insurance:

- 3rd Largest MGA/Underwriting Manager/Lloyd's Coverholder
- 9th Largest Specialty Intermediary

Industry Tech Insights:

- Top 10 Insurtech Solution Provider 2023 – Noah Flood

Program Manager:

- 2023 Program Launch of the Year – One80 Charger Vessel Liability Program

Insurance Business America:

- 5-Star Program Administrator – One80 Intermediaries

Individual Recognition

World's Leaders Magazine:

- Influential Business Leaders – Matthew F. Power

Inside P&C Honors:

- 2023 Women in Insurance – Lenika Milne

Insurance Business America:

- Top Specialist Wholesale Broker – Janet Elliott

Insurance Business America:

- Global 100 – Barbara Ingraham

Marine Dock Age Magazine:

- Young Leader Award – Collin Zachariewicz





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The information contained in this Annual Report is not an offer to sell or a solicitation of an offer to purchase interests in One80 Intermediaries, nor is it intended to provide, and should not be relied on for, investment, tax, legal or financial advice. The content of this Annual Report is a summary only, is not complete, and does not include all material information about One80 Intermediaries.

Certain information set forth in this Annual Report, including management’s assessment of the Company’s future plans and operations, contains forward-looking statements which are based on the Company’s current internal expectations, estimates, projections, assumptions, and beliefs, and which may prove to be incorrect. Some of the forward-looking statements may be identified by words such as “anticipate,” “believe,” “plan,” “estimate,” “expect,” “predict,” “intend,” “will,” “may,” “could,” “would,” “should,” and similar expressions intended to identify forward-looking statements. These statements are not guarantees of future performance and undue reliance should not be placed on them. Any such reliance placed on this Annual Report is done entirely at the risk of the person placing such reliance.

The forward-looking statements contained in this Annual Report necessarily involve known and unknown risks and uncertainties, which may cause the Company’s actual performance and financial results in future periods to differ materially from any projections of future performance or results expressed or implied by such forward-looking statements. The forward-looking statements are made as of the date hereof and the Company assumes no obligation to update or revise such statements to reflect new events or circumstances unless otherwise required to by applicable securities laws.

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