

# Fact sheet

## 2020: A year of change, adaptation, and growth

Every day, we make the lives of our 29 million customers more secure through our insurance and wealth-management products and services.

From our founding in 1860, doing the right thing for our policyholders and customers has been the guiding force behind our success. With a Fortune 250 ranking, we are one of the largest mutual insurance companies in the country, focused on giving people the security they deserve for life.

### Ownership structure

As a mutual company, Guardian is owned by our participating life policyholders. They share in our financial success through annual dividends, which we have proudly paid every year since 1868.

Please visit [guardianlife.com/about-guardian/annual-report/2020](https://guardianlife.com/about-guardian/annual-report/2020) to learn how we delivered for customers in 2020.

### Financial highlights and ratings

Assets under management

**\$85.5B**

Life insurance in force

**\$722B**

Premiums

**\$11B**

Capital

**\$9.5B**

Benefits paid to policyholders

**\$6.7B**

Operating income

**\$1.7B**

Policyholder dividends declared

**\$1.1B**

#### Moody's Investors Service

**Aa2**

**Excellent**  
3<sup>rd</sup> highest of 21 ratings

#### A.M. Best Company

**A++**

**Superior**  
Highest of 15 ratings

#### Standard & Poor's

**AA+**

**Very strong**  
2<sup>nd</sup> highest of 22 ratings

#### Fitch

**AA+**

**Very strong**  
2<sup>nd</sup> highest of 21 ratings

#### COMDEX

**98**

Score out of 100

## Helping communities navigate through uncertainty



### COVID-19 response

**\$643,000**

donated to support hunger relief and **200,000** meals provided

**\$110,000**

in economic impact grants to women and minority business owners

**12,000**

units of vital PPE supplied to small business customers



### Employee engagement

**7,350**

hours of virtual volunteer service from Guardian employees

**\$3.65M**

was donated by employees and Guardian



### Health and wellness

**23,000**

free dental visits through our collaboration with Children's Health Fund

**\$5.5M**

in dental care provided to vulnerable populations through our Dental Lifeline Network partnership.

**400**

US veterans have received essential treatments via the "Will You See One Vet?" campaign



### Financial empowerment

**\$5M**

invested in community colleges through our community college alliances since program inception

**385**

students have been provided over **\$215,000** in small debt forgiveness

## 2020 awards and accolades

We work hard to provide our customers with exceptional service; and our colleagues with a modern and flexible work environment. We're honored to have been noted once again for our efforts.

- 1 J.D. Power recognized our Individual Life Contact Center for providing "An Outstanding Customer Service Experience" for phone support.<sup>1</sup>
- 2 DALBAR awarded our Individual Markets Life, Disability, and Retirement Contact Center teams and our Park Avenue Securities Service Desk with their 2020 Service Awards.
- 3 We were designated a "Best Place to Work for LGBTQ Equality" by achieving a perfect score on the Human Rights Campaign Foundation's 2020 Corporate Equality Index.



The Guardian Life Insurance Company of America

guardianlife.com  
New York, NY

2021-118637 Exp. 03/2022

The ratings of The Guardian Life Insurance Company of America® (Guardian) quoted in this report are as of December 31, 2020, and are subject to change. The ratings earned by Guardian do not apply to the investments issued by The Guardian Insurance & Annuity Company, Inc. (GIAC) or offered through Park Avenue Securities LLC (PAS). Rankings refer to Guardian's standing within the range of possible ratings offered by each agency. Comdex is not a rating but a composite of all ratings that a company has received from the four major ratings agencies (A.M. Best, Fitch, Moody's and Standard & Poor's). Comdex represents a company's percentile standing, on a scale of 1 to 100 (with 100 being the best), in relation to other companies that have been rated by the major agencies.

Dividends are not guaranteed. They are declared annually by Guardian's Board of Directors.

<sup>1</sup>J.D. Power 2020 Certified Customer Service Program recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. For more information, visit [www.jdpower.com/cc](http://www.jdpower.com/cc)

Financial information concerning Guardian as of December 31, 2020, on a statutory basis: Admitted Assets = \$68.1 Billion; Liabilities = \$60.3 Billion (including \$48.9 Billion of Reserves); and Surplus = \$7.8 Billion.

Financial information concerning GIAC as of December 31, 2020, on a statutory basis: Admitted Assets = \$14.2 Billion; Liabilities = \$13.7 Billion (including \$4.0 Billion of Reserves); and Capital and Surplus = \$0.5 Billion.

Financial information for Berkshire Life Insurance Company of America as of December 31, 2020, on a statutory basis: Admitted Assets = \$4.4 Billion; Liabilities = \$4.2 Billion (including \$0.9 Billion in Reserves); and Capital and Surplus = \$0.2 Billion.