



2025 QUALITY & PERFORMANCE REPORT

Strength in shared purpose.

**:::MassMutual**



## MassMutual: A Commitment to Financial Strength and Value

Since MassMutual wrote its first policy nearly 175 years ago, we've navigated each moment with a strong sense of purpose — to help people secure tomorrow with the same resilience, creativity, and sense of partnership that have guided us since Day One.

Massachusetts Mutual Life Insurance Company (MassMutual), is a mutual company founded in 1851. We are one of the oldest, most trusted life insurance companies in the U.S. With a focus on delivering long-term value, MassMutual offers a wide range of protection, accumulation, wealth management, and retirement products and services.

**For more information, visit us at [www.MassMutual.com](http://www.MassMutual.com)**

### A Leading Mutual Life Insurance Company

As a mutual life insurance company, we operate for the benefit of our more than 4 million policyowners, members, and other customers. Accordingly, we manage our business with a long-term approach to help ensure we can meet our obligations to them.

Throughout our history, we've been there for our clients through difficult times, including economic crises, pandemics, bank failures, geopolitical unrest, and more. Today, we continue to stand by the notion that we all do better when we look out for one another.



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## MassMutual continues its tradition of strength, stability, and performance.

### 2024 Highlights

- Nearly doubled our total adjusted capital over the past decade, to more than \$33 billion.<sup>1</sup>
  - Surpassed more than \$1 trillion<sup>2</sup> of life insurance protection in force and ranked No. 102 on the 2024 FORTUNE 500<sup>®</sup> list.<sup>3</sup>
  - Paid an average of \$26 million in insurance and annuity benefits each day in 2024.
  - Maintained financial strength ratings<sup>4</sup> that are among the highest in any industry.
  - Continued to operate our business with a long-term perspective that has enabled us to serve generations of families.
  - Approved a record estimated dividend payout of more than \$2.5 billion to our eligible participating policyowners for 2025, the largest in our history.<sup>5</sup>
- The MassMutual Foundation partnered with local community members and organizations to help build financial resilience, leading to more opportunities for all.



<sup>1</sup> These are consolidated statutory results of Massachusetts Mutual Life Insurance Company and its U.S.-domiciled life insurance subsidiaries: C.M. Life Insurance Company, MML Bay State Life Insurance Company, and MassMutual Ascend as well as key subsidiaries, as of December 31, 2024. Source: 2024 Consolidated Statutory Financial Statements.

<sup>2</sup> These are consolidated results of Massachusetts Mutual Life Insurance Company and its U.S.-domiciled life insurance subsidiaries: C.M. Life Insurance Company, MML Bay State Life Insurance Company, and MassMutual Ascend, as well as key subsidiaries, as of December 31, 2024.

<sup>3</sup> From FORTUNE. ©2024 FORTUNE Media IP Limited. All rights reserved. FORTUNE 500 (June 2024) and FORTUNE World's Most Admired Company (February 2024) are registered trademarks of FORTUNE Media IP Limited and are used under license. FORTUNE is not affiliated with, and does not endorse products or services of, MassMutual.

<sup>4</sup> Financial strength ratings for MassMutual and its subsidiaries, C.M. Life Insurance Company and MML Bay State Life Insurance Company, are as follows: A.M. Best Company, A++ (Superior); Fitch Ratings, AA+ (Very Strong); Moody's Investors Service, Aa3 (High Quality); and S&P Global Ratings, AA+ (Very Strong). Ratings are current as of June 1, 2025, and are subject to change.

<sup>5</sup> The dividend and dividend interest rate are determined annually, subject to change, and are not guaranteed.

# Our Live Mutual Philosophy

At MassMutual, our culture is built on a foundation of mutuality and shared purpose.

Our Live Mutual philosophy — the idea that we can accomplish so much more together by helping and supporting one another — is embedded in everything we do.

## Driving Impact Through Mutuality

Being mutual guides our actions today, as it has throughout our history. We focus on the environmental, social, and governance factors that are material to our long-term success. Integration of these factors within our business drives long-term growth, aligns with our steadfast commitment to risk management, sparks innovation, and helps us build the culture and attract the talent we need to succeed in a changing world. Together, we serve a purpose bigger than ourselves — *we help people secure their future and protect the ones they love* — and the impact of our work drives a powerful sense of belonging that's felt throughout the company.

Our culture of sustainability and mutuality is guided by a company-wide sustainability strategy. Learn more about our efforts to build workforce culture and engage with all stakeholders in our [sustainability report](#).

## Awards and Accolades

World's Most Admired Companies, FORTUNE<sup>®3</sup>

No. 102 on the 2024 FORTUNE 500<sup>®</sup> list

# Investing for the Future

## We Take a Strategic, Long-Term View

MassMutual's investment strategy is rooted in a top-down macroeconomic and bottom-up fundamental approach.

One of MassMutual's longstanding, distinct competitive advantages has been our portfolio of strategic businesses and investments. This broad and diverse portfolio includes our non-participating insurance businesses (annuities, wealth management, Institutional Solutions); Barings, our global institutional asset manager; and other strategic investments where we have an ownership interest. Throughout all kinds of economic environments – historically low rates, market volatility, global uncertainty – this portfolio has steadily grown earnings over time and has enabled us to deliver enduring value to our clients.



## Quality, Diversification, and Risk Management

Our General Investment Account (GIA) backs the financial commitments we make to policyowners and seeks to generate a long-term, stable investment performance. An investment policy provides the general framework for how the portfolio is constructed and managed by specifying acceptable levels of exposure to issuers, asset sectors, asset classes, and other dimensions of diversification.

## Diversification<sup>6</sup>

We fundamentally believe that broad diversification across asset classes is critical to success. The direction of markets cannot be consistently predicted, and diversification reduces risk through market fluctuations. Assets in the GIA are organized into smaller portfolios to better manage them relative to the product liabilities. The nature of the product liabilities serves as the foundation for the investment policies and strategies that are developed for each portfolio.

<sup>6</sup> Diversification does not ensure a profit and does not protect against loss in a declining market.

## Asset Liability Management (ALM)

In addition to diversification of the portfolio, closely managing the duration of the assets relative to that of the liabilities helps mitigate the impact that changes in interest rates can have on our ability to meet policyowner needs.

## Liquidity Management

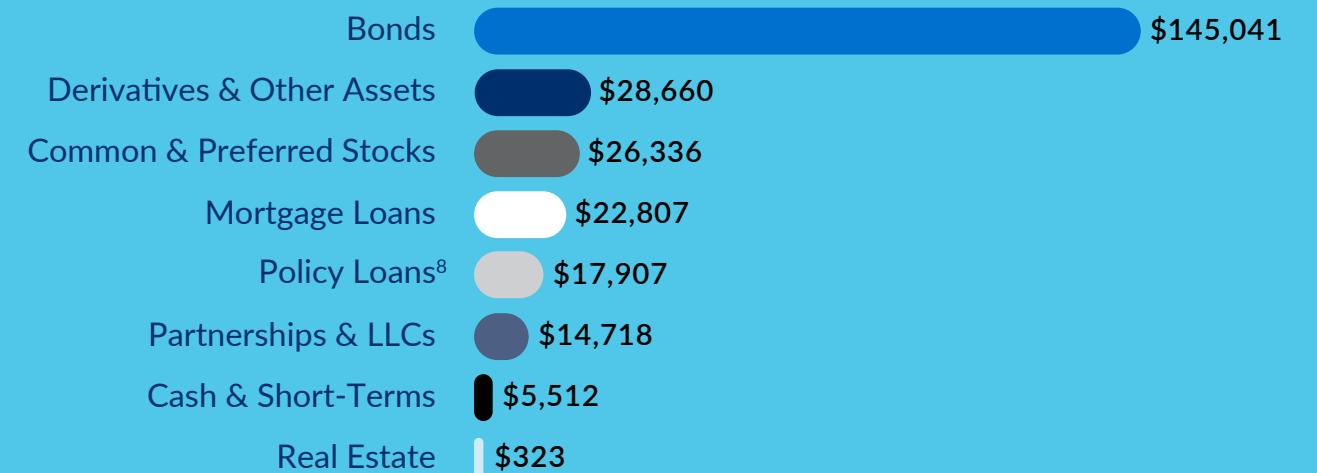
Liquidity management works in conjunction with ALM to ensure MassMutual can meet policyowner needs while not forcing the sales of assets at inopportune times. Cash flow and liquidity needs are routinely addressed as part of the investment management process.

# \$261,304M

Invested Assets<sup>7</sup>

## Invested Assets

As of December 31, 2024 (in Millions)



<sup>7</sup> Invested Assets exclude \$24,044 million of funds withheld given that 100 percent of the associated investment risk is reinsured. The funds withheld investment portfolio has counterparty protections in place, including investment guidelines that were established to meet MassMutual's risk management objectives.

<sup>8</sup> Policy loans are loans taken by policyowners against the cash surrender value of their policies and, as such, are secured by the cash surrender value of those policies.

# Policyowner Dividends

If declared, annual dividends to eligible participating whole life policyowners include three primary components that reflect the company's favorable operating experience including mortality, investment results, and expenses. The dividend paid on a specific policy reflects the portion that each policy is considered to have contributed to surplus.



## How Dividends are Determined

Company surplus is primarily the result of favorable operating experience with respect to claims (death benefits paid), investment results, and expenses. A portion is set aside to be paid or applied as policy dividends in the following year. When determining the dividend for an individual policy, the amount paid reflects the portion that each specific policy is considered to have contributed to surplus.

The investment component of the dividend reflects the difference between the dividend interest rate (DIR) set by our Board of Directors each year and the policy's guaranteed interest rate. As a result, prudent investment decisions have allowed us to maintain an industry-leading dividend interest rate for the last 19 years while maintaining outstanding financial strength.<sup>9</sup>

Our eligible whole life insurance policyowners use the dividends they receive in a variety of ways, from increasing their cash value and death benefit to helping to pay their premiums.

MassMutual has paid dividends every year since 1869.

## A History of Dividends to Eligible Participating Policyowners

Dividends are generally declared and paid annually, and although policy dividends are not guaranteed, MassMutual has paid them every year since 1869.

Dividends can help policyowners increase their life insurance coverage and build more value.

<sup>9</sup> The dividend and DIR are determined annually, subject to change, and are not guaranteed. Dividends for eligible participating life insurance policies consist of investment, mortality, and expense components. The DIR is used to determine the investment component of the dividend. It is not the rate of return on the policy and should not be the sole basis for comparing insurers or policy performance.

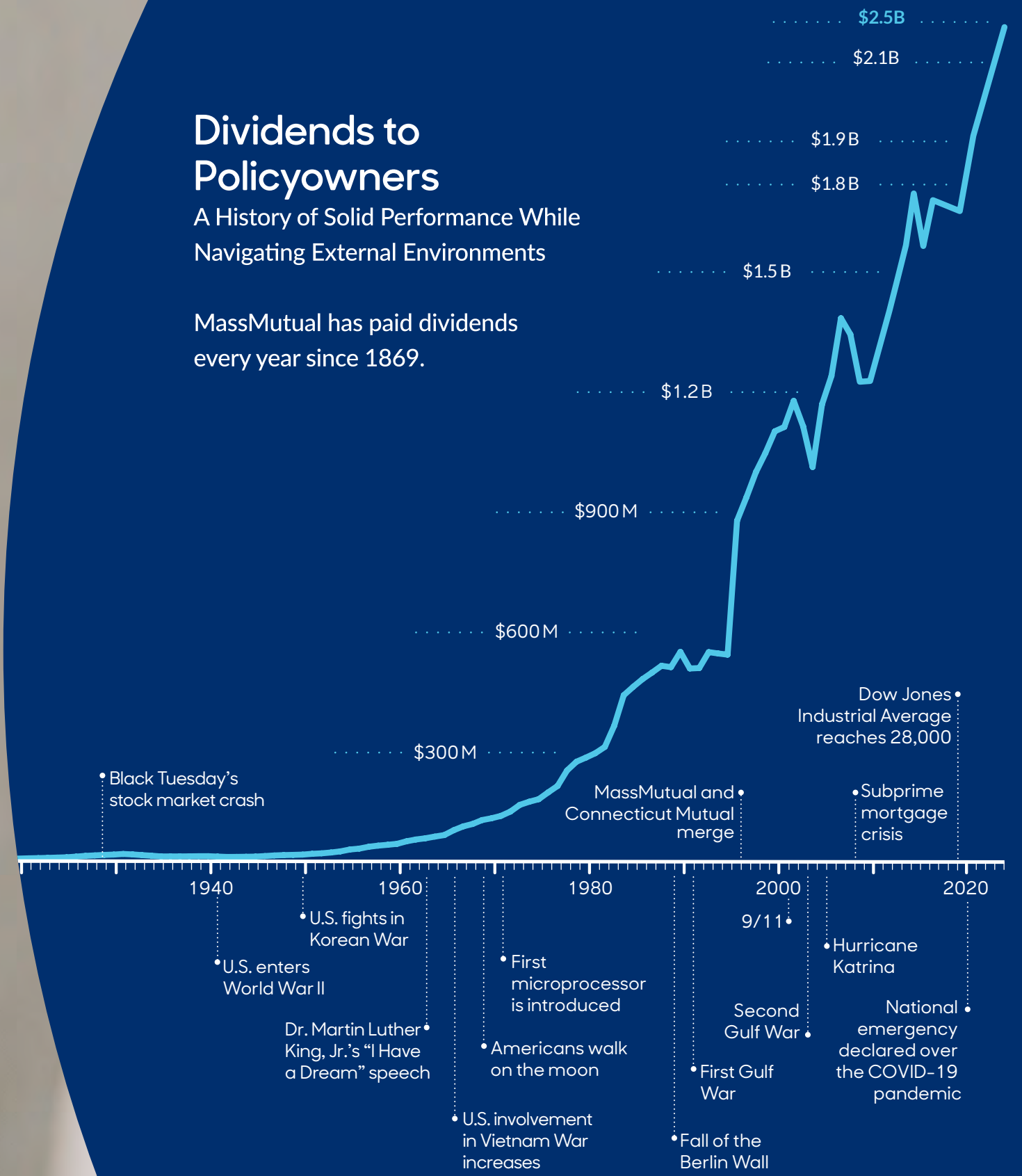


A record high estimated dividend payout to eligible participating policyowners for 2025<sup>9</sup>

## Dividends to Policyowners

A History of Solid Performance While Navigating External Environments

MassMutual has paid dividends every year since 1869.



- Black Tuesday's stock market crash
- U.S. enters World War II
- U.S. fights in Korean War
- Dr. Martin Luther King, Jr.'s "I Have a Dream" speech
- U.S. involvement in Vietnam War increases
- First microprocessor is introduced
- Americans walk on the moon
- Fall of the Berlin Wall
- MassMutual and Connecticut Mutual merge
- First Gulf War
- 9/11
- Second Gulf War
- Subprime mortgage crisis
- Hurricane Katrina
- National emergency declared over the COVID-19 pandemic
- Dow Jones Industrial Average reaches 28,000

Source: Massachusetts Mutual Life Insurance Company Statutory Annual Statement, Year-End — Summary of Operations — Dividends to Policyowners: These numbers reflect incurred dividends to policyowners. Incurred dividends equal amounts paid to eligible participating policyowners plus any increase in liabilities.

# Historical Dividend Results for Participating Whole Life Insurance

The following is an overview of the historical dividend results for a whole life insurance policy issued by MassMutual to a hypothetical insured in 1995.<sup>10</sup> The policy was a Life Paid-Up at 65 with a \$250,000 face amount, issued on a woman who was age 35 and a Preferred Nonsmoker. The guaranteed annual premium for the policy is \$3,450, and is payable until age 65.

The policy provides a guaranteed amount of life insurance (\$250,000) and a schedule of guaranteed cash values that increase each year and grow to equal the face amount at the insured's age 100. In addition, the policy is participating, which means that it is eligible to receive policy dividends. However, dividends are not guaranteed. The policy was issued with the dividend being used to purchase paid-up additional life insurance or paid-up additions. This is the most common dividend option selected by MassMutual whole life policyowners. Paid-up additions provide additional life insurance protection, accumulate additional cash value and are also eligible to receive dividends. As a result, they have the potential to increase the policy death benefit significantly over a period of many years.

The charts on the right compare the policy values that were guaranteed in 1995 to the actual results with dividends paid through 2025. This includes:

- The total policy cash value, which includes the base policy cash value and the cash value of accumulated paid-up additions.
- The total policy death benefit, which includes the base policy death benefit and the death benefit of accumulated paid-up additions.

The results shown reflect the actual experience of the company over this time period, primarily with respect to investment results, mortality and expenses. Dividends paid in future years will be lower or higher than illustrated, depending on MassMutual's operating experience over time.



## Guaranteed vs. Actual Total Cash Value (2025)



The guaranteed cash value for 2025 is \$133,253. The total cash value is \$236,090, which is more than 77% higher. This represents an internal rate of return<sup>11</sup> of 4.89% on the premiums paid through age 65, which totaled \$103,500 (\$3,450 X 30 years).

## Guaranteed vs. Actual Total Death Benefit (2025)



The guaranteed death benefit is \$250,000. The total death benefit is \$442,937, which is more than 77% higher. If the policy death benefit is paid in 2025, this will represent an internal rate of return<sup>11</sup> of 8.25% on the premiums paid. The death benefit is generally paid income tax free.

<sup>10</sup> This policy was issued by MassMutual prior to the merger with the former Connecticut Mutual Life Insurance Company in 1996. Policies in this block of business are no longer available for purchase. The policy was issued with an adjustable loan rate.

<sup>11</sup> The internal rate of return (IRR) is the rate at which premiums paid up to that year would need to be compounded each year to generate the Total Cash Value or Total Death Benefit.

# Strategic Businesses and Investments Fuel Earnings

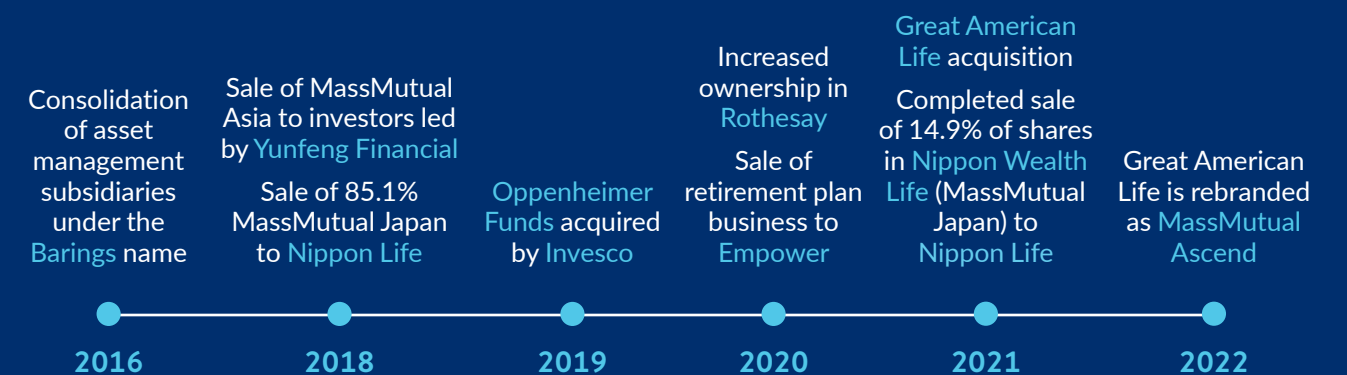
One of MassMutual's longstanding, distinct competitive advantages has been our portfolio of strategic businesses and investments.

This broad and diverse portfolio includes our non-participating insurance businesses (annuities, Institutional Solutions), our ownership interests in global asset management business (Barings), and other strategic investments (Invesco, Rothesay).

We continue to optimize this portfolio to create value for our clients over the long term. For example, MassMutual Ascend, a leader in the annuity market with a diversified portfolio of fixed, fixed-indexed, and registered index-linked annuities, has enabled MassMutual to become one of the top annuity providers in the United States. Barings, our wholly-owned global asset management subsidiary, works with institutional, insurance and intermediary clients to deliver excess returns across public and private markets in fixed income, real assets and capital solutions. As the primary manager of our General Investment Account, Barings supports the commitment we make to our policyowners and customers, generates earnings that contribute to our competitive dividend and enables us to compete effectively where there continues to be convergence of insurance and asset management — playing an important role in driving MassMutual's strategy forward.



Our portfolio of strategic businesses and investments, which generates additional earnings to help maximize the value we deliver to our policyowners, has evolved over time. The following timeline summarizes some of the more recent transactions involving these businesses.



# A Strong, Stable Company with Consistent Growth



The rating agencies have recognized our financial strength as reflected in factors like our strong capital, diversified operating earnings, and focus on proven products.

Massachusetts Mutual Life Insurance Company and subsidiary companies have financial strength ratings<sup>12</sup> that are among the highest in any industry.

## Company Ratings

Independent rating agencies assess a company's financial strength and its capacity to meet its insurance obligations, such as the guarantees in life insurance policies or annuity contracts.

## Measures of Strength

MassMutual's financial strength is shown by a number of different measures that reflect the company's fundamental stability.

A.M. Best Company	A++ (Superior)
Fitch Ratings	AA+ (Very Strong)
Moody's Investors Service	Aa3 (High Quality)
S&P Global Ratings	AA+ (Very Strong)

<sup>12</sup> Financial strength ratings are as of June 1, 2025 and apply to Massachusetts Mutual Life Insurance Company (MassMutual), and its subsidiaries, C.M. Life Insurance Company and MML Bay State Life Insurance Company, Springfield, MA 01111-0001. Ratings are subject to change.

# Strong Surplus and Capital

Surplus is another key metric for evaluating the financial strength and stability of an insurance company. It represents the financial resources a company has on hand, above and beyond setting aside reserves to meet projected future obligations.

## A Strong Surplus and Capital Position

Our capital position remains strong, and our capital ratios are more than adequate and well above regulatory requirements in support of our financial strength, with total adjusted capital at \$33.2 billion as of year-end 2024.<sup>1</sup> Since 2005, we have grown our surplus and total adjusted capital by an average annual growth rate of more than 7 percent.

## One of the Highest-Ranked Life Insurance Companies for Capital and Surplus

MassMutual is ranked third in the life industry based on surplus, and fourth based on total adjusted capital, as of year-end 2024.<sup>13</sup> Our capital ratio, a measure of surplus in relation to an insurer's overall size as measured by total assets, remained strong in 2024, at approximately 8 percent.<sup>14</sup>

<sup>13</sup> S&P Capital IQ Pro: SNL Life Group data (as of 12/31/2024) includes parent and life subsidiaries adjusted with eliminating entries by S&P Global where relevant. The industry consists of more than 350 groups/ unaffiliated companies in the S&P Capital IQ Pro database with year-end 2024 capital and surplus greater than zero.

<sup>14</sup> Capital ratio is a calculation of surplus as a percentage of net admitted assets excluding separate account assets, as of 12/31/2024. Source: S&P Capital IQ Pro, SNL Life Group data.

<sup>15</sup> "Ordinary life," in statutory annual statement terminology includes individual life insurance policies but excludes industrial, credit life, and group life policies. Ordinary life lapse ratio is the five-year average of lapses and surrenders as a percentage of average face value of life in force. Lapses and surrenders occur for a variety of reasons, including failure to pay premiums, cancellation of a policy, etc. Ordinary life lapse ratio compares the amount of ordinary life insurance face value lapsed or surrendered during a time period to the average amount of face value in force during that time period. Source: NAIC Statutory Insurance data, sourced from S&P Capital IQ Pro (as of 12/31/2024) on a group basis which includes parent and life subsidiaries adjusted with eliminating entries by SNL where relevant.

## Outperforming the Industry for Ordinary Life Lapse Ratio

Lapse ratio is a measure of customer retention. Policyowners who are satisfied with the value and service they receive might tend to be less likely to lapse their life insurance policies.

## Ordinary Life Lapse Ratio (%) – Five-Year Average (2020-2024)<sup>15</sup>

A low lapse ratio is more favorable than a high lapse ratio.



## Policyowner Retention

As of December 31, 2024, our retention rate remains favorable. Almost 125,000 life insurance policies have been with MassMutual for more than 50 years – a powerful measure of long-term value and policyowner retention.

## A Broad Network of Financial Professionals

At the heart of MassMutual is our team of approximately 6,500 dedicated financial professionals. Backed by more than 170 years of experience, they help people navigate some of the biggest decisions of their lives, offering guidance on how to protect their families, grow their assets, establish income streams for retirement, and more. Affiliated financial professionals apply their passion and knowledge to help our clients build financial security, bringing insights gained through the personal relationships they develop over time.

Throughout 2024, MassMutual Strategic Distributors (MMSD) continued to broaden our distribution of solutions through partnerships across the financial services industry. We have developed relationships with intermediaries, brokerages, and financial institutions — along with the financial professionals who work for them — to meet customers where they are with the financial solutions and experience they need.

## Extending Market Reach through Institutional Solutions

In today's uncertain economic environment, institutions need the expertise and financial strength of trusted partners to help them meet the needs of their investors, employees, customers, and communities. MassMutual Institutional Solutions (IS), with over \$108 billion in AUM as of year-end 2024,<sup>16</sup> delivers innovative protection, investment, accumulation, and de-risking solutions to a growing number of diverse corporate and institutional clients. We offer deep expertise in institutional markets, along with a keen focus on evolving customer needs, achieving leading positions in several markets, including: Pension Risk Transfer, Stable Value Investments, Funding Agreement Backed Notes (FABN), Bank-Owned Life Insurance (BOLI) and Corporate-Owned Life Insurance (COLI).

## Expanding Wealth Management Solutions

In today's world, where economic change and financial innovation have made personal investing more complex than ever, MassMutual provides the financial advice and solutions Americans need. As our clients' financial lives become more dynamic, our continued investment in world-class wealth management capabilities means we can meet their needs in ever more customized and sophisticated ways.

## Supporting the Financial Well-Being of Working Americans

MassMutual is committed to finding innovative ways to address financial gaps and changing needs for working Americans. Through our Worksite business, we offer group life, group critical illness, group accident, and disability income insurance products to help companies provide their employees with the foundation to meet their financial goals and feel more confident about their ability to manage the unexpected. Financial uncertainty remains a key concern for many working Americans, and with voluntary benefits in place, employers can help their employees achieve financial well-being.

## Customized Solutions

Our financial professionals recognize that each of us has different financial needs, but we all share one goal: to make good financial decisions. To support clients, we develop customized financial solutions and follow a needs-based approach. For example, our SpecialCare<sup>SM</sup> program provides access to information, specialists, and financial products and services that can help improve the quality of life for people with special needs and their families and caregivers.



<sup>16</sup> Institutional Solutions' AUM is included in overall MassMutual AUM.

# MassMutual at a Glance

	What We Offer	Who We Help	How We Help
MassMutual	Domestic Insurance and Retirement Solutions	<ul style="list-style-type: none"> <li>Individuals and families</li> <li>Business owners</li> </ul>	Through a nationwide network of trusted financial professionals, we offer a comprehensive portfolio of products and services that help people secure their future and protect the ones they love. Our offerings include life insurance, disability income insurance, annuities, and protection products available to individuals through the worksite.
Affiliates & Subsidiaries	Wealth and Asset Management	<ul style="list-style-type: none"> <li>Individuals, families, and business owners</li> <li>Institutional investors, including public and private pensions, insurance companies, endowments, and sovereign wealth funds</li> <li>Plan sponsors</li> </ul>	<p>MML Investors Services LLC, our broker-dealer and registered investment adviser, offers an array of investment products, advisory programs, small business retirement plans, and fiduciary services, lending, and private wealth portfolio management to retail clients through a network of financial advisors.</p> <p>Our asset management subsidiary, Barings, is dedicated to meeting the evolving investment and capital needs of its clients and customers around the globe. Through active asset management and direct origination, Barings provides innovative solutions and access to differentiated opportunities across public and private capital markets. Barings also provides additional diversification, leverages many of our core strengths, and is a contributor to MassMutual's financial strength and dividend-paying ability. MassMutual Funds and MassMutual Private Wealth &amp; Trust, FSB add to our wealth and asset management capabilities by offering investment solutions, products, and services to the institutional market and investing public.</p>
Institutional Solutions	Financial and Risk Management Solutions for Institutions	<ul style="list-style-type: none"> <li>Banks and corporations</li> <li>Institutional investors</li> <li>Retirement professionals and plan sponsors</li> <li>Businesses</li> <li>Banks (BOLI)</li> <li>Corporate (COLI)</li> </ul>	<p>Solving complex institutional needs requires a dedicated, experienced partner that enables businesses to focus on what they do best while making them stronger for the long term. As a highly rated insurance and investment provider, MassMutual delivers the expertise and financial strength required to help our clients meet evolving needs. Using an innovative approach to solution design and a clear focus on client outcomes, we have earned a reputation as a premier provider of comprehensive protection and investment solutions.</p> <p>Our solutions include: BOLI, COLI, Funding Agreements, Stable Value offerings, and Pension Risk Transfer solutions.</p>

**MassMutual**  
Funds

**MassMutual**  
Private Wealth & Trust, FSB

**MassMutual**  
Investments

**MassMutual**  
Institutional Solutions

**MML Investors Services**

**BARINGS**

Securities, products, and services offered through registered representatives of MML Investors Services, LLC, (MMLIS), Member SIPC® (www.SIPC.org), Springfield, MA 01111-0001 or a broker-dealer that has a selling agreement with MML Distributors, LLC (MMLD), (Member SIPC), or MML Strategic Distributors, LLC (MSD), Springfield, MA 01111-0001. MMLIS, MSD, and MMLD, all Members FINRA (www.FINRA.org), are subsidiaries of MassMutual, Springfield, MA 01111-0001.

Insurance products issued by Massachusetts Mutual Life Insurance Company (MassMutual), and its subsidiaries, C.M. Life Insurance Company (C. M. Life) and MML Bay State Life Insurance Company (MML Bay State), Springfield, MA 01111-0001. C.M. Life and MML Bay State are non-admitted in New York.



To find out more, visit  
[MassMutual.com/annualreportpdf](https://www.massmutual.com/annualreportpdf)



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