

OUR purpose
To care for injured workers



our business
Providing workers' compensation and safety services



WSI
North Dakota Workforce
Safety & Insurance



Loyal
Caring **our** core values
Forthright



OUR strategy
✓ Exceptional People
✓ Exceptional Service
✓ Financial Stability



WSI Operating Report

Fiscal year to date through
June 30, 2022 — Final

Key Performance Indicators

FY 2022 numbers in this report are a snapshot at quarter end unless stated otherwise

Color Code = Positive Condition, Watch Condition, Neutral

| <i>Fiscal Year Ending:</i> | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | Target* |
|--|---------|---------|---------|---------|--------------------|---------|
| Injury Services (Claims) | | | | | | |
| <i>Total Claims Filed</i> - # of new claim filings received | 19,916 | 18,826 | 17,856 | 17,483 | 17,483 | NA |
| <i>Total Indemnity Claims Filed</i> ⁵ - # of new claims filed for wage loss benefits | 2,423 | 2,577 | 3,571 | 2,602 | 2,602 | NA |
| <i>Injured Employees with Out of State Addresses</i> - # of claims filed by injured employees with out of state addresses | 2,755 | 2,441 | 2,029 | 2,200 | 2,200 | NA |
| <i>Accepted Fatalities</i> - # of fatal claims accepted | 19 | 14 | 7 | 12 | NA | NA |
| <i>Claims Filed/100 Covered Workers</i> ^{1,5} - # of new claims filed divided by the covered workforce | 4.86 | 4.54 | 4.62 | 4.46 | NA | NA |
| <i>Indemnity Claims Filed/100 Covered Workers</i> ^{1,5} - # of new indemnity claims filed divided by the covered workforce | 0.59 | 0.62 | 0.91 | 0.56 | NA | NA |
| <i>Average Covered Workforce</i> ¹ - based on Job Service ND Employment and Wages data | 409,559 | 414,371 | 386,414 | 391,512 | NA | NA |
| <i>Claims With Activity</i> - activity = a new claim filing, payment made, or a reapplication for benefits on an existing claim | 32,457 | 30,883 | 28,269 | 27,602 | 27,602 | NA |
| <i>Auto-adjudicated Claims as a Percent of Total Claims Filed</i> - % of claims filed that met the initial auto-adjudication requirements | 17% | 17% | 16% | 17% | NA | NA |
| <i>Percent of Claims Adjudicated within 14 Days</i> - % of claims where the initial determination of compensability was made within 14 days of the registration date | 39% | 40% | 40% | 38% | NA | 50% |
| <i>Claim Ultimate Acceptance Rate (adjusted)</i> ^{2,5} - % of claims filed that are ultimately accepted (excludes incidents) | 91% | 90% | 84% | 87% | NA | NA |
| <i>Percent of Initial Indemnity Payments Made within 14 Days of Claims Registration</i> - % of claims where the initial indemnity payment was made within 14 days of registration | 48% | 51% | 46% | 45% | NA | 55% |
| <i>Percent of Claims Pending Over 31 Days</i> - % of all claims in pending status that are over 31 days old | 11% | 9% | 9% | 9% | NA | 10% |
| <i>Average New Claims per Claim Adjuster</i> ³ - average number of new claims assigned to each adjuster per year | 433 | 409 | 415 | 416 | 416 | NA |
| <i>Average Active Claims per Claim Adjuster</i> ^{3,4} - excludes auto-adjudicated claims | 47 | 42 | 39 | 41 | NA | NA |
| - Average active indemnity claims | 280 | 225 | 217 | 222 | NA | NA |
| - Average active medical only claims (excludes auto-adj.) | 327 | 267 | 256 | 263 | NA | NA |
| - Average active claims | | | | | | |

1—"Average Covered Workforce" is based on Job Service ND data (received in June each year for the previous calendar year)

2—Calculation excludes those claims filed that did not seek medical treatment, no signed injured employee report was received, claims that were withdrawn by the employee, and claim technical denials (claims denied because the IW has not returned forms required to adjudicate the claim such as; FROI, PIQ, RMQ, etc. This data is preliminary until final figures are taken in September each year.

3—The number of adjusters reduced from 48 in November 2017, to 47 in February 2018, 46 in April 2019, and 42 in December 2021.

4—In January 2018 the auto closure process for Medial Only Claims was increased from 90 days to 180 days.

5—Per the Governor's Executive Order, COVID-19 claims have created aberrations with some of these numbers including an increase in total indemnity claims and a decrease in ultimate acceptance rates.

Industry averages or standards related to workers' compensation are difficult to obtain as there exist differences between programs and their corresponding laws from state to state. Consequently, targets are reflected as ultimate goals in many cases, rather than as an industry average or standard.

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| Fiscal Year Ending: | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | Target* |
|---|---------------|---------------|----------------|----------------|---------------------------|----------------|
| Injury Services (Medical Services) | | | | | | |
| Percent of Outstanding Bills Over 30 Days Old ¹ - % of bills, entered but not paid, that are > 30 days from the date received—snapshot | 23% | 10% | 15% | 11% | NA | 7% |
| Days to Adjudicate Bills ¹ - % of bills paid within 31 days of receipt of bill | 75% | 84% | 96% | 97% | NA | 95% |
| Percent of Medical Spend for Prescriptions - % of medical payments that is for prescriptions | 8% | 7% | 7% | 7% | NA | NA |
| Percent of Drug Spend for Opioids - % of payments for prescriptions that is for opioids | 33% | 42% | 43% | 45% | NA | NA |
| Injury Services (Return to Work) | | | | | | |
| Number of New Voc Rehab Cases Assigned - # of new in state voc cases assigned during the fiscal year | 503 | 453 | 320 | 337 | 337 | NA |
| - # of new in-state voc rehab cases | 303 | 309 | 238 | 265 | 265 | NA |
| - # of new out-of-state voc rehab cases | 200 | 144 | 82 | 72 | 72 | NA |
| Number of Injured Employees in Retraining Programs - # of injured employees enrolled in a retraining program | 71 | 53 | 31 | 25 | NA | NA |
| - # of injured employees enrolled in an in-state program | 18 | 15 | 9 | 7 | NA | NA |
| - # of injured employees enrolled in an out-of-state program | 53 | 38 | 22 | 18 | NA | NA |
| Number of New Nurse Case Management Cases Assigned - # of new NCM cases assigned during the fiscal year | 517 | 556 | 455 | 445 | 445 | NA |
| - # of new in-state NCM cases | 317 | 375 | 334 | 385 | 385 | NA |
| - # of new out-of-state NCM cases | 200 | 181 | 121 | 60 | 60 | NA |
| Number of New On-site Nurse Case Management Cases Assigned - # of new on-site NCM cases assigned during the fiscal year | 914 | 813 | 732 | 783 | 783 | NA |
| Cost of Out of State Nurse Case Management - Total dollars spent on out of state nurse case management | \$665,638 | \$414,812 | \$213,033 | \$181,008 | \$181,008 | NA |
| Total Scholarships Paid Costs - Total Paid on scholarships each year | \$210,341 | \$187,286 | \$216,994 | \$156,131 | NA | NA |

¹— Includes HCFA, UB, and Dental

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| Fiscal Year Ending: | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | Target* |
|---|---------------|---------------|----------------|----------------|-------------------------------|----------------|
| Employer Services | | | | | | |
| Lag Time to Report Injuries - % of claims reported within X day(s) of the date of injury | | | | | | |
| - within 1 day | 54% | 54% | 51% | 54% | NA | NA |
| - within 14 days | 88% | 89% | 87% | 89% | NA | NA |
| - within 31 days | 94% | 94% | 93% | 94% | NA | NA |
| Total Active Employer Accounts By Premium Size - Total number of active employer accounts (snapshot) | 24,467 | 24,574 | 24,778 | 25,452 | NA | NA |
| - Minimum (\$250) | 5,642 | 5,934 | 6,172 | 7,375 | NA | NA |
| - \$251—\$5,000 | 13,708 | 13,800 | 14,097 | 13,099 | NA | NA |
| - \$5,001—\$25,000 | 3,551 | 3,373 | 3,242 | 3,675 | NA | NA |
| - \$25,000—\$50,000 | 761 | 751 | 654 | 652 | NA | NA |
| - \$50,001—\$100,000 | 424 | 370 | 329 | 354 | NA | NA |
| - Over \$100,000 | 381 | 346 | 284 | 297 | NA | NA |
| Number of New Applications Received - number of applications received for new employer accounts | 2,978 | 2,825 | 2,871 | 3,182 | 3,182 | NA |
| Number of Accounts Cancelled - number of employer accounts cancelled | 2,080 | 2,041 | 1,995 | 1,966 | 1,966 | NA |
| Average Number of Audits Per Auditor - Average number of premium audits completed by each premium Auditor (includes phone audits) | 180 | 137 | 176 | 148 | 148 | 200 |
| Net Premium Adjustment - Net effect of all premium adjustments | \$176,485 | \$113,593 | (\$396,976) | (\$177,373) | NA | NA |
| Delinquent Premium as Percent of In Force Premium¹ - Total delinquent premium divided by the in force premium | 2.51% | 2.14% | 1.93% | 1.9% | NA | < 2% |
| Delinquent Accounts - Total number of delinquent employer accounts | 266 | 179 | 166 | 186 | NA | NA |
| - Current FY 21-22 | 186 | 131 | 129 | 153 | | |
| - FY2020 —2021 | 47 | 24 | 17 | 15 | | |
| - FY2019 – 2020 | 14 | 13 | 8 | 8 | | |
| - FY2018 – 2019 | 10 | 7 | 6 | 3 | | |
| - Prior Fiscal Years | 9 | 4 | 6 | 7 | | |
| Total Delinquent Premium—Accts in Active Collections¹ - dollar amount of premium, interest, and penalties owed by all accounts in collections. | \$6,284,635 | \$4,961,411 | \$3,944,103 | \$3,562,759 | NA | NA |
| - Current FY 21-22 | \$1,611,162 | \$1,959,323 | \$1,846,183 | \$1,685,859 | | |
| - FY2020 —2021 | \$667,845 | \$1,346,533 | \$638,873 | \$884,965 | | |
| - FY2019 – 2020 | \$1,302,937 | \$347,390 | \$214,350 | \$319,033 | | |
| - FY2018 – 2019 | \$1,179,231 | \$960,303 | \$242,937 | \$156,649 | | |
| - Prior Fiscal Years | \$1,523,459 | \$347,862 | \$1,001,760 | \$516,252 | | |

¹— Of the \$3,562,759 premium in collections, \$50,037 (4 accounts) are in bankruptcy status.

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| <i>Fiscal Year Ending:</i> | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | Target* |
|--|-------------|-------------|-------------|-------------|--------------------|---------|
| Legal | | | | | | |
| <i>Legal Orders Issued</i> ¹ - number of legal orders issued (includes stipulations) | 1,064 | 1,161 | 1,021 | 817 | 817 | NA |
| <i>Hearings Requested</i> ¹ - number of hearings requested during the fiscal year (1st level litigation—does not include district or supreme court cases) | 176 | 223 | 180 | 140 | 140 | NA |
| <i>Administrative Hearings Held</i> ¹ - number of hearings held during the fiscal year (wins, losses & remands) | 155 | 145 | 120 | 94 | 94 | NA |
| <i>Litigation Rate</i> ¹ - # of hearings requested/# of NODs Issued | 0.62% | 0.83% | 0.71% | 0.60% | NA | NA |
| <i>Open Subrogation Cases</i> - Total number of open subrogation cases | 535 | 608 | 456 | 497 | NA | NA |
| <i>Avg Days Hearing Request to Final Resolution</i> ¹ - avg number of days from hearing request to closure , regardless of resolution type. | 304 | 215 | 205 | 220 | NA | NA |
| <i>Avg Days to ALJ Decision (Office of Administrative Hearings)</i> ² - Calculated as a 6 month rolling average—Excludes; employer cases, stipulations and withdrawals | 294 | 173 | 173 | 189 | NA | 215 |
| <i>Claimant Attorney Fees and Costs</i> ² - Total fees and costs paid to claimant attorneys | \$309,163 | \$342,150 | \$336,169 | \$245,247 | \$245,247 | NA |
| <i>Office of Administrative Hearings (OAH) Fees and Costs</i> ³ - total fees and costs paid to OAH | \$571,398 | \$666,305 | \$588,666 | \$506,726 | \$506,726 | NA |
| <i>WSI Counsel Fees and Costs</i> ³ - total fees and costs paid to WSI outside counsel (defense counsel) | \$1,066,283 | \$1,242,773 | \$1,188,609 | \$1,123,811 | \$1,123,811 | NA |
| <i>SIU Return on Investment</i> - total savings + restitution//fraud investigations costs + budget | \$16.32 | \$17.08 | \$10.45 | \$5.35 | NA | NA |
| Other | | | | | | |
| <i>FTE Authority</i> - number of full-time-equivalent employees legislatively allowed | 260 | 260 | 260 | 260 | 260 | NA |
| <i>Turnover Rate—All WSI Employees</i> ^{4, 5} - employee separation/total employees | 6.92% | 5.09% | 6.39% | 9.06% | 9.06% | NA |
| <i>Total Documents Imaged</i> - total number of documents imaged during the fiscal year | 1,475,624 | 1,078,137 | 1,251,665 | 1,281,663 | 1,281,663 | NA |
| <i>Average System Availability/Accessibility During Core Business Hours</i> - average percent of time the WSI computer systems were accessible to WSI employees (between 7:00 am and 6:00 pm) | 95.23% | 98.07% | 99.16% | 98.63% | NA | 99.50% |

1— Includes injured employee and employer cases.

2—Includes injured employee cases only.

3—Includes all fees and costs paid regarding injured employee cases only.

4—Turnover rate does not include temporary employees.

5—Fiscal Year 2019 includes 7 VSIP terminations

Key Performance Indicators

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| Fiscal Year Ending: | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | Target* |
|--|---------------|---------------|----------------|----------------|---------------------------|----------------|
| On-Line Services | | | | | | |
| <i>On-line Claims as a Percent of Total Claims Filed</i> - % of claims filed that were received on-line | 69% | 73% | 79% | 80% | NA | 75% |
| <i>Percent of Medical Bills Received Electronically (EDI)</i> - % of bills submitted that were received through electronic submission (includes Carisk) | 27% | 46% | 57% | 75% | NA | 80% |
| <i>Payroll Reports Received Electronically</i> - % of payroll renewal reports that were received on-line | 86% | 88% | 99% | 99% | NA | 100% |
| <i>Employer Applications Received Electronically</i> - % of employer applications for insurance that were received online | 65% | 65% | 96% | 97% | NA | 100% |
| <i>Percentage of UR Requests Received Electronically</i> - % of UR-C and UR-Chiro requests received electronically | 13% | 24% | 37% | 48% | NA | 75% |

| Fiscal Year Ending: | FY2019 | FY2020 | FY 2021 | FY 2022 | FY 2022 Projection | % Change 21 to 22 |
|----------------------------------|---------------|---------------|----------------|----------------------|---------------------------|--------------------------|
| Paid Cost Data | | | | | | |
| <i>Indemnity Benefits Paid</i> | \$61,563,811 | \$58,529,566 | \$48,848,646 | \$43,373,551 | \$43,373,551 | (11%) |
| <i>Medical Benefits Paid</i> | \$83,563,362 | \$81,263,870 | \$62,278,332 | \$59,418,016 | \$59,418,016 | (5%) |
| <i>ALAE (all non-legal) Paid</i> | \$2,692,070 | \$2,636,626 | \$2,351,338 | \$2,173,640 | \$2,173,640 | (8%) |
| <i>ALAE (legal) Paid</i> | \$2,236,686 | \$2,524,459 | \$2,398,629 | \$2,055,526 | \$2,055,526 | (14%) |
| <i>Total Paid Costs</i> | \$150,055,929 | \$144,954,521 | \$115,876,945 | \$107,020,734 | \$107,020,734 | (8%) |

| Fiscal Year Ending: | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|---|----------------|----------------|----------------|----------------|
| Customer Satisfaction | | | | |
| <i>Employer Satisfaction</i> - mail survey conducted by Issues & Answers in February each year—based on a scale of 1 to 5 with 5 being the highest. | 4.32 | 4.37 | 4.39 | 4.39 |
| <i>Injured Employee Satisfaction</i> - telephonic survey conducted by Issues & Answers in February each year—based on a scale of 1 to 5 with 5 being the highest. | 4.15 | 4.18 | 4.12 | 4.12 |
| <i>Medical Provider Satisfaction</i> - on-line and mail survey conducted by Issues & Answers every even numbered year—based on a scale of 1 to 5 with 5 being the highest. | 3.54 | NA | 3.64 | NA |

Injured Employee survey population includes claims 60-120 days post acceptance, closed claims, claims open longer than 1 year, and denied claims.

Key Performance Indicators

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Financial Statements

| Statement of Financial Position | Audited FY 2019 | Audited FY 2020 | Audited FY 2021 | Audited FY 2022 | Year-to-Year Variance |
|---|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| Cash & Investments | \$ 2,074,420,197 | \$ 2,135,666,091 | \$ 2,321,004,395 | \$ 2,074,946,533 | \$ (246,057,862) |
| Receivables | 26,566,995 | 25,241,671 | 17,127,319 | 19,817,821 | 2,690,502 |
| Building & Other | 18,182,336 | 18,968,055 | 19,131,137 | \$ 18,981,067.00 | (150,070) |
| Total Assets | 2,119,169,528 | 2,179,875,817 | 2,357,262,851 | 2,113,745,421 | (243,517,430) |
| Deferred outflows pension/OPEB | 12,610,293 | 9,369,752 | 26,895,377 | 16,840,922 | (10,054,455) |
| Total Assets and Deferred Outflows | 2,131,779,821 | 2,189,245,569 | 2,384,158,228 | 2,130,586,343 | (253,571,885) |
| Accounts Payable | 126,454,496 | 121,064,509 | 108,097,035 | 108,482,499 | 385,464 |
| Pension/OPEB Liability | 26,869,548 | 18,564,850 | 44,706,443 | 14,689,842 | (30,016,601) |
| Unearned Premium | 115,278,892 | 104,215,341 | 92,039,810 | 90,087,368 | (1,952,442) |
| Unpaid Loss & LAE, discounted * | 1,090,944,000 | 1,029,792,000 | 1,000,099,000 | 998,771,000 | (1,328,000) |
| Total Liabilities | 1,359,546,936 | 1,273,636,701 | 1,244,942,288 | 1,212,030,709 | (32,911,579) |
| Deferred Inflows Pension/OPEB | 1,701,948 | 9,443,399 | 7,644,414 | 29,340,209 | 21,695,795 |
| Net Position | 770,530,937 | 906,165,470 | 1,131,571,525 | 889,215,425 | (242,356,100) |
| Total Liabilities, Deferred Inflows & Net Position | \$ 2,131,779,821 | \$ 2,189,245,569 | \$ 2,384,158,228 | \$ 2,130,586,343 | \$ (253,571,885) |

| Statement of Activities | Audited FY 2019 | Audited FY 2020 | Audited FY 2021 | Audited FY 2022 | Year-to-Year Variance |
|-----------------------------------|----------------------|-----------------------|-----------------------|-------------------------|--------------------------|
| Premium Earned | \$ 265,383,498 | \$ 249,266,651 | \$ 202,212,728 | \$ 185,024,385 | \$ (17,188,343) |
| Premium Discount | (27,409,766) | (27,218,336) | (25,831,990) | (21,828,633) | 4,003,357 |
| Ceded Reinsurance Premium | (184,860) | (680,864) | (767,031) | (650,841) | 116,190 |
| Net Premium Earned | 237,788,871 | 221,367,451 | 175,613,707 | 162,544,911 | (13,068,796) |
| Incurred Losses & ALAE | 136,483,581 | 77,118,595 | 83,712,042 | 100,819,467 | 17,107,425 |
| ULAE and G&A Expenses | 38,296,813 | 37,553,741 | 41,267,980 | 37,207,205 | (4,060,775) |
| Operating Expense | 174,780,394 | 114,672,337 | 124,980,023 | 138,026,672 | 13,046,649 |
| Underwriting Income (Loss) | 63,008,477 | 106,695,114 | 50,633,684 | 24,518,239 | (26,115,445) |
| Investment & Other Income | 141,565,758 | 125,364,362 | 247,142,702 | (199,371,737) | (446,514,439) |
| Dividend & Other Expense | (115,189,458) | (96,424,944) | (72,370,330) | (67,502,602) | 4,867,728 |
| Change in Net Position | \$ 89,384,777 | \$ 135,634,532 | \$ 225,406,056 | \$ (242,356,100) | \$ (467,762,156) |

EXPENSE RATIOS

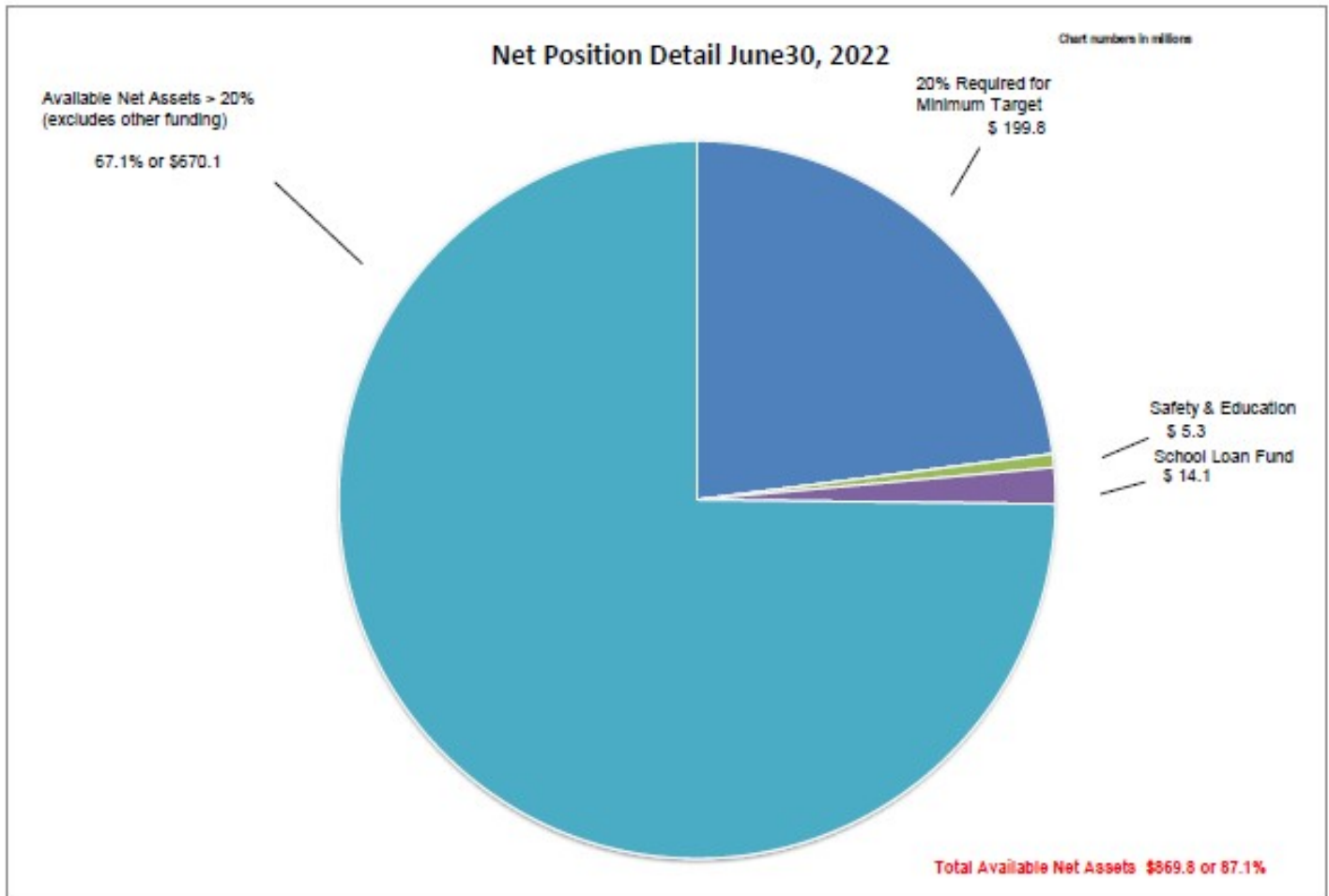
| | | | | |
|------------------------|--------|--------|--------|--------|
| FY Admin Expense Ratio | 16.09% | 16.91% | 23.40% | 22.80% |
| Incurred Loss Ratio | 57.35% | 34.73% | 47.46% | 61.78% |
| Combined Ratio | 73.44% | 51.64% | 70.86% | 84.58% |

EXPENSE RATIOS (excluding Safety expenditures)

| | | | | |
|------------------------|--------|--------|--------|--------|
| FY Admin Expense Ratio | 14.92% | 15.66% | 21.96% | 20.21% |
| Incurred Loss Ratio | 57.35% | 34.73% | 47.46% | 61.78% |
| Combined Ratio | 72.27% | 50.39% | 69.42% | 81.99% |

* Liabilities are discounted at 4.5% effective FY 2019 and 4% effective FY 2021.

Key Performance Indicators



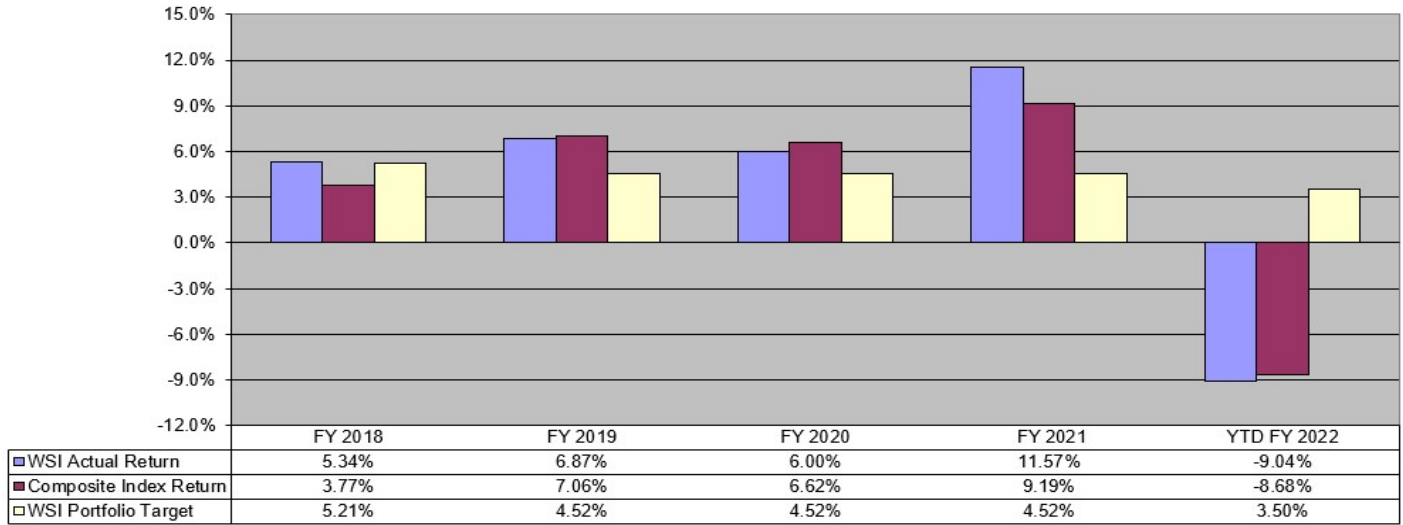
| | Audited June 2020 | Audited June 2021 | Audited June 2022 |
|--|-----------------------|-------------------------|-----------------------|
| NET POSITION or "SURPLUS" | \$ 906,165,470 | \$ 1,131,571,525 | \$ 889,215,425 |
| Actuarially Estimated Discounted Financial Reserve Liabilities Discount rate @ 4% | 1,029,792,000 | 1,000,099,000 | 998,771,000 |
| Net Position (Surplus) | \$ 906,165,470 | \$ 1,131,571,525 | \$ 889,215,425 |
| 2009 HB 1035 Allowable Deductions from Net Position (Surplus) | | | |
| Safety Education & Grants | 11,467,672 | 9,039,610 | 5,278,434 |
| Revolving School Loan Fund | 14,292,962 | 14,194,839 | 14,094,852 |
| Total Exclusions from Net Position (Surplus) | 25,760,634 | 23,234,449 | 19,373,286 |
| Available Net Position (Fund Surplus) | \$ 880,404,836 | \$ 1,108,337,076 | \$ 869,842,139 |
| | 85.5% | 110.8% | 87.1% |

| Quarter Ending: | Sep 2021 | Dec 2021 | Mar 2022 | Jun 2022 | Grand Total |
|---|------------------|------------------|--------------------|--------------------|--------------------|
| Safety Continuing Appropriation Expenditures | | | | | |
| Professional Services | \$70,783 | \$27,742 | \$81,721 | \$134,167 | \$401,478 |
| Training/Education | \$143,150 | \$5,299 | \$3,365 | \$14,096 | \$198,560 |
| STEP Grant | \$278,350 | \$81,706 | \$77,846 | \$319,407 | \$579,580 |
| Phase II Ergo Grant | \$348,338 | \$322,031 | \$818,473 | \$32,399 | \$1,512,165 |
| Phase III Ergo Grant | | | \$21,321 | \$611,605 | \$1,068,943 |
| Grand Total | \$840,621 | \$436,777 | \$1,002,725 | \$1,111,675 | \$3,760,726 |

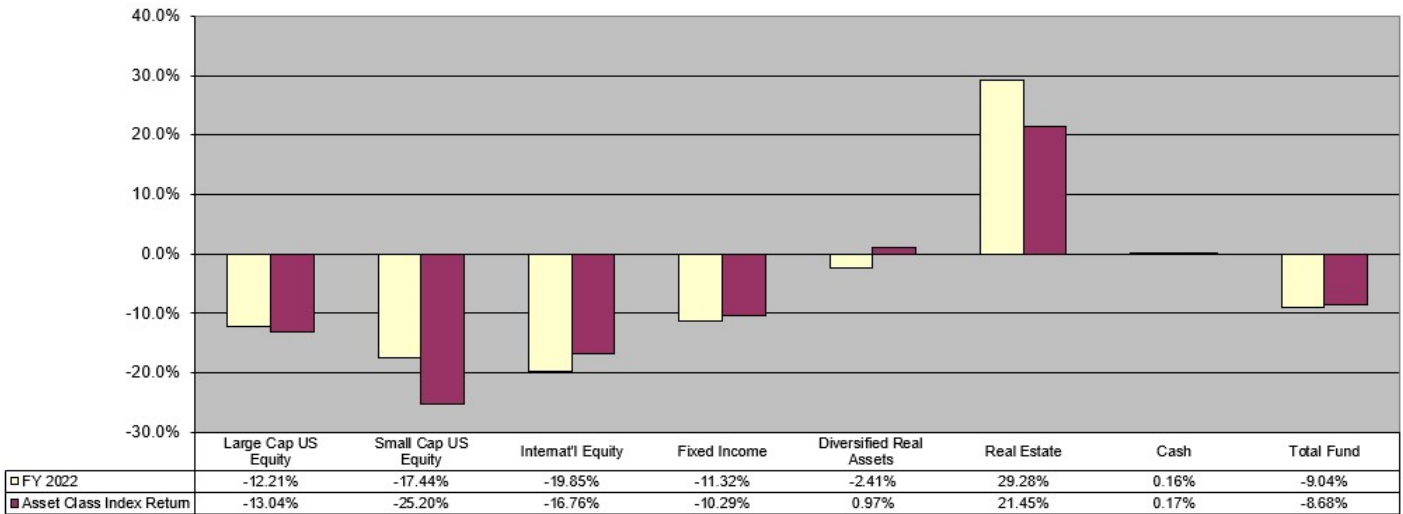
Key Performance Indicators

Investment data provided as of June 30, 2022

FY 2022 Annual Rates of Return



FY 2022 Year to Date Return by Asset Class



WSI Investment Allocation

