

# How We Do Good

## OUR IMPACT REPORT



We believe  
strongly in living  
our values out loud  
to **Do good. Be good.  
Make good.**

We believe just as strongly  
that we need to stop and take our  
measure occasionally to see how  
we're living up to those values.  
That's what this report is intended to do.

We define corporate social responsibility broadly and so we have widened our lens beyond the basic measures that we see in some Corporate Social Responsibility (CSR) reports. We strive here to tell you something about how we work as a mission-driven, purpose-filled business. Certainly we care about how much carbon we're releasing into the atmosphere. But we also care about how long we're maintaining relationships with our customers, where we're investing their money, and how we support our communities.

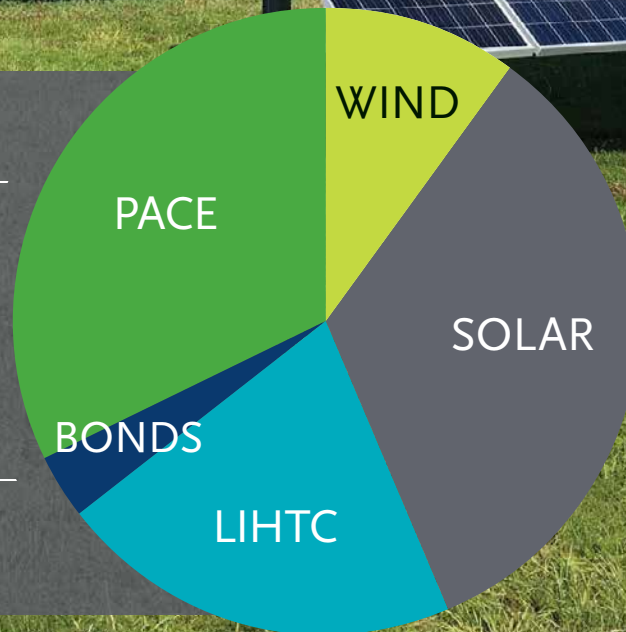
That is ever more important in the wake of the global pandemic that has caused untold health and economic damage. We have been determined during this time of uncertainty and challenge to redouble our commitment to the values that have animated us since our founding.



# DOING GOOD THROUGH investments

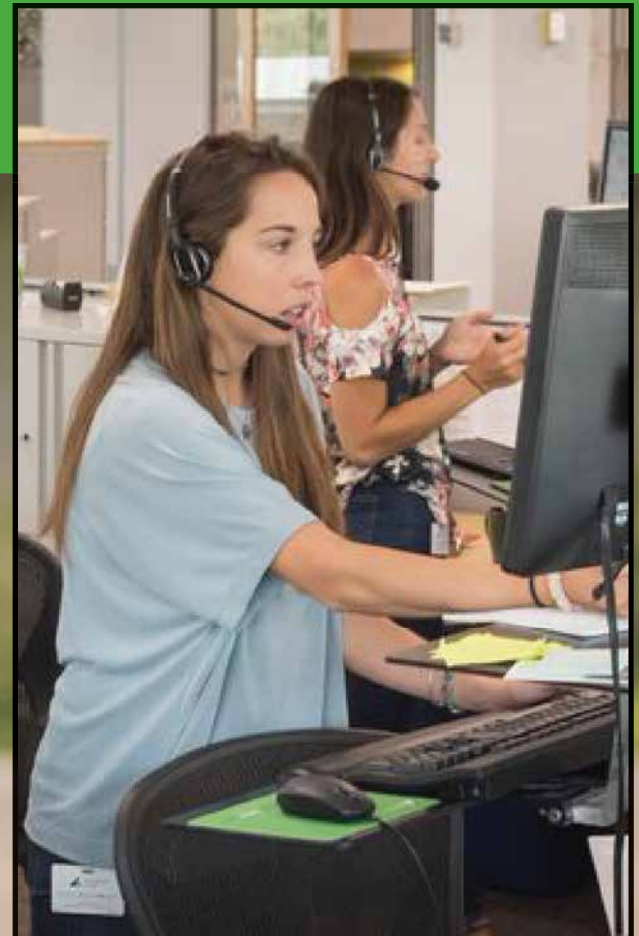
Where we put our long-term investments is a statement on our values.  
An increasing portion of overall investments are being devoted to community good.  
Here's where that section of our portfolio stood at the close of 2020.

\$50M	Wind
\$164M	Solar
\$102M	LIHTCs (Low Income Housing Tax Credits)
\$16M	Green Bonds
\$157M	PACE (Property Assessed Clean Energy)



# DOING GOOD FOR OUR customers

We count the relationships we build with customers in decades. Many people who purchased a policy with us 10, 20, 30 years or more ago remain with us. We keep thousands of promises each and every year.



At the close of 2020, we had over 1 million active customers holding 751,000 life insurance policies and 490,000 annuities.<sup>1</sup> Every one represents a promise we've made to our customers. From 2018 to 2020 we kept our promises by paying claims to nearly 30,000 beneficiaries.<sup>2</sup>

# DOING GOOD FOR THE community

We strive to Do good where we work, live and play. So that means we are active in our communities. Here are just a few examples of how we Invest in them. Volunteer in them. Nurture them.



In addition to matching employees' annual donations to nonprofits of their choice, the National Life Group Foundation administers a \$2 million annual budget which provides general purpose grants to nonprofits in northern Vermont and the Dallas area, where our offices are located.



As the pandemic forced everyone to stay home we donated laptops, tablets or monitors so patients could receive care via telehealth.



A 2-acre Do Good Garden on our Vermont campus is maintained by employees using company-paid volunteer time. The produce is donated to local food pantries.



We fought hunger by distributing meals purchased from local restaurants including Thanksgiving dinner.

We also collected food and necessities for distribution through the Do Good Cupboard shown here.

# DOING GOOD FOR THE environment



Our biomass boilers displace 200,000 gallons of fuel oil each heating season by burning locally-sourced woodchips instead.

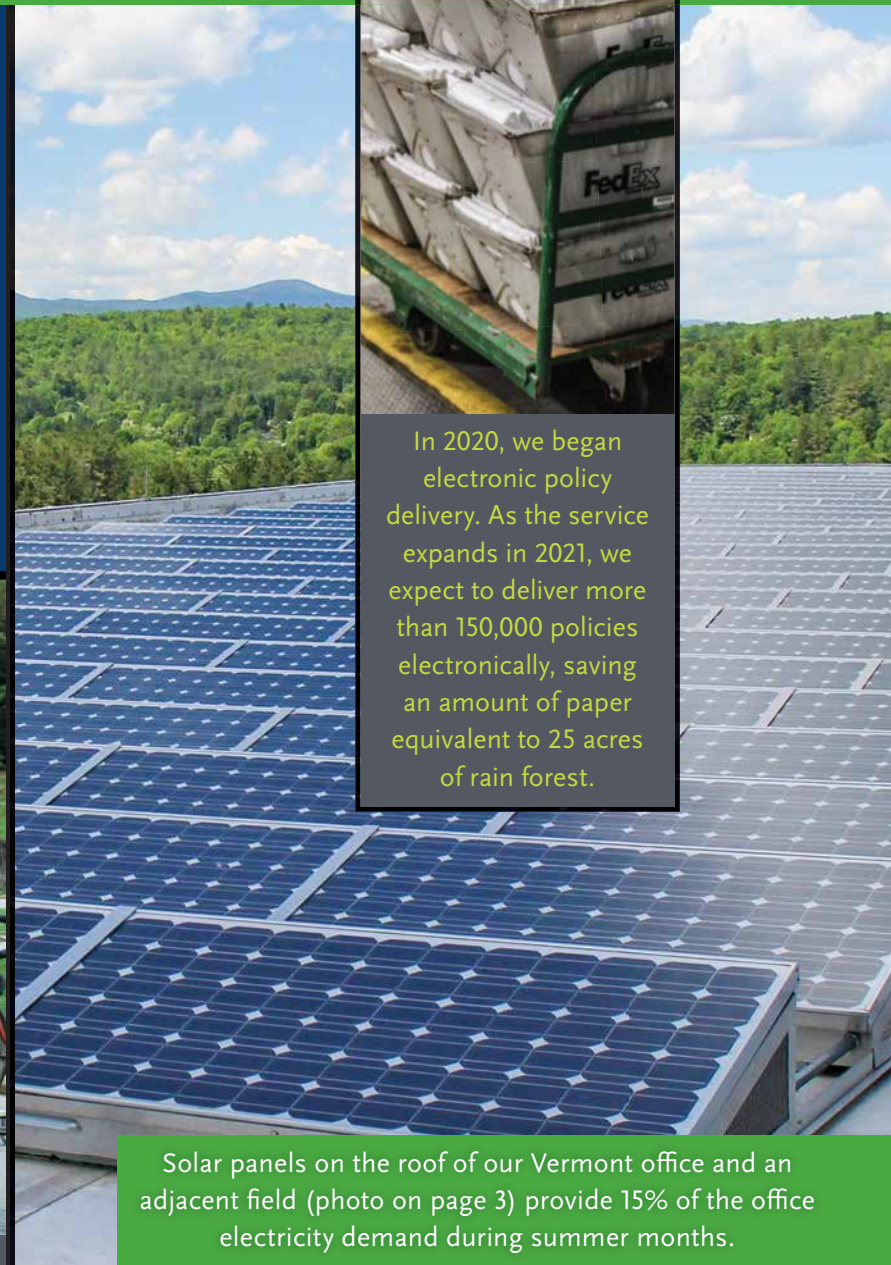
One of our annex buildings was upgraded to an electric heat-pump hot water heater, which will save around 2,000 gallons of oil each summer.



Alternate transportation incentives for employees who walk, bike, carpool, or take the bus.



In 2020, we began electronic policy delivery. As the service expands in 2021, we expect to deliver more than 150,000 policies electronically, saving an amount of paper equivalent to 25 acres of rain forest.



Solar panels on the roof of our Vermont office and an adjacent field (photo on page 3) provide 15% of the office electricity demand during summer months.



National Life Group is more than a financial services company and we hope this report helps to illustrate that. Yes, we are committed to helping people plan their financial futures. But beyond that, we strive every day to bring to life our mission, vision and values.

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OUR VISION

To bring peace of mind  
to everyone we touch

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OUR MISSION

Keeping our promises

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OUR VALUES

**Do** good. **Be** good. **Make** good.



National Life provides each employee with 40 hours of paid time off each year to use volunteering at nonprofits of their choice such as this diaper drive.

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Financial figures are as of 12/31/20 and represent the consolidated results of both National Life Insurance Company (NLIC) and Life Insurance Company of the Southwest.

1 For NLIC only, 187,403 life insurance policies and 8,000 annuity contracts.

2 For NLIC only, claims were paid to 4,700 beneficiaries.

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