



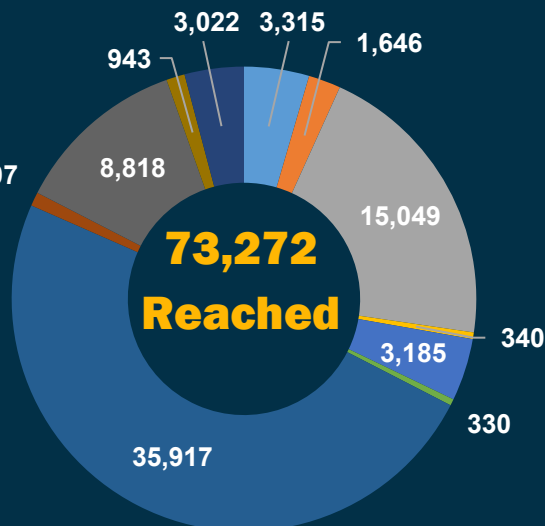
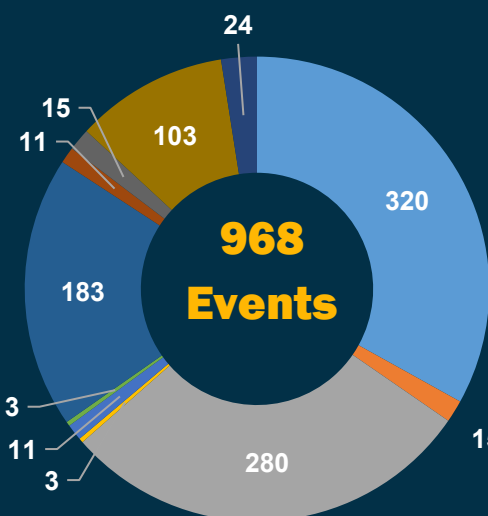
2023 CROB Year-End Report

The Community Relations and Outreach Branch is dedicated to consumer outreach and education, working with our partners in federal, state, and local elected district offices.

Events & Consumer Outreach

Event Partnerships

Assembly: **97**
 City: **271**
 Community Based Organization: **229**
 Congress: **17**
 County: **87**
 Government Agencies: **67**
 Other: **138**
 State Senate: **60**
 U.S. Senate: **2**

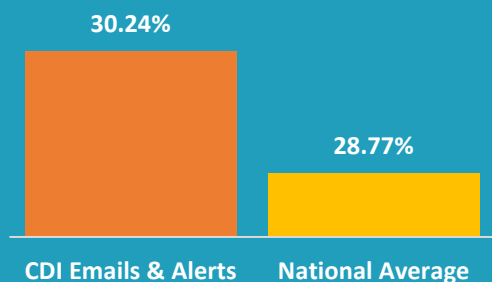


- Meeting
- Staffed Event
- Town Hall - Virtual
- Networking Event
- Summit
- Virtual Meeting
- Presentation
- Tabling/ Resource Booth
- Zoom Production
- Roundtable
- Town Hall - In-Person

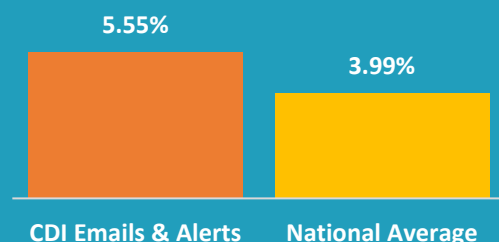
Email Stats

During 2023, CDI sent **43** emails to **1,014,750** recipients.

Emails include consumer alerts, agent alerts and event invitations.



Open Rate

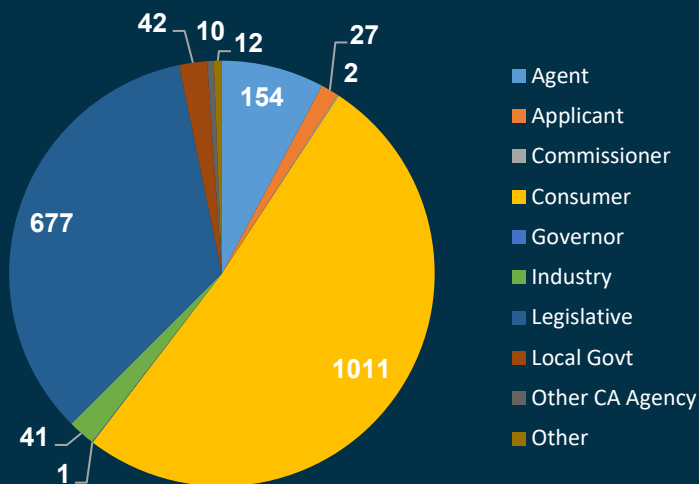


Click Rate

Ombudsman Cases

During 2023, Ombudsman staff facilitated and closed **1,977 cases**.

This is a **64% increase** over 2022 for cases closed.



- Agent
- Applicant
- Commissioner
- Consumer
- Governor
- Industry
- Legislative
- Local Govt
- Other CA Agency
- Other

California Senior Gateway



39,833

Senior Gateway website visits in 2023.



California Low Cost Auto Insurance Program (CLCA)

2022 2023

