



Insurance Compliance Program

What is Rippling Insurance Services Inc.?

Insurance is a small but important part of Rippling's overall business. We strictly maintain the integrity of licensed insurance activities by separating it from the rest of the business. To that end, Rippling has a wholly-owned insurance subsidiary that's fully licensed to sell insurance across the U.S. This subsidiary is called Rippling Insurance Services, Inc. (formerly Waveling Insurance Services, Inc.).

Rippling Insurance Services, Inc. is an online or “digital broker” that allows customers to select and manage insurance products for their employees.

How does Rippling Insurance Services, Inc. work?

Most of the time, customers bring their own third-party broker when they join Rippling, or we refer them to one. But for small businesses that prefer a fully digital solution, Rippling Insurance Services, Inc. can act as their Broker of Record (BOR).

As Broker of Record, Rippling Insurance Services, Inc. earns commissions from the sale of insurance products and receives ongoing commissions from the insurance carriers. Each insurance company will set commission rates based on the regulations, standards and requirements of the industry in your area.

Our business structure — a fully-licensed insurance agency subsidiary of a parent company that has non-insurance operations — is considered a best practice in our industry. Among other things, our business structure makes it easier to ensure the integrity of licensed activities, and that insurance transactions are conducted by licensed personnel.

Where is Rippling Insurance Services, Inc. licensed?

Rippling Insurance Services, Inc. is fully licensed in all 50 states and the District of Columbia.

We have employed experienced insurance agents in every state where we offer insurance products. Their licensing information is available on our [website](#) and is updated daily. In addition to a license to sell insurance, a salesperson must also have “appointments” from insurance companies (also known as carriers) authorizing them to sell insurance for that particular company, and “affiliations” with state insurance regulatory agencies. All of the carrier appointments and state affiliations for Rippling Insurance Services, Inc. and our representatives are a matter of public record.

The Rippling Insurance Compliance Program

In every state, insurance entities must be properly licensed in order to operate, and accordingly, compliance should be a key factor in evaluating any insurance solution.

Compliance has been hardwired into Rippling's DNA from the start. We've worked with industry experts and many lawyers to design an infrastructure that's cutting-edge and compliant. We ensure every part of our business stays compliant through robust controls and safeguards. Specifically:

Technical Controls

Rippling uses software called AgentSync, a licensing tool integrated with the National Insurance Producer Registry to verify real-time licensing status. AgentSync powers:

- Applications, renewals, and licensing management
- Blockers in Salesforce on closing deals without proper licensure
- Licensing website automation

Contractual Controls

Insurance Licensing Policies and Procedures are:

- Reviewed and acknowledged by all licensed personnel
- Tracked and automated via Rippling Documents feature

Administrative Controls

- Regular occupational training
- Continuing education reminders, carrier appointments & affiliations filings
- Licenses monitored via:
 - Weekly checks
 - Quarterly Insurance and Regulatory Committee meetings

Broker Partnerships

Where appropriate, we partner with other fully licensed third-party brokers who can advise and assist on certain insurance-related matters as needed.