

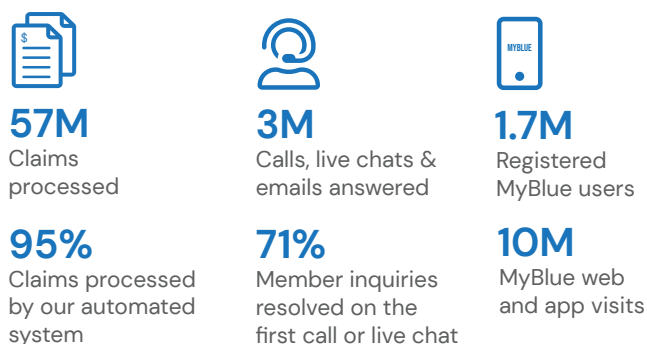
OUR COMPANY AT A GLANCE

We are a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. Our mission is to show up for everyone like they're the only one, guiding them to the exceptional health care they deserve — affordably, equitably and seamlessly. In keeping with that commitment, our company is consistently rated among the nation's best health plans for member satisfaction and quality.

OUR MEMBERS & CUSTOMERS



OUR MEMBERS COME FIRST



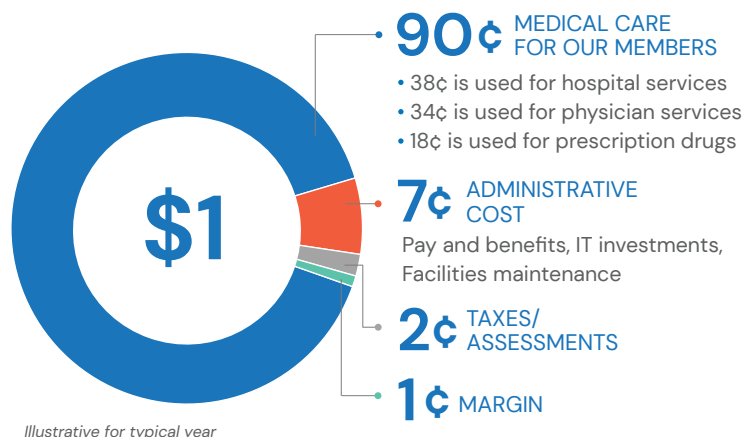
OPERATING RESPONSIBLY

By the numbers

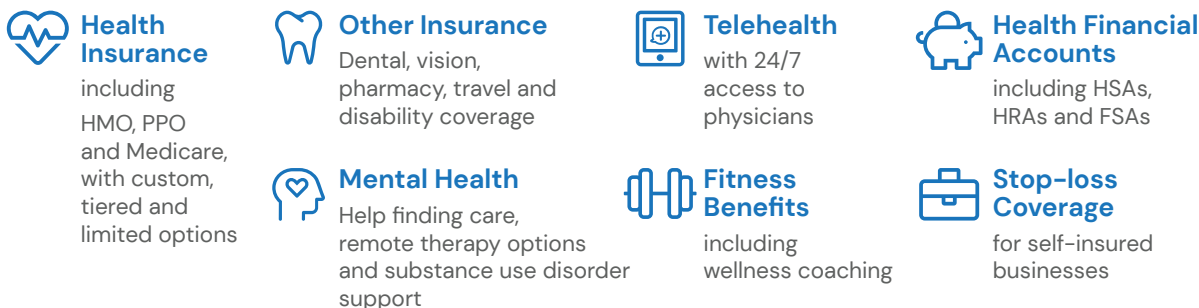
- Managed **\$20B** in spending for our members' health care
- Spent **\$1.3B** on mental health services for our members
- Paid taxes and assessments totaling **\$216M**
- Maintained sufficient reserves to provide security against the unknown
- Operating margin was a modest **0.49%**

(Data reflects CY 2023)

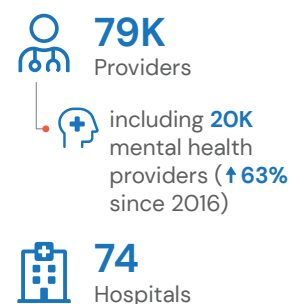
How Your Premium Dollar Is Spent



COMPREHENSIVE COVERAGE



Massachusetts Provider Network



The Power of Blue

The Blue Cross Blue Shield Association is a national association of 33 independent, community-based and locally operated Blue Cross Blue Shield companies.

Insures 1 in 3 Americans
115M members in U.S. and Puerto Rico

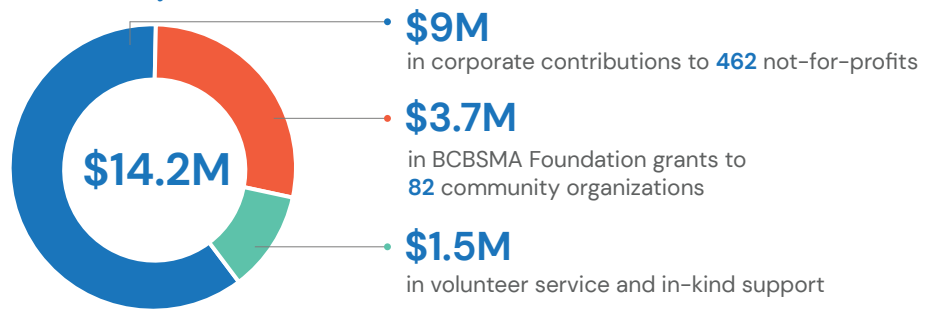
Committed to Local Communities
\$500M in charitable giving

National Provider Network
1.7M doctors and hospitals

COMMUNITY COMMITMENT

We are committed to creating a healthier, more equitable and just community.

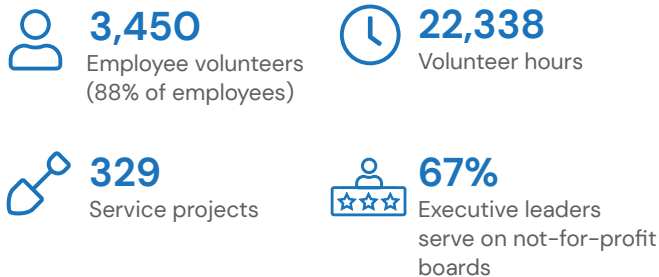
Community Investments



Data reflects CY 2023

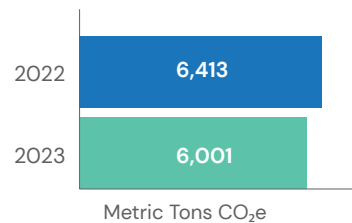
Civic Engagement

Data reflects CY 2023



Climate and Health Resilience

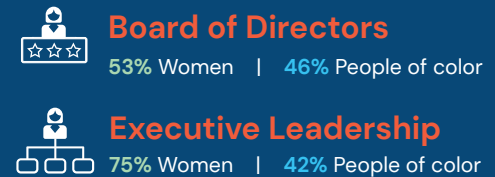
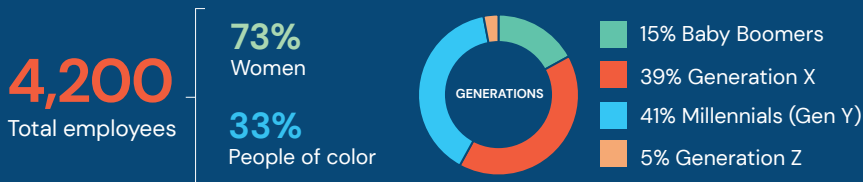
We reduced our carbon footprint in 2023, part of our journey toward being carbon neutral by 2030.



OUR PEOPLE

We have a high-performing team with diverse backgrounds, experiences and perspectives. We care about each other and strive to create a culture where everyone is respected, included and empowered to contribute.

Diversity, Equity, Inclusion & Belonging



Employee Engagement & Empowerment



Senior Leadership

Sarah Iselin	President and Chief Executive Officer
Dave Corkum	Chief Commercial Officer, EVP
Ruby Kam	Chief Financial Officer, EVP
Rich Lynch	Chief Operating Officer, EVP
Jay McQuaide	Chief Communications & Citizenship Officer, SVP
Dawn Perry	Chief Risk and Audit Officer, SVP
Sandhya Rao, M.D.	Chief Medical Officer, SVP
Candace Reddy	Government & Regulatory Affairs, SVP
Don Savery	General Counsel, SVP
Simmi Singh	Chief People Officer, EVP
Sukanya Soderland	Chief Strategy Officer, SVP

Awards & Recognition

Data reflects CY 2023



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