

2015 INSURER SUPPLIER DIVERSITY SURVEY RESULTS

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CALIFORNIA

LARGEST INSURANCE MARKET IN U.S.
INSURERS COLLECT **\$259 BILLION** ANNUALLY IN
PREMIUMS

HOME TO MAJORITY OF NATION'S
DIVERSE SUPPLIERS:

WOMEN OWNED

MINORITY OWNED

DISABLED VETERAN OWNED

LGBT OWNED

HISTORY

2011: NEW INSURANCE COMMISSIONER
SWORN IN

NO DATA ON INSURER SUPPLIER OR
GOVERNING BOARD DIVERSITY

2011 VOLUNTARY SURVEY OF INSURERS

INSURANCE DIVERSITY INITIATIVE

INSURANCE DIVERSITY TASK FORCE

ANNUAL DIVERSITY SUMMIT &
MATCHMAKING

FIRST IN THE NATION SURVEYS:
SUPPLIER DIVERSITY &
GOVERNING BOARD DIVERSITY

MISSION

EXPAND ECONOMIC
OPPORTUNITIES &
ENSURE EQUAL ACCESS

MISSION

INCREASE
PROCUREMENT FROM
DIVERSE SUPPLIERS

GOAL

INCREASE DIVERSITY
ON GOVERNING
BOARDS

GOAL

TRANSPARENCY

4 MAJOR DIVERSITY SURVEYS ADMINISTERED
SINCE 2011

THRESHOLD: \$100 MILLION OR MORE IN CALIFORNIA
PREMIUMS

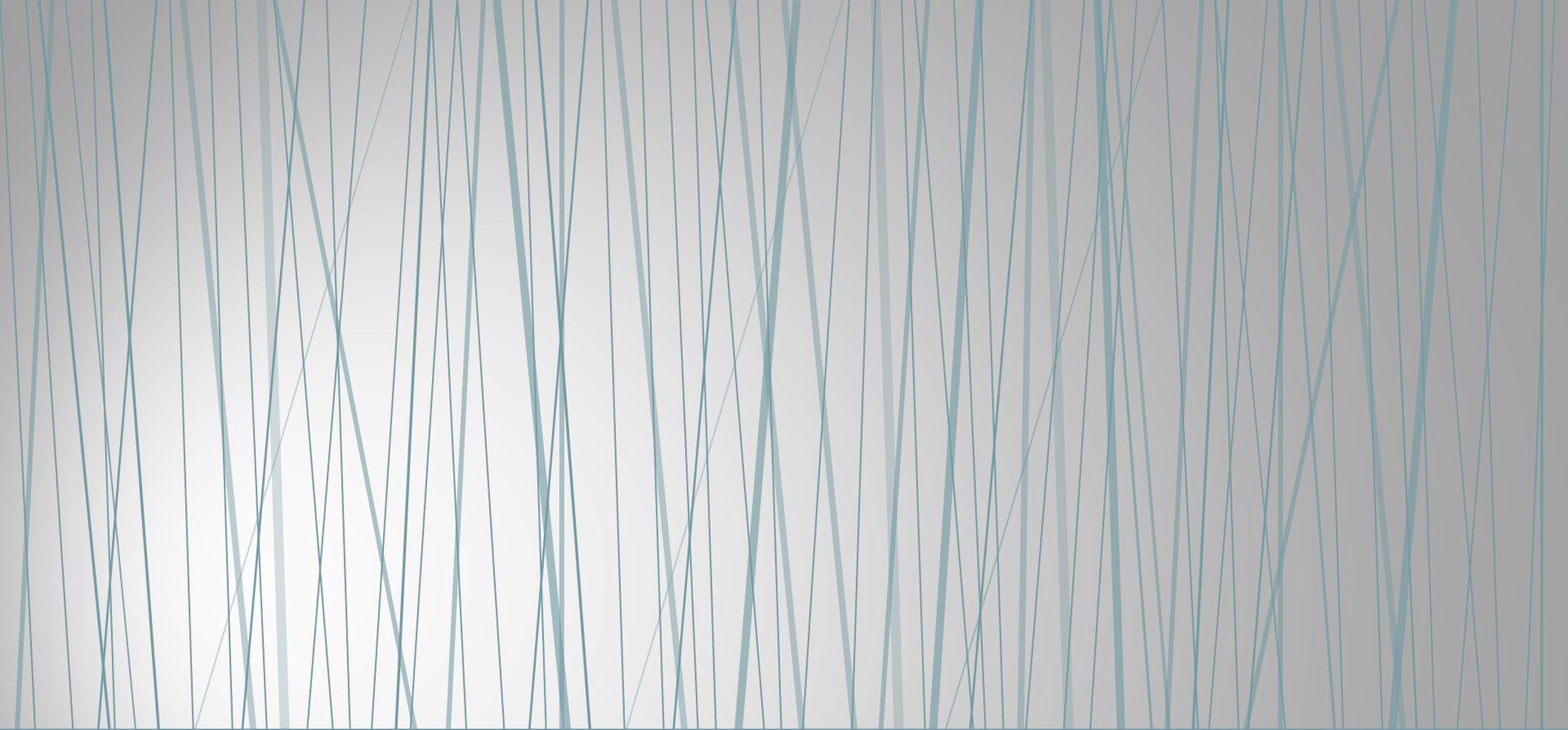
INFORMATION COLLECTED FROM
TOP 200+ INSURERS REPRESENTING
47% OF THE NATIONAL INSURANCE MARKET
& SURVEY RESULTS **MADE PUBLIC**

FOCUS ON: WOMEN, MINORITY, DISABLED VETERAN, &
LGBT BUSINESS ENTERPRISES

SUPPLIER DIVERSITY

BUSINESS IMPERATIVE

COMPETITIVE EDGE



INSURER SUPPLIER DIVERSITY SURVEYS

PATTERNS

Between 2013 & 2015...



DIVERSE SPEND WITH CA
DIVERSE SUPPLIERS

COMPANIES CONDUCTING
OUTREACH

COMPANIES TRACKING SPEND
WITH DIVERSE SUPPLIERS

2015 ISD SURVEY CA DIVERSE SPEND

SURVEY PERIOD	PROCUREMENT PERIOD	\$ DIVERSE SPEND	% DIVERSE SPEND	INCREASE FROM PREVIOUS YEAR
2013	2012	\$930 MILLION		N/A
2015	2013	\$1.3 BILLION	5.6%	\$320 MILLION INCREASE
	2014	\$1.5 BILLION	6.4%	\$266 MILLION INCREASE

2015 ISD SURVEY

**TRANSPARENCY
INITIATIVE**

**63% INCREASE IN
DIVERSE SPEND
SINCE 2012
(\$586.8 MILLION)**

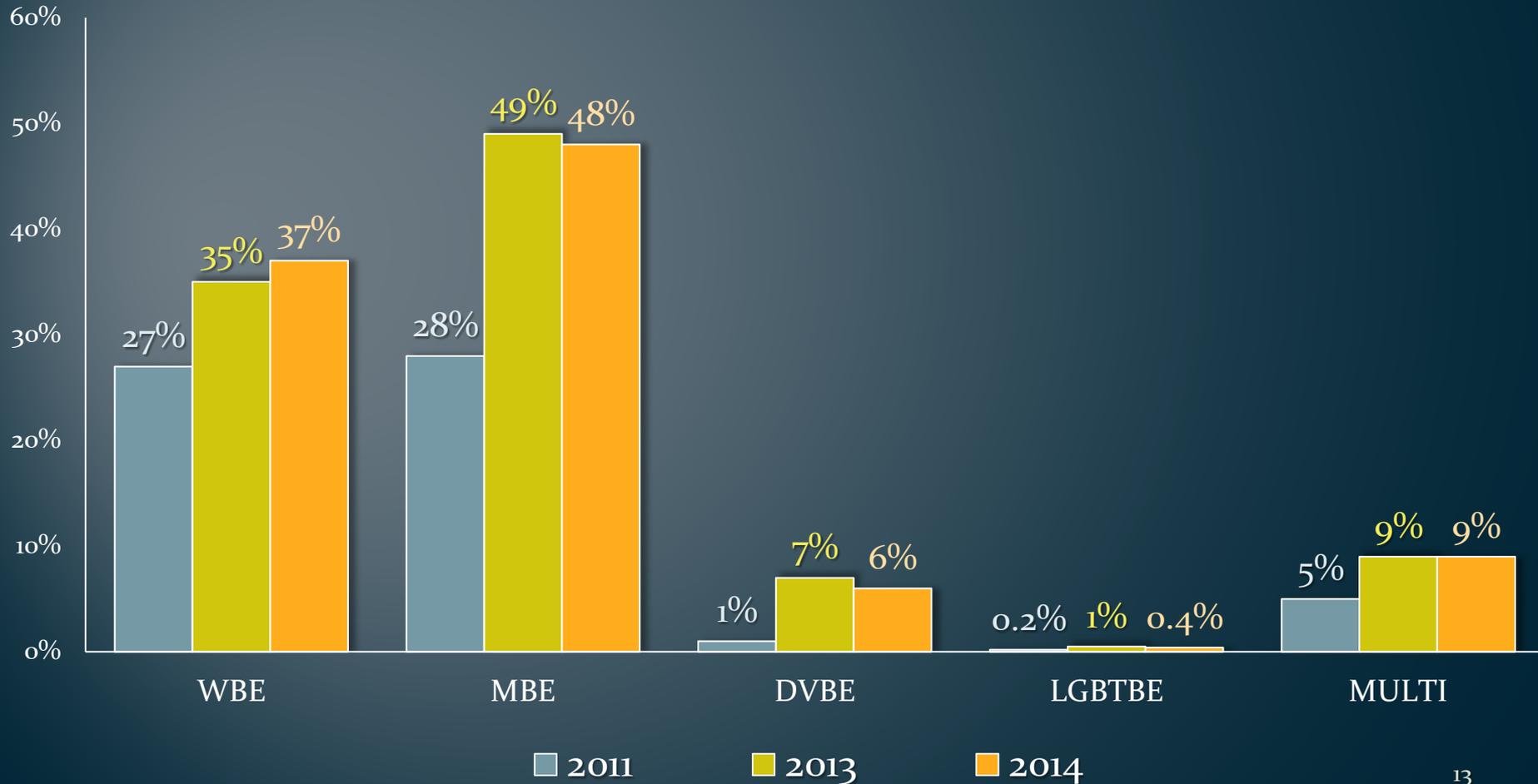
2015 ISD SURVEY

CA DIVERSE SPEND BY CERTIFICATION

CERTIFICATION TYPE	2012	2013	2014
WOMEN BUSINESS ENTERPRISES (WBEs)	\$153 MILLION (16.5%)	\$433 MILLION (34.6%)	\$558 MILLION (36.8%)
MINORITY BUSINESS ENTERPRISES (MBEs)	\$241 MILLION (26%)	\$618 MILLION (49.4%)	\$729 MILLION (48%)
DISABLED VETERAN BUSINESS ENTERPRISES (DVBes)	\$1 MILLION (0.1%)	\$83 MILLION (6.6%)	\$89 MILLION (5.9%)
LGBT BUSINESS ENTERPRISES (LGBTBEs)	\$104,000 (0.01%)	\$6 MILLION (0.45%)	\$5 MILLION (0.35%)
MULTI-CERTIFIED BUSINESS ENTERPRISES	\$38 MILLION (4%)	\$111 MILLION (8.9%)	\$135 MILLION (8.9%)

2015 ISD SURVEY

CA DIVERSE SPEND BY CERTIFICATION



2015 ISD SURVEY

CA DIVERSE SPEND BY ETHNICITY

ETHNICITY OF MBE	2013	2014
AFRICAN AMERICAN	\$154 MILLION (12.3%)	\$173 MILLION (11.4%)
AMERICAN INDIAN	\$42 MILLION (3.3%)	\$39 MILLION (2.6%)
ASIAN/PACIFIC ISLANDER	\$277 MILLION (22.2%)	\$330 MILLION (21.7%)
LATINO/HISPANIC	\$111 MILLION (8.9%)	\$146 MILLION (9.6%)
MULTI-ETHNIC	\$10 MILLION (0.8%)	\$10 MILLION (0.6%)

2015 ISD SURVEY

DIVERSE SPEND BY INDUSTRY CATEGORY

INDUSTRY CATEGORY	2013 SPEND WITH CA DIVERSE SUPPLIERS	2014 SPEND WITH CA DIVERSE SUPPLIERS
ADVERTISING/MARKETING	\$57 MILLION	\$46 MILLION
FINANCIAL/INVESTMENT SERVICES	\$6 MILLION	\$12 MILLION
CLAIMS SERVICES	\$167 MILLION	\$199 MILLION
FACILITIES	\$441 MILLION	\$510 MILLION
HUMAN RESOURCES	\$69 MILLION	\$58 MILLION
INFORMATION TECHNOLOGY	\$115 MILLION	\$208 MILLION
LEGAL SERVICES	\$19 MILLION	\$24 MILLION
OFFICE SUPPLIES	\$3 MILLION	\$3 MILLION
PRINT SERVICES	\$21 MILLION	\$22 MILLION
PROFESSIONAL SERVICES	\$115 MILLION	\$138 MILLION
TELECOM	\$711,849	\$804,936.77
REAL ESTATE	\$4 MILLION	\$5 MILLION
TRAVEL/ENTERTAINMENT	\$3 MILLION	\$4 MILLION
OTHER	\$230 MILLION	\$287 MILLION

2015 ISD SURVEY TOP 3 INDUSTRY CATEGORIES

FACILITIES

INFORMATION TECHNOLOGY

CLAIMS SERVICES

2015 ISD SURVEY

WHAT'S NEW?

NARRATIVE

- PROGRAM
- OUTREACH
- TIER 2
- INTERNAL TARGETS

CHARTS

- % DIVERSE SPEND
- MORE COMPREHENSIVE

2015 ISD SURVEY WHAT'S NEW?

Example:

INSURERS SPENT OVER
\$74 MILLION WITH WBEs
FOR CLAIMS SERVICES

2015 ISD SURVEY

EXAMPLE OF A COMPANY WITH INTERNAL TARGETS

THE TRAVELERS COMPANIES, INC.

PROJECTED YEARLY TARGETS/GOALS:

- 2014 – 4%
- 2015 – 5%
- 2016 – 6%

2015 ISD SURVEY

TOP 5 COMPANIES BY \$ DIVERSE SPEND

2013	2014
KAISER PERMANENTE INSURANCE COMPANY (\$745 MILLION)	KAISER PERMANENTE INSURANCE COMPANY (\$846 MILLION)
UNITEDHEALTHCARE INSURANCE COMPANY (\$80 MILLION)	UNITEDHEALTHCARE INSURANCE COMPANY (\$81 MILLION)
FARMERS INSURANCE GROUP OF CALIFORNIA (\$48 MILLION)	ANTHEM BLUE CROSS LIFE AND HEALTH INSURANCE COMPANY (\$68 MILLION)
ALLSTATE INSURANCE COMPANY (\$43 MILLION)	ALLSTATE INSURANCE COMPANY (\$42 MILLION)
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY (\$32 MILLION)	MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY (\$42 MILLION)

2015 ISD SURVEY

TOP 5 COMPANIES BY \$ DIVERSE SPEND

	2013	2014
\$ DIVERSE SPEND OF TOP 5	\$948 MILLION	\$1.1 BILLION
OVERALL \$ DIVERSE SPEND	\$1.3 BILLION	\$1.5 BILLION
% DIVERSE SPEND OF TOP 5	73%	73%

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LOOKING AHEAD

CA DEPARTMENT OF INSURANCE RESOURCES

For more information:

[HTTP://WWW.INSURANCE.CA.GOV/DIVERSITY](http://www.insurance.ca.gov/diversity)

Contact:

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THANK YOU!