

## CT Insider

Your CT employee news



### Welcome to your new employee newsletter!

CT colleagues,

Welcome to the inaugural edition of the new, redesigned CT employee newsletter!

2024 marks the year that a new CT is born. With the delivery of CT Transformation (CTT), we're modernizing and improving the customer experience, the way we'll service customers and fulfill orders and the way we'll build new products in the future. With our new Beneficial Ownership solution, we're at the forefront of new entity management compliance requirements. In kind, our goal with this refreshed newsletter is to reimagine and improve the way we communicate with you, our employees.

We listened to the opinions you shared about what you'd like to read about in a CT employee newsletter; the content of the new newsletter was curated with your sentiments in mind. Please continue to share your thoughts and opinions via the survey link at the bottom of every newsletter.

And thank you to Shana Trinh and Vicki Bones who (separately) submitted the winning newsletter name *CT Insider* amongst nearly 70 amazing entries!!

This new newsletter will be issued quarterly. We hope you find this information helpful and valuable, and that it connects with you as employees and the CT community.

CT Employee Communications

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### Featured story: Welcome Cathy Wolfe!

CT welcomes a new leader in a few short days: Cathy Wolfe. You'll hear more from Cathy soon, but in the meantime here's a chance to start getting to know her.

### **Q. Tell us about your professional background.**

A. I've essentially grown my entire career at Wolters Kluwer — starting more than 35 years ago at a subsidiary of CCH. Until now, I've worked across every Wolters Kluwer division except FCC, including leading businesses across Wolters Kluwer Health, Tax & Accounting, and Legal & Regulatory — most recently as CEO of the Global Growth Markets (GGM) organization. I have a background in product management and marketing, and lots of experience in innovation and bringing new products to market. I'm also passionate about employee engagement and belonging, and the power of teamwork.

Action: [Read More →](#)

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### **Career connection**

This quarter's newsletter features spotlights on two employees who recently made exciting career moves within CT: Gabe Diamond, Senior Field Sales Executive, and Lena Quill, Manager, Customer Success.

Want some insight into how you can jumpstart your career development? Read their stories.

Action: [Read More →](#)

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### **Business update spotlight: Small Business segment**

Did you know that Wolters Kluwer serves three distinct subsegments of small businesses with its registered agent services — with three distinct brands and offerings? Read on to learn more about our small business segmentation strategy and what makes us successful.



Action: [Read More →](#)

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### **Industry news: ABA reports on number of BOI filings**

The American Bankers Association (ABA) recently released a report citing more than 500k Beneficial Ownership Information (BOI) reports that have been filed since the new January 1, 2024 compliance deadline. While this may seem like a large number, this is estimated to be only the smallest percentage of reports that must be filed before the end of the year.

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## Featured employee engagement initiative: Networking the Organization

Networking the Organization is a presentation series within CT's Service organization. This series helps Service employees learn about a different Service team each month. The program's goals are to increase awareness of each team's priorities, help employees better understand the customers the team serves and provide more insight into the daily responsibilities of team members.

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### Getting to know: Jeff Iredell

**Q. Tell us something about you many people don't know.**

A. I am a member of the U.S. Coast Guard Auxiliary.

**Q. What do you like to do in your free time?**

A. Spending time with family at the shore in Ocean City, NJ.



### Getting to know: John Lieto

**Q. Tell us something about you many people don't know.**

A. Spent many years as a professional musician (trombone, orchestral and jazz rock settings). These days I try to play and stay in some kind of playing shape — tough with work and family obligations so not playing much.



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## 'Need to know' from Wolters Kluwer – Celebrating the Women of Wolters Kluwer in March



With March heralding International Women's History Month, Wolters Kluwer proudly celebrates the impactful role of women as driving forces behind innovation, growth and change. As part of a month-long campaign, *Women of Wolters Kluwer* is highlighting some of the remarkable individuals who are shaping the future of our company and our industry. Explore their stories [here](#).

## The view from 2024 Sales & Service Kickoff

