

2022





AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. With a nationwide presence, AARP strengthens communities and advocates for what matters most to the more than 100 million Americans 50-plus and their families: health security, financial stability and personal fulfillment. AARP also works for individuals in the marketplace by sparking new solutions and allowing carefully chosen, high-quality products and services to carry the AARP name. As a trusted source for news and information, AARP produces the nation's largest circulation publications, AARP The Magazine and AARP Bulletin. To learn more, visit www.aarp.org/about-aarp/, www.aarp.org/español or follow @AARP, @AARPenEspañol and @AARPadvocates on social media.



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2022

Report from the AARP CEO

We believe that no one's possibilities should be limited by their age and that experience has value.



While COVID-19 was still with us in 2022, by the end of the year it was no longer viewed as a pandemic in most areas of the country. At AARP, we continued to address the multitude of needs that emerged during the pandemic, but also focused on helping people move on to a post-pandemic life.

Our most significant achievement was leading the fight to lower the cost of prescription drugs. This was our top priority, and we took on the big drug companies to achieve it. This is a huge victory for older consumers. We could not have achieved it without the support and engagement of our nearly 38 million members.

They flooded Congress with 4.5 million emails, 4.3 million petition signatures and 243,000 phone calls. And we delivered their stories – heart-wrenching accounts of the burden high drug prices place on so many of them.

We led the fight to pass the RAISE Family Caregivers Act which helps family caregivers meet the financial and emotional challenges that can undermine their well-being.

We informed our members about the 2023 Social Security COLA increase and advocated to reduce the 2023 Medicare premium. We also welcomed more than 2 million visitors to our AARP Virtual Community Center and attracted more than 757,000 attendees to 7,400 AARP State Office-led events.

We also expanded our AgeTech Collaborative™ to more than 100 participating organizations and more than 70 portfolio startups who are innovating new solutions to help people live better as they age. We launched a nonpartisan voter education campaign, *Voters 50+: Our Voices Decide*, to provide voters with nonpartisan, unbiased information on candidates' positions. And, with our new office of Diversity, Equity and Inclusion leading the way, we doubled down on our efforts to combat age discrimination and health and income disparities and to promote technology and digital equity for communities of color and vulnerable, under-served populations.

These are only a few of the significant accomplishments we achieved in 2022 as we continued to be a wise friend and fierce defender, helping people aged 50 and older achieve health security, financial resilience and social connections. These and many of our other accomplishments are detailed in this 2022 Annual Report, and I'm proud to share them with you..



Photo © Timothy Greenfield-Sanders

A handwritten signature in black ink that reads "Jo Ann Jenkins".

JO ANN JENKINS
Chief Executive Officer



A Franqui

ANNETTE FRANQUI
*Chair, Board of Directors, AARP
(retired 2023)*

Letter from the Board Chair

The AARP Board plays a vital role in support of AARP's mission. Working with AARP's CEO and Executive Team, we help to ensure AARP is financially sound, innovative, and in a strong position to help people 50-plus choose how they live as they age. The 2022 enactment of legislation lowering the cost of prescription drugs was an especially compelling example of the importance of AARP's work and a highly consequential victory for our members and all people aged 50-plus and their families. This accomplishment was the result of many years of hard work by

our volunteers and staff and was made possible by the financial support of AARP members. Having served on the AARP Board since 2014, I am also particularly proud of AARP's efforts to move caregiving from the shadows into the light of a public policy priority. In 2022, AARP continued to serve as a source of trusted information on subjects ranging from brain health to financial security. We promoted age-friendly communities that meet the needs of people across their lifespans.

I am proud of the work of our Board and AARP's leadership. Our productive relationship has been a building block for the achievements you will read about in this report.

2022 AARP Executive Team



JO ANN JENKINS
Chief Executive Officer



MARTHA M. BOUDREAU
Executive Vice President & Chief Communications and Marketing Officer



CLAIRE CASEY
*President, AARP Foundation
(Appointed 11/22)*



KEVIN J. DONNELLAN
Executive Vice President & Chief of Staff



SCOTT M. FRISCH
Executive Vice President & Chief Operating Officer



EDNA KANE-WILLIAMS
Executive Vice President & Chief Diversity Officer



JOHN LAREW
President & CEO, AARP Services, Inc.



NANCY LEAMOND
Executive Vice President & Chief Advocacy and Engagement Officer



DAVID MORALES
Executive Vice President & General Counsel



NANCY M. SMITH
Executive Vice President & Corporate Secretary



DEBRA WHITMAN
Executive Vice President & Chief Public Policy Officer

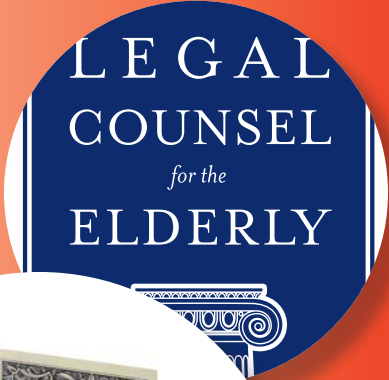
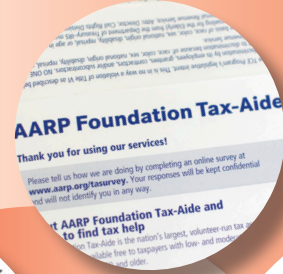
In 2022, the AARP Executive Team faced the challenge of bringing employees back into the workplace as the pandemic waned. As the Association's 2,300-plus employees began returning to their offices nationwide, the E-Team focused on employee engagement as a vital element of work satisfaction. Engaged employees are enthusiastic, support the organization's goals, and model its values. They find

meaning in what they do, which makes them passionate about their work. AARP's Executive Team was up to the challenge. They devised a hybrid plan that offered managers and employees flexibility in determining work schedules to best meet the organization's and each employee's needs while maintaining a high level of engagement and productivity. With their focus on the themes of togetherness and

pride, and their determination to remain visible, accessible and engaged with their teams, their leadership has been vital in developing and maintaining trusting, positive and strong working relationships across AARP during some of the most challenging years of the Association's history.

2022

AARP By the Numbers



Among the Successes:

- **AARP's Membership exceeded** the entire populations of Norway, Sweden, Denmark and Finland combined — and remained by far our nation's largest nonprofit, nonpartisan organization dedicated to empowering people 50 and older to choose how they live as they age.
- With nearly **6 million members** who have served or are currently serving in the U.S. military, AARP is our nation's largest Veterans support organization.
- More than **200 million** people visited AARP's website—www.aarp.org— in 2022. It has become one of America's most visited and most invaluable online sources of news and information.

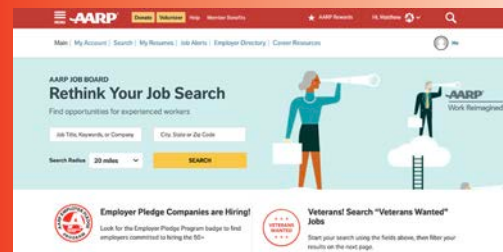
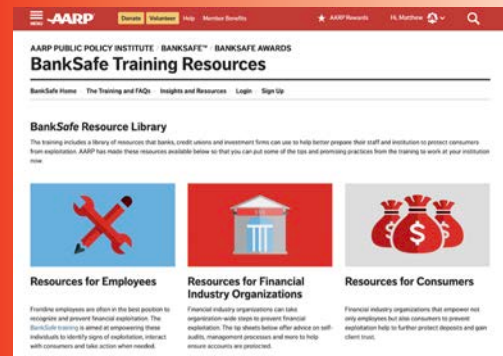
\$3.4M in Community Challenge Grants

90,000 Fraud helpline callers

over 2 million Virtual Community Center attendees

600,000 visitors

- AARP's world-renowned network of engaged **volunteers** reached **46,000** nationwide.
- The free **AARP Foundation Tax-Aide Program** served nearly **1 million** taxpayers in 2022 and helped secure for them **more than \$1 billion** in federal income tax refunds.
- AARP's new **Personal Technology Resource Center** helped **3 million** people sharpen their tech skills.
- Finance industry workers who completed training on AARP's online **BankSafe** tool helped older Americans save **\$200 million** from financial exploitation losses.
- Nearly **2 million** people consulted the **AARP Job Board** during their search for work.
- Nearly **90,000** people called the **AARP Fraud Watch Network Helpline** for advice.
- The **AARP Virtual Community Center** attracted over 2 million attendees to its live webinars on health, exercise, money, and fun.
- AARP awarded more than **\$3.4 million in Community Challenge Grants** to help make communities more livable.
- AARP State Offices held more than **4,000 virtual events** in 2022, the third year of the COVID-19 pandemic.



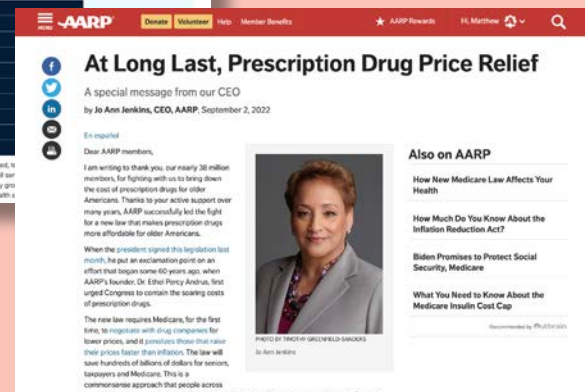
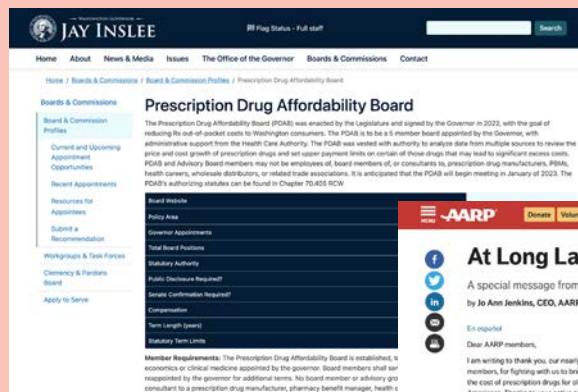


Key Achievement of 2022: Prescription Drug Price Relief

In 2022, AARP took on and beat one of the most entrenched and well-funded special interests in Washington – the big drug companies. By leading a massive, nationwide effort to keep the Rx drug price reduction proposals in the Inflation Reduction Act and get it passed, AARP helped bring millions of older adults much-needed relief from out-of-control prescription drug prices. The new law provides older Americans with peace of mind, knowing that the drugs they need to stay healthy — and, often, to stay alive — won't impoverish them. The new law will save hundreds of billions of dollars for seniors, taxpayers, and Medicare. It will also save lives. Medicare will finally be allowed to

use its buying power to negotiate for lower prescription drug prices and the drug companies will be penalized for raising their drug prices higher than inflation. It offers no-cost vaccines and limits the cost of insulin to \$35/month for people on Medicare; And, beginning in 2025, those on Medicare won't have to pay more than \$2,000 a year for their medications. It also will make many vaccines, such as those for shingles, available at no cost in Medicare. This was truly a historic game changer for older consumers. Drug companies have for decades charged Americans three times what people in other countries pay for the same medications. Now at long last that's beginning to change.





Continued Success at the State Level:

- In 2022, 11 AARP State Offices reported 14 prescription drug advocacy victories to stop price gouging, increase access and affordability, close loopholes, support price transparency, and improve access to vaccines. Examples:
 - Washington state created a Prescription Drug Affordability Board to evaluate prices and set limits on what individuals, state agencies, and insurers must pay.
 - New York now allows pharmacists to substitute interchangeable biosimilar medications resulting in better access to affordable drugs.
- From 2018-2022, AARP State Office advocacy efforts contributed to the passage of more than 240 measures related to the high cost of medications across all 50 states. They include laws allowing prescription drugs to be imported, creating affordability boards as noted above, and capping out-of-pocket costs of some drugs, notably insulin.

ENGAGING LOCALLY: REACHING AMERICANS WHERE THEY LIVE

- COVID-19: Moving On
- Voter Engagement: “Our Voices Decide”
- Building Livable Communities
- Empowering Veterans, Military and their Families
- Social Connections
- Fun and Fulfillment



COVID-19: Moving On

By the end of 2022 AARP began to move on to assess the longer-term impact of the pandemic. While COVID-19 was still with us (and likely will continue to be part of our lives), AARP began to address the lessons learned from the pandemic. The COVID-19 pandemic had clearly underscored older Americans' need for a "wise friend and fierce defender" in the years ahead by exposing and in many cases accelerating long-term trends that AARP had already been tracking. These include myriad vulnerabilities and disparities in financial and health security, social isolation and loneliness, use of technology, and the need for continued innovation. But, above all, what really became clear was that, as a society, we simply were not prepared for the rapidly growing numbers of today's Americans who are living well into their 80s

and 90s. The fastest growing age group in the United States is people over the age of 85. AARP had been saying for years, for example, that nursing homes and other long-term care facilities and supports were understaffed. After three years of COVID, these facilities were nowhere near where they need to be in terms of capacity, staffing, and safety to meet current and future demands. As a result of the pandemic, an estimated one in three Americans became family caregivers practically overnight, carving out time to care for older family members who needed extra help on top of children who couldn't go to school or daycare. What we have witnessed in the three years of COVID has enabled AARP to create a much clearer and, we believe, more effective blueprint for what we must tackle in both the near- and long-term future.

Also Revealed:

- **We Hadn't Come Close to Destigmatizing Aging:** We saw clearly that our society is not ready to reap the benefits of the millions of additional healthy and vigorous older people. Opportunities to work and stay socially connected will be vital to maintaining their physical and mental health and financial security.
- **Mental Health is Seen as Vital as Physical Health:** The pandemic took a terrible toll on the mental health of millions of older Americans. Stress, fear, loneliness. . . Safeguards must be put in place to protect their mental health as well as their physical well-being.
- **Effectiveness and Expansion of Tele-Health:** The pandemic drove a huge increase in tele-medicine, with many providers and patients being able to connect online or by phone instead of in-person. This option makes accessing care much easier for many older Americans and must be fully integrated into our healthcare system.

AARP State Offices Succeed at Protecting the Right to Vote

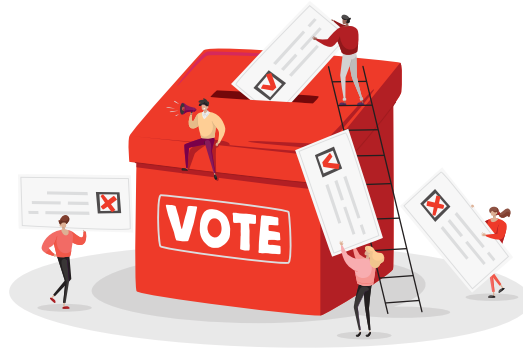
AARP State Offices in over 12 states reported 17 advocacy wins relating to voters' rights in 2022; successfully preventing state legislatures from passing restrictive laws and broadening access to alternative voting methods. For example:

- > Michigan launched a successful voter education campaign that led to the defeat of a ballot initiative that could have exposed voters to identity fraud by requiring that they submit copies of identifying documents with their absentee ballot application.
- > South Carolina implemented no-excuse early voting, allowing older voters the opportunity to vote ahead of election day and avoid long wait times for the first time in the state's history.

Voter Engagement: “Our Voices Decide”

In 2022, AARP continued its long and proud tradition of voter education by launching its **Voters 50+: Our Voices Decide** campaign. We provided more than 100 million Americans aged 50-plus and their families with nonpartisan and unbiased information on the candidates' positions on AARP's policy priorities. And, at a time when many states and localities were changing their voting laws and procedures, AARP provided critical information on where, when, and how to vote. AARP also made sure that candidates and influencers knew that voters aged 50-plus are the most powerful, pivotal, and reliable voting bloc in the country by releasing an extensive series of state and congressional district polls. We also created the **In My Shoes** blog, which gave

thousands of voters 50-plus an opportunity to share their own personal stories, giving candidates greater insight into their daily life, the stress they feel about the future, and the extent of their fears of being ignored. And AARP published the research series, **She's The Difference: The Power of Older Women Voters**, that focused on the needs and concerns of women 50-plus. For the record, AARP has never: endorsed or opposed candidates or elected officials; given money to political parties, campaigns, candidates, or elected officials; maintained or donated to Political Action Committees (PACs); or told people who to vote for.



Building Livable Communities

AARP research has long demonstrated that a large majority of 50-plus Americans want to remain in their homes and communities for as long as possible as they age. But to be able to do so, their communities must be “Livable” or “Age-Friendly.” Such communities include features like mixed-use zoning, safe and varied transportation options, and diversity of housing types. They include public spaces that benefit everyone. They also provide access to essential businesses, such as grocery stores. Since communities are unique in size, geography and many other factors, each requires tailored solutions to make them livable for people of all ages. In 2022, the landmark **AARP Community Challenge Grant** program awarded \$3.4 million to support 260

projects nationwide. These grants benefit neighborhoods across the country by focusing on core livability issues and by advancing and leveraging new federal community livability laws. AARP’s **Livable Communities Technical Assistance Program** also delivered 100 engagements, providing communities with specialized, on-demand support for livability issues. In 2022, AARP also launched its redesigned **Livability Index**, the groundbreaking tool that scores every neighborhood and community in the United States for the services and amenities that affect people’s lives the most as they age. It features an easier-to-use interface, along with new data and livability scores.



AARP State Office Activities:

- AARP State Offices worked across the country delivering local advocacy victories that will enable more housing options, increase access to transportation services, improve public spaces and more.
- In 2022, new supports were developed to advance change nationwide through the 700-plus communities, nine states and one U.S. Territory enrolled in the **AARP Network of Age-Friendly States and Communities**. The elected leadership of these states and communities have made commitments to actively work with residents and local advocates to make their jurisdictions age-friendly places to live.
- AARP State Offices also supported the implementation of recently enacted federal community livability laws at the local level through resources like publications, webinars, toolkits, and technical assistance.



Reporting for Duty: K9 Rescue

Empowering Veterans, Military and Their Families

AARP's Veterans and Military Families (VMF) Initiative had a banner 2022. AARP created or updated articles in all four of the initiative's major focus areas — Caregiving, Fighting Fraud, Securing Employment, and Connecting to Service Benefits — on behalf of AARP's nearly six million members who have served or are currently serving in the U.S. military and their families. In January, VMF launched the **Veterans & Military Spouses Job Center**—a one-stop-digital-platform with easy-to-use tools and online classes to help the audience gain an edge with their personal employment brand, overall job search, and free resources to start a business. In April, we launched a new online **Veterans Fraud Center** as part of **Operation Protect Veterans**, to help safeguard veterans and military from scams, fraud, and identity theft. And following enactment of the Promise

to Address Comprehensive Toxics (PACT) Act, VMF introduced a new mobile-friendly **Veterans Health Benefits Navigator** to help veterans, families and their caregivers learn more on how to access U.S. Department of Veterans Affairs (VA) health benefits and specialty care options for men and women. It also includes other health access avenues, such as Tricare, Medicare, Affordable Care Act plans. The **Navigator**, which adds to AARP's growing library of free **Military Veteran Guides** and other resources available in English and Spanish, received an overwhelming positive reception at the Hispanic/Latino American GI Forum and National Association of Black Veterans Conference.



➤ In August 2022, AARP launched a new twice-monthly newsletter, the **AARP Veteran Report**. It's free for subscribers and celebrates the military through telling personal stories of uniformed service to our country while also providing practical help in areas such as health, money, work and benefits.

➤ VMF continues to collaborate with AARP Studios and AARP Publications on new offerings so AARP State Offices and other units can share broadly in the military veteran service & support space with most content housed at [AARP.org/Veterans](https://www.aarp.org/Veterans).

➤ The AARP Studios YouTube series, “**Reporting for Duty**,” which tells unique stories of veterans, past and present, has become the highest performing video series on AARP’s YouTube channel.

Key Accomplishments:

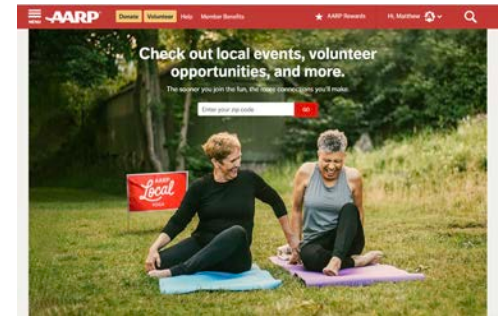
- • The annual **AARP Movies for Grownups Awards** has become an important event in Hollywood. The awards show honoring the best performances of 2022 was televised on **PBS** in February 2023. **Jamie Lee Curtis** was honored with the 2022 Career Achievement Award.
- • **MFG** screened 71 films virtually in 2022 and averaged over 3,400 engagements and 1,800 attendees per film. In July 2022, MFG relaunched its in-person screening program with 22,613 registrations and 11,739 attendees.
- • **WOL fulfills wish for Tuskegee Airman:** In 1949, the Air Force held its first “Top Gun” competition for top fighter pilots. It included a team of African Americans from the 332nd Fighter Group, the **Tuskegee Airmen**. The team won the group portion of the meet, but it wasn’t formally noted. In 2022, after 73 years, WOF arranged to grant the commanding colonel’s wish of receiving recognition for his team’s victory.

Social Connections

The pandemic created many new and serious challenges, not the least of which was greatly increasing social isolation among people of all ages, particularly among those 50-plus. Studies have found the health risks of social isolation for many can be more harmful than obesity, and prolonged isolation can be equivalent to smoking 15 cigarettes a day. In 2022, AARP continued expanding our efforts to increase opportunities for social connections among people 50-plus by facilitating easier-to-find social opportunities and virtual and in-person AARP social connection events. We also continued our “wise friend” role by offering pandemic information and connecting people 50-plus with national, state and local experts who shared the latest



information about vaccines, staying safe, managing finances, caring for loved ones and much more. 2022 was a banner year for AARP’s **Office of Community Engagement** with 7,400 AARP State Office-led events (90 percent of which were virtual), attracting 757,000 attendees — a 15 percent increase over 2021. With more than 2 million unique visitors and over 1,300 virtual events, the **AARP Virtual Community Center** on the aarp.org website attracted 4 times as many visitors in 2022 as it did in 2021. The Center offers free, interactive online events and classes from numerous sources—all designed for learning, self-improvement, and fun, like yoga and the small business “boot camp.”



Fun and Fulfillment

Much of what AARP does is focused on meeting the “needs” of people 50-plus. The Association’s Fun & Fulfillment activities address “wants” along with needs and strive to create a sense of social connection among the 50-plus community. AARP has demonstrated increasing success in bringing members and others 50-plus moments of happiness, connection, fun and fulfillment. 2022 was a year of transitioning from only “virtual” activities of the pandemic years to reintroducing the “in-person” and “real” activities we hope will be here for many years to come. Prime examples were AARP’s **Movies for Grownups**® (MFG) screening program and **Wish of a Lifetime from AARP** (WOL) programs. Through MFG’s nationwide screening program, attendees had opportunities to socially connect and create a community of film fans both in-person and online. This includes classic movies and exclusive

showings of films not yet in theaters. Films are selected because their storylines have a particular appeal to older audiences. All MFG screenings were free for both members and nonmembers and took place both virtually and in theaters across the country. Since the inception of the Movies for Grownups screenings program in 2012, in-person and virtual screenings have reached over a million 50-plus moviegoers across 50 states and more than 350 communities.

WOL makes lifelong dreams come true. Since 2008, WOL has made over 2,000 wishes become real for older residents of all 50 states – nearly 200 in 2022. By bringing WOL into the AARP family as a charitable affiliate in 2020, AARP has enabled the program to reach many more people, both wish applicants and those who want to offer help.

- The AARP **Event Snapshot** e-newsletter, which features the best of AARP’s virtual events, surpassed 75,000 subscribers in 2022.
- **AARP Foundation** launched **Connect2Affect** (connect2affect.org) which provides visitors with research and tips on staying connected, along with an assessment that allows users to evaluate their isolation risk (or that of a loved one) and get guidance on how to strengthen their social bonds.
- AARP established a new public-private coalition with the federal **Administration for Community Living** to connect older adults and people with disabilities with services and supports to build the social connections they need to thrive.



FINANCIAL RESILIENCE

- Work and Jobs
- Fraud Prevention
- Savings and Planning and Help with Personal Finances
- Social Security and Medicare
- Housing and Food Security

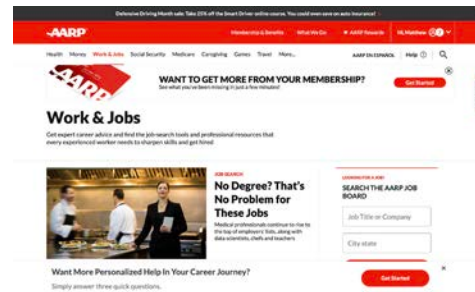


Work and Jobs

Of all the segments of society impacted by the COVID-19 pandemic, one of the most disrupted was work and jobs. While AARP has a long history of advocating for older workers and a multigenerational workforce, in 2022, this effort took on a new urgency. AARP responded by ramping up its commitment to be a “wise friend and fierce defender” of older workers and advocate for creating a more multigenerational workforce. We aggressively promoted AARP’s programs, offerings and resources that help older workers navigate job searches and career paths; fight back against age bias; and increase protections. We also continued our work with employers here in the US and across the globe to foster age-diverse workforces that value experience.

As the number of older workers is projected to grow substantially over the next decade,

AARP research shows that, in the end, older workers want to continue to learn new skills, grow professionally in their careers, and use their skills and talents. A high percentage believe that they have much yet to accomplish in their careers. They are seeking employers that consider their overall well-being and can help them achieve the work-life balance they desire. Our **Work & Jobs** website – www.aarp.org/work – is the starting point for bringing them together. One example: Through our **Living, Learning and Earning Longer (LLEL)** initiative, we work with employers to help them identify and implement promising policies and business practices, with a focus on recruiting, retaining and investing in a multigenerational workforce.



- We launched the **AARP Skills Builder for Work** platform. It offers 8 free courses for older adults to gain in-demand skills, take self-paced online classes, and earn certificates. Users have access to over 300 other courses in fields such as Digital Marketing and Non-Profit management.
- An initiative called the **Business Case for Healthy Longevity** was launched to help employers transform workplaces into ones that will foster greater health, longevity and well-being across the life course.
- In 2022, the **AARP Employer Pledge Program** saw an average of 380 percent month-to-month growth over 2021. It helps experienced workers and those reentering the workforce to identify companies that have pledged to hire older candidates and offer them the kinds of work environments they desire.

Fraud Prevention

In 2022, the **Federal Trade Commission (FTC)** reported that total losses from fraud cases reported by more than 467,000 people age 60-plus in 2021 had exceeded \$1 billion. Among the fastest-growing scams are those involving gift cards, which are popular with seniors. Consumers reported losing \$233 million to gift card scams in 2021, with the average per-victim loss increasing from \$700 in 2018 to \$1,000 in 2021. The **AARP BankSafe** initiative creates industry interventions, employee trainings and other promising practices to help the financial industry identify and stop financial exploitation. In 2022, it helped stop an estimated \$90 million in financial theft from older adults. Employees working for organizations that earned the **AARP BankSafe trained seal** in 2022 are protecting more than 50 million consumers. In 2022, AARP also launched two new **BankSafe** training courses and other intervention resources aimed at

equipping major U.S. retail employees – at no cost — with the tools needed to spot and stop gift card and wire-transfer exploitation. Walgreens and Best Buy have both signed on as inaugural retailers. AARP also collaborated with the **FTC**, the **Securities and Exchange Commission**, and the **Department of Homeland Security’s Cyber and Infrastructure Security Agency** on various events throughout the year to raise consumer awareness on a wide range of scams, including identity theft, investor fraud, and cyber security.

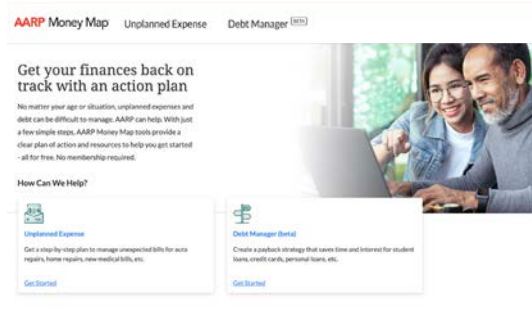
- About 90,000 people called the **AARP Fraud Watch Network Helpline**. And AARP’s award-winning podcast, **The Perfect Scam** had 1,967,323 downloads and is now available on Facebook.
- The **AARP Fraud Watch Team** promoted its new victim support program, **Resilience, Strength and Time (ReST)**, which aids the emotional impact from the fraud experience.
- The **AARP Fraud Watch Team** was the primary sponsor of the **International Association of Financial Crimes Investigators** annual training conference.
- AARP presented to the **Fraud Working Group of the Treasury Department’s Office of the Comptroller and Currency**, about steps financial organizations should take to better protect consumers.



Savings and Planning, Help with Personal Finances

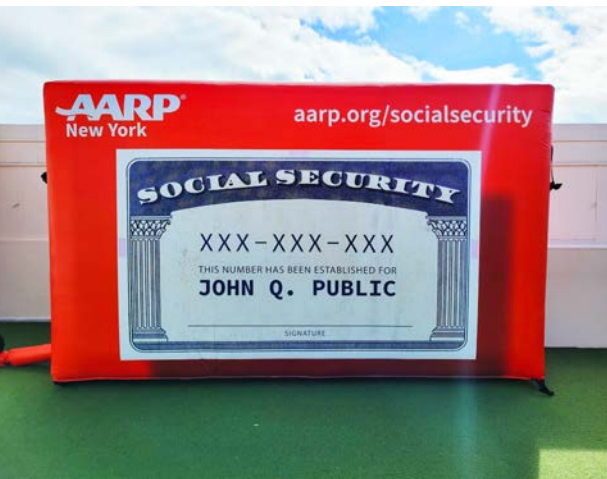
The pandemic made it even tougher for millions to save for retirement and deal with family financial challenges in general. AARP addressed this problem through its **Work & Save** campaign, a nationwide advocacy effort to make it easier for workers to save for retirement. Nearly half of American workers—some 57 million—had no access to a retirement savings plan through their employers, forcing them to rely on Social Security, which was never meant to be the only source of income for retirees. Work & Save programs offer workers a simple way to save for retirement through their employer. Through 2021, 14 states and two cities

(New York City and Seattle) had passed Work & Save programs. AARP State Offices were instrumental in both advocating for these Work & Save programs and helping to guide implementation. In 2022, two more states followed their example. The new **Hawaii Saves** program will enable up to 200,000 workers to save through a payroll deduction at work. The first 50,000 workers to opt in will receive a \$500 match. And **Delaware EARNs** will benefit up to 150,000 workers who do not have access to a retirement plan at work.



AARP Money Map™ Expansion Continued

- In 2022, we continued to refine **AARP Money Map™**, our groundbreaking, free online tool that helps users develop an action plan to help them deal with an unexpected expense, manage their debt, save for the future or build a budget. For the year, the tool helped nearly 50,000 users take an action to improve their financial health and by year's end, over 100,000 users had registered on **AARP Money Map** since November 2019.
- Today, **AARP Money Map** users can track their financial goals on a personalized dashboard and earn **AARP Rewards**, a free loyalty program where users earn points for prizes and merchandise discounts, while managing their family budget and building savings. The tool is also available in Spanish.



Social Security and Medicare

In the minds of millions of Americans, past and present, AARP and the Social Security and Medicare programs have been firmly intertwined. Social Security (1935) and Medicare (1965) comprise the critical foundation of financial resilience for most older Americans. In 2022, more than 22.4 million people, or 42 percent of individuals 65 and older, lived in families that relied on Social Security for at least half of their income. And more than 10.7 million, or 20 percent, lived in families that relied on the program for at least 90 percent of their income. Medicare also provided health insurance coverage for over 60 million individuals. AARP had long-ago earned its reputation as a wise friend of consumers with our trusted information on how to understand and navigate these programs.

We are also a fierce defender of Social Security and Medicare in the seemingly never-ending political battles against those who sought to reduce benefits via lower **cost-of-living-adjustments (COLAs)**, or to privatize the programs, either in part or entirely. In 2022, AARP's efforts to inform the public about the 2023 Social Security COLA included over 1,800 media placements, AARP advocated to reduce the 2023 Medicare premium paid by Social Security recipients from their COLA, and our efforts to inform the public of this COLA change included nearly 310 million impressions in print, radio, and television, in English and Spanish.

- AARP's **Turnkey Programs** team hosted the first combined Medicare and Social Security online event: "**How to Get More Out of Your Medicare and Social Security Benefits**," 92 percent said they came away better equipped to make decisions regarding their benefits.
- The March 2022 **AARP Bulletin's** featured coverage on the **Future of Social Security** made the issue one of the publication's best performing in recent years in terms of content satisfaction and interest among readers.
- In collaboration with AARP Foundation, AARP disseminated culturally appropriate information on **Medicare Savings Programs** in multicultural communities, reaching over 135,000 low-income seniors and garnering six times the forecasted unique visitor views.

Housing and Food Security

The tragic and visible extreme cases of people living on the sidewalk and begging for money to buy food often mask the much broader problem of growing numbers of older adults having to struggle to afford a safe, comfortable home; and maintain consistent access to enough quality food for a healthy life (defined as “food insecurity”). The challenges of COVID-19 spurred AARP to redouble our commitment to affordable housing and food security for all older Americans. The pandemic resulted in an unprecedented rise in housing costs, with home prices alone rising 38.6 percent. In 2022, AARP advocated strongly for accessory dwelling units, or ADUs, which are particularly suited to the needs of older homeowners. They allow a small separate unit inside or outside the home which

can be used to supplement their fixed incomes, or to house a family member or caregiver. AARP testified on ADUs before a U.S. Senate Committee and presented at the White House Forum on ADUs. Before the pandemic, over 9 million older adults were experiencing food insecurity. While the numbers leveled off for some groups during the pandemic due to extra federal support for nutrition programs, food insecurity increased among others, including older Black and Hispanic households. In 2022, AARP focused on efforts to increase enrollment of those eligible for **Supplemental Nutrition Assistance Program (SNAP)** benefits, a crucial ingredient in the food budgets of 8.7 million low-income households with 50-plus adults.

ADDITIONAL AARP STATE OFFICE EFFORTS:

- AARP State Offices across the country advocated for adoption of more flexible land use policies that allow homeowners to construct ADUs. They are also educating AARP members and local leaders about the benefits of ADUs.
 - AARP’s Illinois State Office built a “pop-up” ADU to showcase across multiple cities.
 - AARP’s Florida State Office helped convince Miami-Dade County to legalize ADUs. Nearly 200,000 properties were impacted.
- Our State Offices in New York and Texas were first to conduct successful AARP advocacy campaigns for implementation of the **Elderly Simplified Application Project (ESAP)**, which allows states the flexibility of choosing from a bundle of options aimed at making it easier to apply for SNAP.

HEALTH SECURITY

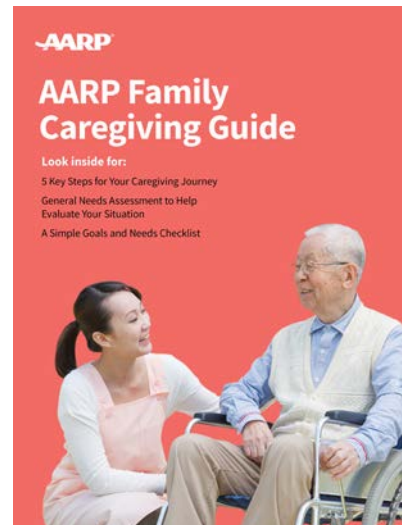
- Family Caregivers
- Nursing Home Crisis
- Affordable Health Care, Medicaid
- Leading Voice for Brain Health



Family Caregivers

In 2022, an estimated 48 million unpaid family caregivers expended enormous efforts on behalf of their loved ones, enabling millions to remain in their homes and communities. This care often came at significant personal cost and with little guidance and support. AARP has estimated the value of their unpaid care at \$600 billion annually nationwide. These family caregivers provide in-home medical care and perform nursing tasks, on top of a wide range of duties that include help with eating, bathing and dressing, household chores, coordinating appointments, transportation, meal preparation, paying bills and managing finances, and shopping. In 2022, survey results on the behaviors of U.S. caregivers aged 18 and over found that 55 percent of caregivers use AARP resources and over 90 percent find them to be very helpful. The survey also found that

AARP is more effective at reaching younger caregivers than previously believed. AARP had led the fight for bipartisan legislation creating the Department of Health and Human Services (HHS) **Recognize, Assist, Include, Support, and Engage (RAISE) Advisory Council**. In 2022, the Council released a first-ever **National Strategy** to better support family caregivers. HHS' strategy includes nearly 350 actions that the federal government will take and more than 150 actions that state, local, and other stakeholders can take.



- AARP's 13-market pilot **Caregiver Outreach Program** with **United Way** offers caregivers AARP resources and local support by dialing 2-1-1. In 2022, the program reached nearly a quarter of the U.S. population, 98 percent of caregivers reported that the program helped them with their needs, and activity was underway to expand the program in up to 20 more markets.
- In 2022, 47 AARP State Offices reported 201 advocacy victories on caregiving issues. For example:
 - o California now allows employees to take either unpaid family leave, medical leave, or sick leave to care for a loved one; and
 - o Puerto Rico launched a legislative task force to investigate the role, challenges, and needs of their family caregivers.



Nursing Home Crisis

As 2022 drew to a close, the nation's nursing home crisis showed few signs of abating. Some 175,000 nursing home residents had died from COVID-19 since the pandemic began in 2020. This devastating number of losses exposed longstanding and serious deficiencies in the staffing, design, and operation of long-term care facilities. The industry had shed roughly 235,000 of the nursing home workforce (roughly 15 percent) when staffing shortages had already long existed. With the number of adults age 85 and older projected to reach 19 million in 2060, up from 6.5 million in 2016, more people will need care in their homes and communities in the future, and possibly some in nursing

homes. Staffing is critical for quality care. Some facilities have halted admissions or closed due to staffing shortages or other factors. Fundamental reforms are needed. A wide range of issues must be addressed. AARP is working to improve staffing in nursing homes, increase transparency and accountability, and improve quality of care. AARP will continue to fight so that people can get the care they need and live with independence, security, and dignity.



Valuable Resources

By the end of 2022, AARP had developed numerous resources to help people find the nursing home care options available today, to better understand their current choices, and to keep abreast of reform efforts. Examples:

- **AARP Nursing Home Hub:** AARP's extensive collection of news articles and advice columns on nursing home care is available at aarp.org/nursinghomes.
- **AARP's Nursing Home COVID-19 Dashboard** has tracked COVID-19 cases, vaccination rates, staffing shortages, and deaths in each state's nursing homes. aarp.org/nursinghomedashboard
- **AARP State Offices:** State level activities can be identified on AARP's interactive caregiving map at aarp.org/caregivingmap.
- **AARP's Long-Term Services and Supports (LTSS) Choices Series** offers reports, blogs, videos, podcasts, and virtual convenings that identify LTSS improvements at aarp.org/ltsschoices.

Support for Medicaid in 2022

- AARP offered a blog and fact sheets, and hosted webinars to support Medicaid expansion activities.
- AARP State Offices reported 13 Medicaid-related successful advocacy efforts in 13 states, and engagements in 22 states. Examples:
 - o Medicaid was expanded in South Dakota through a ballot initiative following a strong advocacy campaign led by AARP's South Dakota State Office. An estimated 42,500 more individuals could gain coverage as a result.
 - o New Hampshire established an adult dental benefit under the state's Medicaid program.

Affordable Health Care, Medicaid

AARP's founder, Dr. Ethel Percy Andrus, said, "We maintain that it is the responsibility of society to make available to every older person the best and the least expensive types of medical protection." More than six decades later the COVID-19 pandemic highlighted issues of health equity in the United States that remind all concerned of how far we still have to go before all 50-plus Americans can afford and get the quality health care they need. AARP responded by strengthening and expanding our efforts to achieve our elusive goal of access to affordable quality health care for all. In 2022, we began by generating new content on our website (aarp.org) to promote **Affordable Care Act (ACA)** enrollment. AARP achieved a top Federal advocacy priority for 2022 with enactment of expanded ACA subsidies for 3 years in the **Inflation Reduction Act**. These

subsidies keep coverage affordable for more than a million 50- 64-year-olds. AARP also released publications (paper, video, infographic and blog) on the impact of expanding **ACA tax credits**; and on **surprise medical billing** (example: a patient is shocked to discover that one of their treatment providers, such as an anesthesiologist, was out-of-network and their insurance plan covers only a small portion of the charges). AARP also released a national survey of affordability and health care cost challenges for people aged 50-plus.



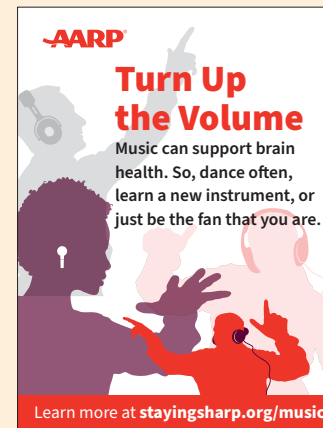
Leading Voice for Brain Health

AARP's **Policy and Brain Health (PBH)** team has been working to establish AARP as the nation's leading voice for brain health. In 2015, AARP collaborated with **Age UK** to create the **Global Council on Brain Health (GCBH)**. Its purpose is to provide trusted information on how to maintain and improve our brain health, based on the latest scientific evidence provided by scientists, doctors, scholars and policy experts from around the world. In 2022, PBH released the GCBH report, **How to Sustain Brain Healthy Behaviors**, providing a framework on how to better promote and encourage brain-healthy lifestyles for individuals, communities and policymakers. PBH also published a **National Databook on Aging and Brain Health**, released new educational videos on dementia and delirium, and contributed to the **World Health**

Organization's first position paper on brain health. Also in 2022, AARP CEO Jo Ann Jenkins participated in a briefing with congressional leaders to announce an important milestone long-advocated by AARP: The Department of Health and Human Service's **National Alzheimer's Risk Reduction Goal**. And AARP deepened our engagement in the dementia technology space, notably sponsoring the new **Longitude Prize on Dementia** alongside **AARP Innovation Labs**. AARP also enlarged our social media footprint and communications outreach efforts while expanding the **6 Pillars of Brain Health** workshops across the country conducted by AARP State Offices.



- Hosted a **3-part meeting series** exploring issues of **equity and brain health**, bringing together experts from around the world. Convened subsequent **lived experience roundtable** to ensure diversity, equity and inclusion perspectives are incorporated into the forthcoming report.
- Guided AARP's music and brain health efforts including the award-winning virtual concert series, and the **NeuroArts Blueprint Initiative**.
- Expanded our support for engagement on brain health issues at the state level, with more than 750 state events with 40,000 participants in 2022.



A high-angle photograph of a man and a woman lying on a grey sectional sofa in a living room. Both are wearing white VR headsets and smiling. The woman is on the right, wearing a green sweater and blue jeans. The man is on the left, wearing a green t-shirt and blue jeans. On the floor in front of them are two black VR controllers, a tablet, and a white box. Sunlight streams in from a window with white blinds in the background. A red vertical bar is on the left side of the image, containing white text.

INFORMATION, RESEARCH, INNOVATION, THOUGHT LEADERSHIP

- Trustworthy Information and Research
- Innovation
- Global Thought Leadership

Trustworthy Information and Research

In 2022, AARP's Policy, Research and International group (which includes the **Public Policy Institute (PPI), Research, Office of Policy Development and Integration (OPDI), AARP International, Thought Leadership and Policy & Brain Health teams**) again provided the foundation for AARP's reputation as the nation's leading source of trusted, credible, defensible research and information about people aged 50 and over. They produced a wide variety of research insights, policy analysis and solutions to address older adults' needs for financial security, health care, and improved quality of life — and to better understand the motivations, interests and behaviors of people 50-plus. Cited throughout this Annual Report are many examples. With in-person events returning, AARP stepped up efforts to make our widely respected experts a more visible and sought-after presence in the media and at national and international events. As 2022

ended, they had been featured at recent important events such as the National Press Foundation's "Living Longer" event and the White House Conference on Food Security. They also began writing blogs that were promoted by, and linked to AARP national press releases. Prominent among AARP's publications and multimedia offerings providing trustworthy information in 2022 were **AARP The Magazine**, the nation's largest-circulation and most-read magazine; **AARP Bulletin**, the definitive news source for members and people aged 50-plus; an award-winning website, **www.aarp.org**; AARP television, video and podcast programming; special interest newsletters; **AARP Books**; and **AARP en Español**, a Spanish language website.



- AARP released a groundbreaking **Global Longevity Economy® Outlook** report that featured research conducted by **Economist Impact**. Among the findings: The 50-plus population's contribution to global gross domestic product (GDP) is expected to more than double over the next 30 years, to 39 percent, despite being about a quarter of the world's population.
- AARP created new, award-winning video series, **AARP Policy Now**, that highlights new PPI reports each month. It garnered well over 4 million views.
- AARP's new book, **The Whole Body Reset**, became a national bestseller. Author Stephen Perrine is executive editor for AARP the Magazine and the AARP Bulletin. Developed by AARP and approved by an international board of doctors, nutritionists and fitness experts, it offers six simple secrets and scores of recipes.



Example of Innovative Offer to Members

- AARP members now have access to a provider that offers the full scope of a physical therapy clinic in the living room where patients can meet with a licensed physical or occupational therapist on video calls and then enter a 3-D world of guided exercises and interactive games. It's already been approved by the Food and Drug Administration.

ASI: Where AARP Innovation Meets the Marketplace:

- AARP Services, Inc. (ASI) is where innovation meets the retail marketplace for AARP members and all consumers in the 50-plus population. AARP's wholly-owned, for-profit subsidiary utilizes advanced data science capabilities, deep insights on people 50-plus, and creative expertise to build lasting relationships with established providers to develop and offer AARP members their world-renowned benefits, along with innovative products and services for all consumers aged 50-plus to improve their lives.

Innovation

The AARP Innovation Labs team has discovered and mentored some of the best early-stage startups tackling society's most pressing aging issues. The Labs team identifies promising startups and offers them insight into the "AgeTech" market, the rapidly growing category of technology solutions designed to meet the growing needs of those 50-plus, along with access to resources designed to help them succeed. The AgeTech market is the growth opportunity of the future as global aging is transforming economies around the world. Over the next two decades, people age 65 and older will nearly double to more than 72 million—or 1 in 5 Americans. Most 65-year-olds today will

live into their 90s. AARP's Global Longevity Economy® Outlook study, shows people aged 50 and older contributed \$45 trillion in global GDP in 2020, and that number is expected to grow to \$118 trillion by 2050. AARP took a giant leap forward with our launch of AARP's AgeTech Collaborative™ in 2021. It's an unparalleled innovation ecosystem that brings together cutting-edge thinkers from throughout the longevity tech space to champion startups offering meaningful advances to help everyone choose how they live as they age. By the end of 2022, the AgeTech Collaborative™ had grown to more than 100 participating organizations and was supporting more than 70 portfolio startups.



Global Thought Leadership

The influence and impact of AARP is not limited to the United States—it extends worldwide. Throughout 2022, AARP’s Global Thought Leadership (GTL) and AARP International teams continued working to expand AARP’s status as a global thought leader by challenging the status quo, cultivating new ideas, and inspiring bold solutions to shift the paradigm in areas of health, wealth, and productive opportunity so everyone can make the most of a longer, healthier, life. GTL assembled experts to inspire different ways of thinking, influenced conversations by working with non-governmental organizations (NGOs), civil societies, and corporations. GTL also cultivated strategic relationships and fostered dialogue with diverse voices around the world that sparked systemic change. In 2022 GTL entered new arenas around the world by creating

roles for AARP where none had previously existed. For example, GTL has taken on the issue of “healthy longevity” in several ways. One is healthy longevity in the workplace. Our **2022 Thought Leadership Summit: Building a Competitive Future for All: The Business Case for Health & Longevity** (www.aarpinternational.org/events/thought-leadership-conference-2022) convened global employers to examine the workplace as a social determinant of health and to understand how harnessing the contributions of people living longer, healthier lives can boost their bottom lines – and economies.



FP Event: Harnessing the Potential of Population Aging

OCTOBER 12, 2022 | WASHINGTON, DC

FP
HARNESSING THE POTENTIAL OF POPULATION AGING
Insights and Opportunities for Development Finance

OCTOBER 12

AARP

Insights and Opportunities for Development Finance

Earlier this year, new projections from UNDESA revealed that by 2050, the proportion of people over 65 years old will rise to 16 percent of the global population, compared to 10 percent in 2022. These demographic trends are affecting countries and economies around the world. The economic costs of inadequate preparation for population aging could be significant. Additionally, economists predict that fiscal and monetary

IN PARTNERSHIP WITH

AARP

- AARP was a leader and principal sponsor of the National Academy of Medicine’s (NAM) **Global Roadmap for Healthy Longevity** (<https://nam.edu/initiatives/grand-challenge-healthy-longevity/global-roadmap-for-healthy-longevity/>) to promote healthy longevity at a societal level through evidence-based recommendations. Its Roadmap Report was released in June 2022. The Thought Leadership team is working to amplify these recommendations both domestically and abroad.
- AARP International released its **Aging Readiness & Competitiveness (ARC) 4.0** report, with data and analysis by **Economist Impact**. It focuses on achieving equitable health in a rapidly aging world.
- With partner **Foreign Policy Analytics**, AARP International held two roundtables with international institutions and multilateral development banks and released a report, “**Harnessing the Potential of Population Aging: Insights and Opportunities for Development Finance.**” It explores ways these institutions can make planning decisions through a longevity lens.

A diverse group of business professionals in a meeting, smiling and engaged in conversation. The image is split into two halves: the left half is a red-tinted background with a blurred image of a woman, and the right half shows a clear image of four people (three men and one woman) in business attire, smiling and looking towards the right. The woman in the foreground is pointing towards the right.

DIVERSITY, EQUITY AND INCLUSION (DEI)

- AARP's Commitment to DEI
- In AARP's Workforce
- In AARP's Workplace
- In the Marketplace

AARP's Commitment to Diversity, Equity and Inclusion (DEI)

“**Diversity**” refers to the unique differences among people based on demographics such as age, race, gender, sexual orientation, gender identity, religion, and disability. Diversity underscores that people are different and this is good.

“**Equity**” implies aiming to remove systemic and socially constructed barriers that prevent some groups from fair treatment, resources, access, opportunity, and advancement.

“**Inclusion**” suggests giving all groups equal access to leadership, opportunities, and resources. This is done by understanding, embracing, and incorporating people's differences.

AARP has a decades-long commitment to Diversity, Equity & Inclusion. We doubled down on that commitment in March 2021 with the creation of the Office of Diversity, Equity and Inclusion (ODEI) led by an Executive Vice President and Chief Diversity Officer who reports directly to the CEO.

We strive to uphold equality and equity by giving a voice to everyone from our staff, volunteers and members to our partners

and communities in which we serve. We then amplify those voices and their specific needs and solutions to advance AARP's social impact agenda on health security, financial resilience, social connections and personal fulfillment.

We demonstrate our commitment to DEI through our *workforce*, our *workplace* practices and in our activities in the *marketplace*. By embracing diversity, equity and inclusion at AARP, we create a community where *everyone* is valued and respected. We carry out our commitment to DEI by fighting ageism and age discrimination; addressing health and financial disparities; promoting technology and digital equity; and, when necessary, bringing legal actions to protect the rights of people aged 50 and over (especially the most vulnerable). We strive to create a more just and equitable society, where everyone has the opportunity to thrive and succeed.





Highlights

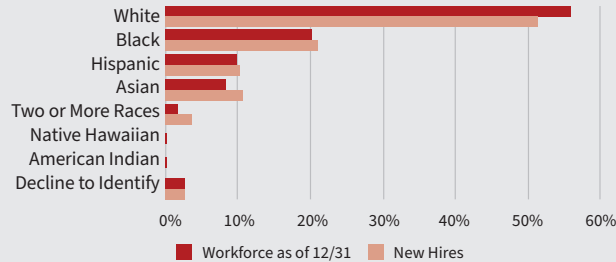
- AARP joined more than 40 national organizations as part of the Vincent Chin 40th Remembrance & Rededication in June 2022 to shine a light on the Rise in Anti-Asian Hate and Its Impact on the Safety, Social Isolation, and Mental Health of AAPI Older Adults.
- AARP is a founding sponsor of the Stonewall National Monument Visitor Center. ODEI team members attended the June 2022 groundbreaking ceremony in New York City, continuing AARP's commitment to equality for the LGBTQ+ community.
- AARP works in partnership with the National Opinion Research Center (NORC) at the University of Chicago to pursue research strategies that will inform a meaningful representation and understanding of the Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities.
- AARP is conducting the Native Urban Elders Needs Assessment Survey (NUENAS 1.0) to empower urban American Indian and Alaska Native (AI/AN) elders and their families with culturally relevant content and to support the health and well-being of urban Native Elders.
- AARP's Procurement & Contract Management (PCM) Supplier Diversity team expanded its efforts to seek out and engage the most qualified small and diverse suppliers. The team worked with leading local and national organizations representing minority, women, veteran, disabled, disadvantaged and small businesses. In 2022, AARP spent over \$114 million (15%) with over 400 small and diverse vendors in every procurement category and was recognized as a top organization for supplier diversity.

In AARP's Workforce

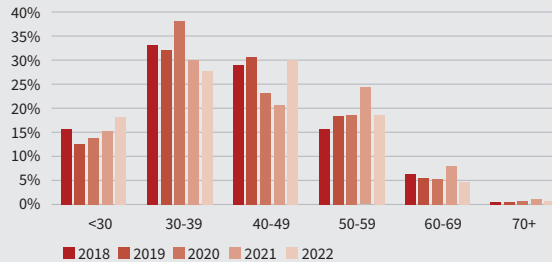
Our diverse workforce is our strongest asset. Beginning with this report, we are sharing information about the diversity of our workforce by gender, race and ethnicity, and age group. As of December 31, 2022, 64.9 percent of our workforce identified as female, and 35.1 percent identified as male.



AARP Workforce and New Hires by Race/Ethnicity 2022



AARP New Hires by Age Group 2018-2022



AARP Workforce By Age Group

	<30	30-39	40-49	50-59	60-69	70+
2018	4.1%	18.5%	28.2%	31.5%	16.2%	1.5%
2019	4.0%	17.3%	27.6%	32.0%	17.0%	2.1%
2020	4.4%	18.1%	26.2%	31.4%	17.7%	2.2%
2021	4.3%	17.6%	26.3%	31.9%	17.3%	2.5%
2022	4.3%	16.7%	26.7%	32.8%	17.0%	2.4%

- Eight AARP State Offices helped co-create and begin testing **Disrupt Aging in the Community**, a pilot effort to drive intergenerational conversations on age discrimination. A Spanish-language version will be piloted by AARP's Puerto Rico Office.
- In 2022, AARP State Offices worked with charitable affiliate OATS to bring the world-class trainers and technology training curriculum from their highly acclaimed flagship program, **Senior Planet from AARP**, to their local audiences, delivering a total of 44 programs. Overall, older adults engaged in Senior Planet programs 381,784 times.



In AARP's Workplace

AARP fosters an inclusive workplace where unique personal expressions, views, identities, and experiences embolden collaboration and innovation. We believe every person deserves to bring their true self to work—safely, authentically, and proudly—so they can contribute freely and fearlessly to our mission. Working together, AARP aims to create a society in which all people can live with dignity and purpose and fulfill their goals and dreams.

At AARP, we know that becoming a model DEI organization, is an enterprise-wide effort – not the responsibility of a few. AARP's DEI Advisory Council helps guide AARP's collective effort to become a model DEI organization. Council members are leaders and change agents from across the enterprise recognized for their ability to think innovatively

AARP's ERGs

- Adelante
- Asian American & Pacific Islander
- Black Caucus
- Green
- LGBTQ+

and bring an open mind and new business ideas that can help AARP advance DEI. A shared commitment to DEI across the enterprise enables departments to work together to create goals informed by DEI principles that also contribute to supporting AARP's social mission.

O DEI team members also work in partnership with AARP's eight Employee Resource Groups (ERGs) to create an opportunity for all staff to participate and support the work of the ERGs. The ERGs provide a network for employees to share experiences, hear from experts, and exchange ideas. In 2022, AARP's ERGs held 37 events with more than 855 staff participants. Many of these events were virtual, so staff across the country could participate.

- Millennial
- 7th Generation
- Women's

In the Nation's Marketplace

DEI shows up in the marketplace in many ways, three of which we are proud of include: (a) fighting age discrimination, (b) promoting digital literacy, and (c) AARP Foundation Litigation.

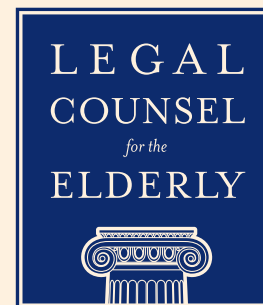
Fighting Age Discrimination. Age discrimination continues to impact 55-plus workers' capacity to get a job, continue in their careers and increase their financial resilience. It remains a top priority for AARP to maximize our efforts to fight age discrimination and make sure employers are more aware of the value of experienced workers. Health disparities and income gaps in the United States, especially among communities of color and other vulnerable groups, inhibit longer, healthier, and more productive lives. These disparities and income gaps also obstruct their health security and financial resilience as they age.

Promoting Digital Literacy. In 2022, an estimated 40 million 50-plus Americans—almost 22 million over age 65—lacked wireless internet service. Black and Hispanic seniors were an estimated 2.5 times and 3.3

times, respectively, more likely to be “offline.” One way AARP is addressing this issue is through **Older Adults Technology Services (OATS from AARP)**, an award-winning national charitable organization dedicated to expanding and empowering older adults to learn, connect and explore through digital literacy programs.

AARP Foundation Litigation (AFL) attorneys continued fighting hard in 2022 to advance the legal rights and interests of people over 50, particularly vulnerable individuals and those with low incomes. AFL advocates for systemic change in federal and state courts and files and supports lawsuits that will have a significant impact on senior poverty by reducing barriers to employment; increasing access to public and private benefits; protecting consumers; lowering out-of-pocket costs for key expenses such as housing, food, and health care; and promoting more equitable outcomes across these areas.

- **AARP State Offices** were instrumental in helping states apply for \$1.5 billion in **Infrastructure Investment and Jobs Act (IIJA) Digital Equity Planning Grant** money and reported successful advocacy efforts in all 53 states and territories related to expanding internet access.
- In 2022, AARP's **Legal Counsel for the Elderly (LCE)** affiliate impacted the lives of nearly 10,000 Washington, D.C. residents aged 60-plus with incomes less than 200 percent of the federal poverty level. More than 90 percent of LCE's clients are people of color. LCE's efforts yielded more than \$20 million in monetary benefits and legal victories for its clients. Main areas of impact include housing, economic security, self-determination, and health and safety.



**AARP
MEMBER
BENEFITS**

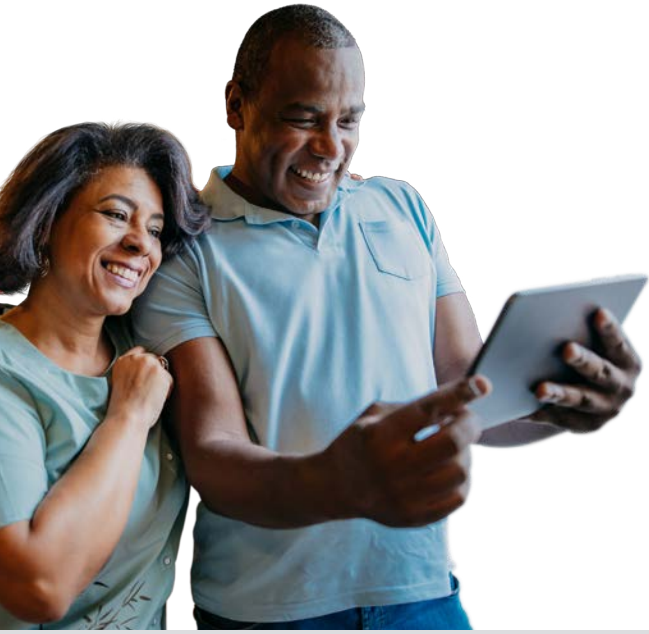


AARP Member Benefits

AARP provides its members access to hundreds of benefits that help them live their best lives—from health and financial tools, volunteering opportunities, travel and restaurant discounts, to just about everything else that enriches the lives of people 50-plus. The programs, products, and services comprising the vast AARP members' benefit choices fall into three broad categories; health, financial, and lifestyle. **AARP Services, Inc.**, the wholly-owned taxable subsidiary of AARP, exhaustively researches what people 50-plus want and need; carefully negotiates special features uniquely suited for 50-plus consumers, as well as comparative value; and then strictly monitors the product and service providers chosen to use the AARP name—all in order to protect and

improve AARP members' experiences and help them live healthier, more secure and happier lives. Members and those considering membership can learn about all of AARP's carefully chosen services, programs and discounts through www.aarp.org/benefits, the **AARP Now App**, **AARP The Magazine**, **AARP Bulletin**, social media and many other print and digital channels.





THE TOP TEN MEMBER BENEFITS VIEWED ON AARP.ORG IN 2022

1. Delta Dental

AARP Delta Dental Insurance Plan administered by Delta Dental Insurance Company offered members individual or family coverage for the most common dental procedures.

2. Vacations By Rail

Members saved 5 percent on worldwide rail vacations, tours and select train tickets in the U.S., Canada, Europe and beyond

3. Expedia

AARP Travel Center Powered by Expedia. Members get 10% off at select hotels, up to 30 percent off select car rentals, up to \$100 in extra onboard credits for select cruises, and a 5 percent rebate (up to \$350) on

eligible group hotel bookings. Plus, members got a \$50 Visa Prepaid Card when they booked a flight vacation package (flight + hotel, flight + car, flight + hotel + car in the same trip)

4. Avis Budget Group – Budget

Members save up to 30% off base rates, plus get an upgrade on compact through full-size car class bookings when available, and an additional driver at no cost.

5. UHC Medicare Supplement

AARP Medicare Supplement from UnitedHealthcare offered members supplemental insurance coverage for those enrolled in Medicare Parts A and B.



6. Avis Budget Group – Avis

Members save up to 30% off base rates, plus get an upgrade on compact through full-size car class bookings when available, an additional driver at no cost.

7. The Hartford – AARP Auto Insurance Program from The Hartford

Members could save up to hundreds of dollars on car insurance through the AARP Auto Insurance Program from The Hartford. Members got exclusive savings like up to 10 percent off their premium, plus discounts for requesting a quote online or for bundling auto and home policies. Added benefits included Accident Forgiveness and Disappearing Deductible, plus highly-rated claims services.

8. UHC Medicare Advantage – AARP Medicare Advantage from UnitedHealthcare

Medicare Advantage plans offered members and non-members additional benefits not covered by Original Medicare. Plan options included coverage for prescription drugs, dental, vision, hearing, and fitness.

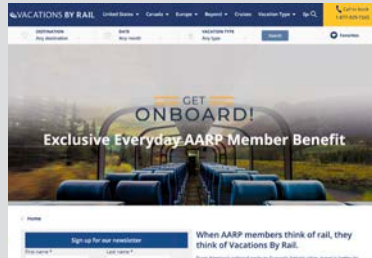
9. Exxon Mobil

When members linked their Exxon Mobil Rewards+™ account to their AARP membership, they earned extra points every day on things they already bought, like fuel, car washes and convenience store items, and 2 times the points for fuel on member days. AARP members who were new to the Exxon Mobil Rewards+™ program also received a 500-point bonus (\$5 in savings) after their

first fill-up to redeem towards fuel or convenience store items. Every 100 points they earned was the equivalent of \$1 in savings on eligible purchases.

10. EyeMed Vision Insurance – AARP MyVision Care provided through EyeMed.

Members had access to three unique vision plans, starting at \$4.38/month. All plans included comprehensive eye exams with a maximum copay of \$10, as well as diabetic and loss-of-sight benefits, and additional discounts.



AARP PURPOSE PRIZE



AARP Purpose Prize

In July 2022, five individuals age 50 and older who are using their knowledge and life experience to solve challenging social problems were named winners of the **2023 AARP Purpose Prize**. Ten were also selected as Purpose Prize Fellows. They were honored at an awards ceremony October 25, 2022, in Washington, D.C. The five winners each received \$50,000 for their nonprofit organizations, and the 10 fellows each got \$10,000 for their nonprofits. All 15 also received a year of support from AARP to help broaden the scope of their organizations' work. Returning for its second year was the AARP Inspire Award, which provided an additional \$10,000 to the organization of a Purpose Prize winner based on a vote by the public. The winner, announced at the Purpose Prize awards ceremony, was Imani Woody.

AARP also recognized filmmaker, screenwriter, actor and philanthropist **Tyler Perry** with an honorary Purpose Prize award. In 2006, he founded **The Perry Foundation**, which is committed to transforming tragedy into triumph by cultivating individual potential, supporting communities and harvesting sustainable change. The foundation has partnered with numerous organizations, focusing on education, health, agriculture, human rights, technology, arts, culture, global sustainability and economic development. Through the foundation, Perry has helped people and charities that assist others in overcoming the type of obstacles that he once faced.





AARP PURPOSE PRIZE



ZERQA ABID -
COLUMBUS, OHIO
MY Project USA

Abid is founder and executive director of MY Project USA, which protects youth from drugs, gangs and human trafficking by empowering them through sports, social services and civic engagement.



JAMESETTA FERGUSON
LOUISVILLE, KENTUCKY
Molo Village CDC

Ferguson is president and CEO of Molo Village CDC, a grassroots organization committed to addressing complex issues in the Russell neighborhood of Louisville.

“Everyone can make a difference. Everyone can do something, even if it seems small, even if it’s just one thing a day.”

Dr. Imani Woody
Mary’s House for Older Adults



SHARRON RUSH

AUSTIN, TEXAS

Knowbility

Rush is executive director and cofounder of Knowbility, a nonprofit advocacy, consulting and training organization. Its mission is to create an inclusive digital world for people with disabilities.



BILL TOONE

ESCONDIDO, CALIFORNIA

Ecolife Conservation

Toone is the founder of Ecolife Conservation, whose mission is to protect wildlife, natural resources and the people who depend on them.



IMANI WOODY

WASHINGTON, D.C.

Mary's House for Older Adults

Woody is president and CEO of Mary's House for Older Adults, which develops housing and inclusive environments that address affordability and access. They are designed to eliminate the worry of discrimination or violence based upon the LGBTQ+/SGL status of the individual.

The 2023 AARP Purpose Prize fellows:

Gulshan Harjee, M.D., of Atlanta, cofounder and chief medical officer of Clarkston Community Health Center.

Judith Heilman, of Bozeman, Montana, founder of the Montana Racial Equity Project.

Chien-Chi Huang, of Somerville, Massachusetts, founder and executive director of Asian Women for Health.

Debra Isaacs, of Henderson, Nevada, founder and president of Unshakeable.

Mishelle Rudzinski, of Portland, Oregon, cofounder and executive director of Spoon.

Elizabeth Shaughnessy, of Berkeley, California, founder and executive director of Berkeley Chess School.

Charles Schmuck, of Menlo Park, California, founder of the Peninsula College

Richard Sesler, of Charlotte, North Carolina, founder of Camp Blue Skies

Richard Valenza, of Santa Rosa, California, founder and CEO of RaiseAChild.

Michele R. Wright and Terry Gene Wright, of North Little Rock, Arkansas, cofounders of the National Organization of African Americans With Cystic Fibrosis.



2022

AARP Board of Directors

AARP has a highly diverse Board of Directors, bringing a broad range of experiences, perspectives, and ideas that not only improve AARP's performance but also foster an enterprise culture of inclusivity and innovation.

BOARD LEADERS



Annette Franqui (Board Chair).

Annette joined the AARP Board in 2014. As Board Chair she also chaired the AARP Board Governance Committee and Compensation Committee. Annette is a founding partner of Forrestal Capital, a company providing wealth management and direct equity investment advice to a select number of families in Latin America. A native of Puerto Rico, she is a senior financial services executive with prior CFO experience as well as 15 years on Wall Street with JP Morgan Chase

and Goldman Sachs. She serves on the boards of several private companies as well as Arcos Dorados, a NYSE-listed company that is the largest operator of McDonald's restaurants in Latin America and the Caribbean and its largest franchisee, in terms of system-wide sales and number of restaurants. She previously served on the Board of AARP Services, Inc. She has a bachelor's degree in economics from the Wharton School of the University of Pennsylvania and an MBA from Stanford University's Graduate School of Business.



Beth Ellard

(First Vice Chair). is a C-suite executive known for driving long-term value by turning early ideas into roadmaps for success, seizing market opportunities, and enhancing performance and operational excellence. Her experience spans strategic, revenue, and functional leadership for SaaS (human capital management and edtech) and media (digital, emerging and traditional)

companies across PE-owned, private, public, and non-profit environments. Beth is currently the CMO of Salary.com, a high-growth software and data company. Prior, she served as Chief Growth Officer at Infobase Holdings, and before that, as Chief Media Officer for the non-profit Ad Council. Her early career experience includes Comcast/NBCU, Hearst, Disney, and Time Inc. She holds a BA from Georgetown University and an MBA in Marketing from Northwestern University's Graduate School of Management.



Lloyd E. Johnson, MBA, CPA (Second Vice Chair).

is a former managing director and global chief audit executive with Accenture. He has more than 40 years of experience in governance, strategy, finance, mergers and acquisitions, information technology, cybersecurity, and enterprise risk management with large multi-national corporations. Prior to Accenture, his career experience includes senior finance leadership positions with three Fortune 500 companies. He joined the AARP Board in 2014, serving as Board

Chair of AARP Foundation for four years and as AARP Board Second Vice Chair, chairing the Audit and Finance Committee from 2020-2023. He also serves as a Board member of Apogee Enterprises and Beazer Homes, where he chairs their audit committees, and as a Board member of

Haemonetics Corp., and VSE Corp. He holds a Bachelor of Science from the University of South Carolina, an MBA from the Duke University Fuqua School of Business, and a master's degree in Accounting and Finance from the University of South Carolina's Darla Moore School of Business.

BOARD MEMBERS



Robert "Bob" Blancato. is President of Matz, Blancato and Associates, a public and government relations firm. He spent 17 years on the staff of the U.S. House Select Committee on Aging and has participated in four White House Conferences on Aging, including as the Executive Director of the 1995 White House Conference on Aging. As Second Vice Chair of the AARP Board, he will serve as Chair of the Board's Audit and Finance Committee. With over 30 years of deep experience in the field of aging and public service, he is executive director of the

National Association of Nutrition and Aging Services Programs and the National Coordinator of the Elder Justice Coalition. As a volunteer, Bob serves on the Board of the National Hispanic Council on Aging. From 2016 to 2018, he chaired the American Society on Aging (ASA). He is a former volunteer State President of AARP Virginia and served six years on the Board of the National Council on Aging. He is a former president of the National Committee for the Prevention of Elder Abuse. In 2019, he was appointed by HHS Secretary Alex Azar to the National Advisory Council on Rural Health and Human Services. Bob was named to the ASA Hall of Fame in 2020. He holds a BA from Georgetown University and an MBA from American University.



Margot James Copeland serves on the board of Banner Bank and on its Compensation and Human Resources Committee and Credit Risk Committee. She serves on the board of trustees for the Cleveland Clinic and as Chair of Community Relations. She is on the board of the Cleveland Foundation, chair of its Governance Committee and member of its Investment Committee. She is on the board of the Rock and Roll Hall of Fame and co-chair of its Education Committee. She serves on the board of the Cleveland-Cuyahoga County Port Authority. Over nine years at

Kent State University, she served as Board Secretary, Chair of Nominating and Governance, and Chair of Academic Excellence and Student Success. She retired as Chair and CEO of the Key Bank Foundation. Previously she was the Chief Diversity Officer of Key Bank, garnering many national and regional awards. She has also served as national president of the Links, Incorporated. She holds a Bachelor of Science degree from Hampton University and a Master of Arts degree from the College of Education at The Ohio State University.



Joseph “Joe” Coughlin, PhD. is the founder and director of the Massachusetts Institute of Technology AgeLab. Based in MIT’s Center for Transportation & Logistics, he teaches in MIT’s Sloan School of Management’s Advanced Management Program and in the Department of Urban Studies and Planning. He is the author of over 150 publications. Coughlin’s research explores how demographic change, technology and social trends converge to drive future innovations in business and government. He is a Behavioral Sciences Fellow at the Gerontological Society of America and a Fellow of Switzerland’s World Demographics and Ageing Forum. Coughlin is a Senior Contributor to Forbes and often writes for the Wall Street Journal and MarketWatch. Coughlin’s book, *The Longevity Economy: Unlocking the World’s Fastest-Growing, Most Misunderstood Market* (Public Affairs, 2017) was one of CEO READ’s Business Best Sellers. He holds a bachelor’s degree and an honorary Doctor of Science degree from the State University of New York, Oswego, a master’s degree from Brown University, and a doctorate from Boston University.



Jeffrey D. Dunn is a media executive who served from 2014 to 2021 as President and CEO of Sesame Workshop. He directed the global efforts around the media presence of Sesame Street, which is available in over 150 countries, and its social impact and research initiatives. Jeffrey was an Advanced Leadership Initiative (ALI) Fellow at Harvard University, a program that selects a small group of senior executives worldwide to study and reflect on solutions to large-scale societal problems. He was President and CEO of London-based HIT Entertainment, a leading producer of kids’ entertainment. He was Chief Operating Officer of the Nickelodeon Network Group and President of Nickelodeon Film and Enterprises. Before that, he led marketing for the Bank of Boston and served in marketing and management positions at Time Magazine. He holds an AB from Harvard College and an MBA from the Harvard Graduate School of Business Administration.



Jo Ann Jenkins , CEO, AARP. Jo Ann leads the nation’s largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. She is a fearless champion for innovation, impact, and social change, committed to strengthening communities and advocating for what matters most to the more than 100 million Americans aged 50-plus and their families: health security, financial stability, digital and social connectivity, work opportunities and personal fulfillment. Her

best-selling book, *Disrupt Aging: A Bold New Path to Living Your Best Life at Every Age*, has become a signature rallying cry for revolutionizing society’s views on aging by challenging outdated beliefs and sparking new solutions that allow people to adapt to the new realities of aging. Jenkins offers deep knowledge and experience derived from her work with the U.S. government, including the Library of Congress—where she served as Chief Operating Officer—as well as AARP and AARP Foundation. She is recognized as a visionary and global thought leader and a catalyst for breakthrough results. She has served and continues to hold board and advisory positions at a number of corporate and civic organizations. Under her leadership, AARP received the Malcolm Baldrige National Quality Award and has been recognized as one of the World’s Most Ethical Companies. In 2019 and 2021 Jenkins was named by Fortune as “One of the World’s 50 Greatest Leaders”. After earning her Bachelor of Science degree from Spring Hill College in Mobile, AL, she graduated from the Stanford Graduate School of Business Executive Program. Jenkins also holds an Honorary Doctorate of Humane Letters from both Spring Hill College and Washington College.



Rosanna A. Márquez served from 2014 to 2021 as AARP Illinois State President, helping to shape and drive AARP Illinois advocacy at the state and local level.

From 2002 to 2014, she was President and CEO of Eleanor Foundation, leading its transformation into a research-oriented grant-making foundation focused on economic self-sufficiency for working women of modest means.

Rosanna was the Midwest regional administrator for the US Department of Housing and Urban Development. Earlier, she was Director of Programs in the Chicago Mayor’s Office, a Cabinet-level position, where she oversaw and coordinated federal, housing and community issues. She was a litigation associate at the law firm, Mayer Brown. She serves as President of the Board of Directors of the Chicago Metropolitan Housing Development Corporation. She holds a BA from the University of Illinois at Urbana-Champaign and a JD from Harvard Law School.



Alan Murray. is CEO of Fortune Media, where he has overseen integration of Fortune’s print and digital editorial teams, expansion of its conference business, and establishment of new franchises and platforms. He writes the daily newsletter, Fortune CEO Daily, and cohosts a weekly podcast, Leadership Next. Prior to joining Fortune in 2015, Murray led the Pew Research Center and spent two decades at the Wall Street Journal as Deputy Managing Editor, Executive Editor Online, Washington Bureau Chief, and author of the Political Capital and

Business columns. He is the author of five books: Tomorrow’s Capitalist, The Wall Street Journal Guide to Management, Revolt in the Boardroom, The Wealth of Choices, and Showdown at Gucci Gulch, co-authored with Jeffrey Birnbaum. He received his bachelor’s degree in English literature as a Morehead Scholar at the University of North Carolina and earned a master’s degree in economics at the London School of Economics.



Julio Portalatin. is currently an Independent Board Director of State Street Corp. He retired in 2020 as Vice Chair of Marsh & McLennan Companies, a leading professional services firm in the areas of risk, strategy and people. Prior to becoming Vice Chair, he served as President and CEO of Mercer, a business of Marsh & McLennan that delivers advice and technology-driven solutions to help organizations meet the health, wealth and career needs of their workforces in more than 140 countries. He actively supports several

nonprofit organizations and currently sits on the boards of Covenant House International, Hofstra University, and Mt. Sinai Advisory. He has been a steward of the World Economic Forum and has shared insights with a range of media including The Economist, The Wall Street Journal, Fortune, CBS, CNBC, Fox News and CEO Magazine. He earned a Bachelor of Science in Business Management and an honorary doctorate from Hofstra University



Marie Quintero-Johnson. retired as Vice President and Global Head of Corporate Development for The Coca-Cola Company in April 2023 after 31 years with the Company. In that capacity, she led the development and implementation of Coca-Cola’s global inorganic growth strategy through the identification and execution of transactions and partnerships that accelerate growth, efficiency, and capabilities. During her time in this role, The Coca-Cola Company completed more than \$50 billion worth of transactions

in over 100 countries, significantly increasing the number of brands owned by the company, supporting the optimization of the bottling infrastructure, and assisting with the launch of the innovation and venturing agenda. Prior to joining Coca-Cola in 1992, she was an Audit Associate with Coopers & Lybrand. She is currently on the Boards of Coca-Cola Beverages Africa, Tattooed Chef, and Cristo Rey Atlanta Jesuit High School. She also recently joined Rothschild & Co, one of the world’s largest independent financial advisory groups, as a Senior

Advisor. She received her Master’s in Business Administration from the Darden Graduate School of Business Administration, University of Virginia and holds a Bachelor of Science in Accounting, International Business from Georgetown University. She is a Certified Public Accountant.



Libby Sartain. Libby Sartain, MBA, is an independent advisor, working with companies on human resource issues. With more than 40 years of experience in human resources, she is also an author and frequent public speaker, using her HR leadership and management experience at companies in technology, transportation and manufacturing. She led human resources at Yahoo! and at Southwest Airlines during transformative periods. Both companies were among Fortune magazine’s “Best Places to Work” during her tenure. Libby is

Chair of the Board of AARP Foundation and Chair of the Board of SHRM Foundation. She is a former board chair of the Society for Human Resource Management and is on the board of ManpowerGroup. She holds an MBA from the University of North Texas and a BBA from Southern Methodist University.



David Windley. is an experienced leader in the talent acquisition and human resources fields with more than three decades of tactical success in leading corporate talent divisions and companies. As the President of IQTalent Partners, Inc., he oversees the firm’s strategic direction, business development, and day to day operations. Prior to joining IQTalent Partners, Windley was the Chief Human Resources Officer at Yahoo! and Fusion-io.

Additionally, he held executive human resources positions at Microsoft, Intuit and Silicon Graphics, Inc. Windley served as the Board Chair for the Society for Human Resources Management (SHRM) through 2020. He sits on the Tennant Company Board of Directors as the Compensation Committee Chair in addition to earning an appointment to the Board of Directors with the DHI Group. In 2021, he was added to the Caldwell Partners’ executive leadership team. He is a Governance Fellow with the National Association of Corporate Directors (NACD). He is a graduate of San Diego State University and earned his MBA from San Francisco State University.

Summary of 2022 AARP Consolidated Financial Statements

The following summary of financial information is derived from the audited consolidated statements of activities and of financial position for AARP and its affiliates for the year ending December 31, 2022.

OPERATING REVENUE

AARP's consolidated operating revenues grew by 6.2%, increasing to \$1.89 billion in 2022, as compared to \$1.78 billion in 2021

EXPENSES

AARP's consolidated operating expenses grew by 7.0% in 2022, allowing us to continue spending on activities to further advance our social mission.

Operating expenses in 2022 were \$1.93 billion, as compared to \$1.80 billion in 2021. Expenditures covered a wide range of initiatives, including trustworthy publications, advocacy and

information and services on health security, financial resilience and personal fulfillment.

Non-operating activities included items such as investment losses and certain costs related to employee post-retirement benefits, as shown in our audited financial statements.

At the end of 2022, AARP's consolidated statement of financial position (balance sheet) reflected total assets of \$5.3 billion and net assets of \$3.1 billion, enabling AARP to remain well-positioned to advance its mission of empowering people to choose how they live as they age

NOTE: The complete AARP 2022 Consolidated Financial Statements with Independent Auditor's Report are available at www.aarp.org/about-aarp/annual-reports/.



ABOUT US

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people 50 and older to choose how they live as they age. With a nationwide presence, AARP strengthens communities and advocates for what matters most to the more than 100 million Americans 50-plus and their families: health security, financial stability and personal fulfillment. AARP also produces the nation's largest circulation publications: *AARP The Magazine* and *AARP Bulletin*. To learn more, visit www.aarp.org/about-aarp/, www.aarp.org/espaol or follow @AARP, @AARPenEspañol and @AARPadvocates on social media.



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