

2025 INSURANCE DIVERSITY INDEX FREQUENTLY ASKED QUESTIONS

California Department of Insurance || Office of Insurance Diversity & Innovation

What is the Insurance Diversity Index?*

Launched in 2023, the Insurance Diversity Index serves as a benchmarking tool for California-admitted insurance companies. The Index enables insurers to understand the impact of their inclusive policies and practices across board governance and supplier diversity. For consumers, this Index provides information on the level of progress that companies are making on its commitments to its inclusive policies and practices in the corporate boardroom and supplier diversity.

What are the goals of the Insurance Diversity Index?

At its core, the Index advances three objectives:

- 1. Increase Transparency:** Equip consumers and industry leaders with information that empowers informed choices.
- 2. Measure Progress:** Provide an opportunity to measure the strides and understand key trends in policies and practices that enable greater diversity, equity, and inclusion in the insurance industry.
- 3. Foster Accountability:** Shine a light on areas of improvement that companies and the insurance industry as a whole can strive towards in order to address gaps and advance diversity, equity, and inclusion in the communities that they serve.

How was the data for the Index obtained?

Unless otherwise indicated, data utilized for the 2025 Index is self-reported by insurance companies through the California Insurance Diversity Survey (CAIDS). For the 2025 Index, the data is obtained from the 2024 CAIDS. Companies must electronically sign an affidavit attesting to the accuracy of their submissions, and the Department conducts a statistical validation review to ensure consistency. The Insurance Diversity Index Methodology Report is intended for informational purposes only.

Are we able to view the data that was submitted?

Yes. CAIDS data is published publicly in accordance with California Insurance Code §927 et seq. Consumers, researchers, and industry stakeholders may access this data through the [CAIDS Portal](#).

- Information on how to access the portal is available via the [CAIDS Results Portal Factsheet](#).



*NOTE: The Community Investment Survey (CIS) was not administered as part of this Index reporting period.

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What's new in 2025?

The 2025 Insurance Diversity Index* builds on lessons from the inaugural 2023 Index and is produced by the Department's **Office of Insurance Diversity & Innovation (OIDI)**. New this year:

- Enhanced transparency, with updated benchmarks and data visualization to help consumers and stakeholders understand the commitments to supplier inclusion and board diversity among companies represented in this report.

What determines which companies earn a spot on the Insurance Diversity Index?

Companies included in the Index meet a predetermined threshold based on analysis of self-reported insurance company data obtained from the statutorily-codified **California Insurance Diversity Survey (CAIDS)**. Participation in the CAIDS is required for California-admitted insurance companies that collect at least \$75 million in direct written premiums (DWP) per annum.

Why should consumers care about the Index?

Knowledge is a powerful tool. The Index provides a transparent view into how an insurance company operates in terms of creating diverse, equitable, and inclusive policies and practices in the areas of corporate governance and supplier inclusion and/or diversity. In turn, this report can help you understand the extent to which a company's actions match its values. This gives you insight into where and how to spend your hard-earned money.

When insurance industry leaders align their commitments with tangible actions—whether through the composition of their boards or the network of suppliers they choose to do business with—they are better positioned to deliver meaningful services and products for California's diverse communities. Research shows that embedding greater inclusion and innovation into business practices can lead to stronger consumer outcomes.

How does the Index impact insurance companies?

The Index was created with both insurance industry stakeholders and consumers in mind. Stakeholders and consumers recognize the value and impact of inclusive policies and practices. Insurance regulatory leaders remain focused on solutions that address longstanding concerns around insurance availability, affordability, and fairness – with an emphasis on identifying issues related to representation and equitable access to products and services in the insurance sector.

Through the Department's policies and programs that promote greater transparency to consumers, measurable frameworks such as the Index helps stakeholders understand progress, highlight challenges, and identify opportunities within the nation's largest insurance market. Importantly, insurers increasingly recognize that advancing inclusion enables better and more effective business outcomes.

Does the Index expire?

Insurance companies that meet the prequidity California premium threshold of \$75M or more are required to submit data to the CAIDS every two years. As a result, the Index will be issued every two years, and the emblem will signify the year of designation and the earned level of distinction.

What is the best contact for additional questions?

Email us at Diversity@insurance.ca.gov with the subject line: INSURANCE DIVERSITY INDEX.

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