



CSIO 2022 Executive Summary

Innovation is motion.

CSIO >





CSIO's members
don't just share
our commitment
to innovation.
They help drive it.

Together, we've had another successful year supporting customer experience improvements by developing and maintaining our Standards, tools and services.

We took a number of important steps forward in 2022. Each reinforces our advancement of reliable, secure technology solutions. Each empowers our insurer and vendor members to innovate on behalf of their broker partners and customers.



Message from the President & CEO

Catherine Smola
CSIO President & CEO



In 2022, the last year of CSIO's multi-year strategic plan, we continued to effectively collaborate with our members to deliver a number of achievements for the Property & Casualty (P&C) insurance industry. The accomplishments highlighted in this report reflect the expertise and dedication of the individuals who made them possible. All our 2022 successes share a common trait: each one drives the customer experience forward through innovation.

I'm proud of how we supported our members with enhanced Data Standards, technology and services that continuously improve their operations. There are many ways CSIO helped to facilitate the digital advancement of our broker, insurer and vendor members who in turn strengthened their value proposition to customers.

Message from the Chairman of the Board

As our multi-year strategic roadmap comes to a close, I am happy to report that 2022 was highlighted by numerous advancements in CSIO Data Standards, services and technology.

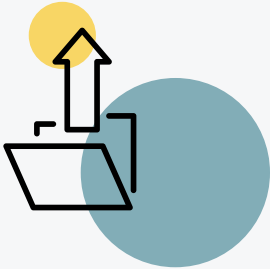
Our members, who represent many different organizations, do an outstanding job of working together to collectively streamline Property & Casualty insurance operations. Seeing the shared successes of members who always put the industry first makes me extremely proud to be Chairman of the CSIO Board. The foundation we have laid together in recent years will enable us to achieve the goals on our new strategic roadmap over the next few years for the betterment of our broker, insurer and vendor members, and their customers.

Cam Loeppky
CSIO Chairman
Senior Vice President & Chief
Information Officer,
The Wawanesa Mutual
Insurance Company

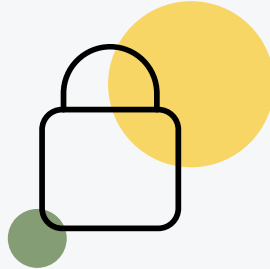




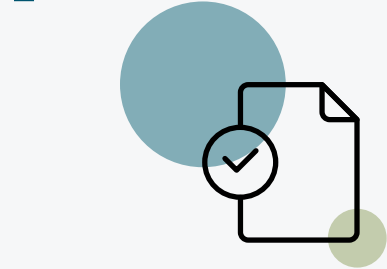
2022 Highlights



40 JSON API Standards use cases completed



1st API Security Standard published for the P&C Insurance industry



1st insurer earns CSIO Claims eDocs Certification

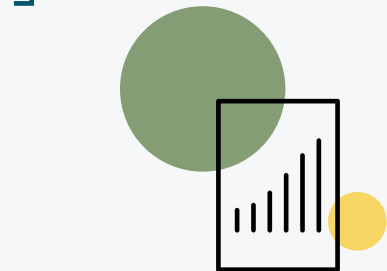


Commercial Lines Data Standards released for:

- Binding small commercial business
- Real estate small business segment



Commercial Lines Real-Time Quote Savings Calculator launched



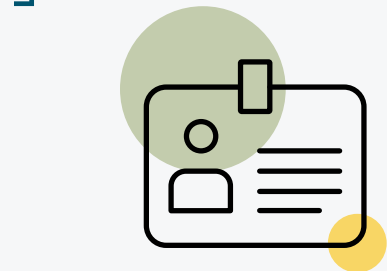
181% Increase in documents sent via My Proof of Insurance



46m+ eDocs sent



CSIONet upgraded to state-of-the-art Amazon Web Services cloud technology



Professional Development:

- Over **1,400** more members enrolled in on-demand courses – a record number
- **211** additional Digital Member designations awarded



What Members Are Saying



Christine Szaniawski

Registered Insurance Broker
at Oakville Insurance Brokers

Keep up the great work and thank you

CSIO programs are great and should be applied to every brokerage. Keep up the great work and thank you.



Steve Whitelaw

Senior Vice President and General Manager
at Applied Systems Canada

Drive further innovation and value

As Applied continues to connect brokers and insurers across the insurance ecosystem, CSIO's leadership in standardized processes enables our team to drive further innovation and value into the commercial lines workflow for all stakeholders.

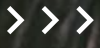


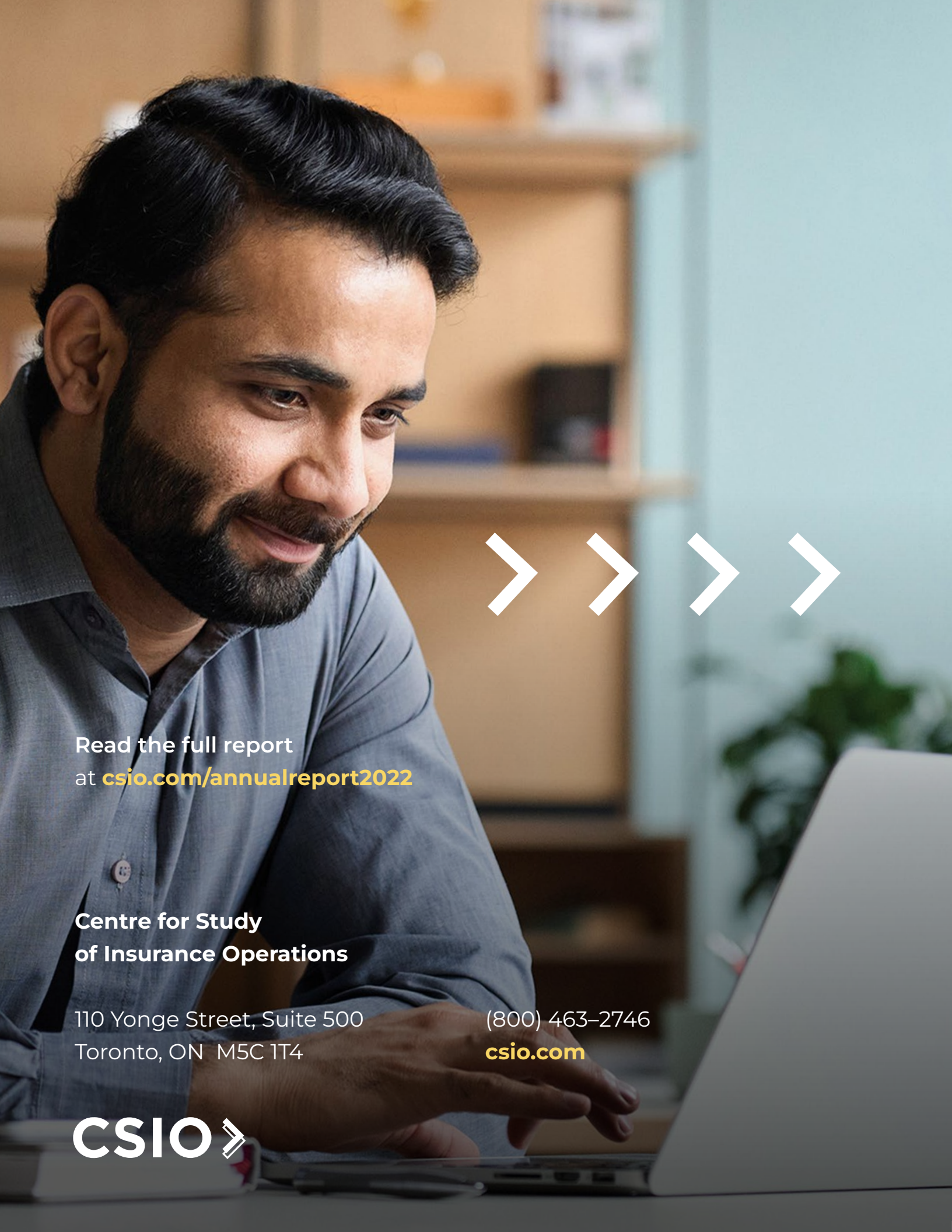
Darryl Levy

President at Wynward Insurance Group

Leveraging CSIO's API Data Standards and the CSIO Reusable Services Library resources, for the benefit of our brokers and their customers

Being able to leverage CSIO's Application Programming Interface (API) Data Standards and the CSIO Reusable Services Library resources, we are confident that Wynward Insurance Group has the tools and technology needed to implement real-time data exchange for the benefit of our broker partners and our customers.





Read the full report
at csio.com/annualreport2022

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