

# **FSLSO IPC Procedures Manual**



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# FSLSO IPC Procedures Manual

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# FSLSO IPC Procedures Manual

## Section I: What is Independently Procured Coverage (IPC)?

FAQs → Independently Procured Coverage → General  
<http://www.fslso.com/faq/index.aspx?cid=40>

Independently Procured Coverage (IPC) is defined by Florida Statute 626.938(1) as surplus lines insurance procured (or caused to be procured) by an insured with an unauthorized foreign or alien insurer without the use of a licensed Florida surplus lines agent.

### Statutory Requirements

All IPC policies are required to be filed with the Florida Surplus Lines Service Office (FSLSO) via IPC SLIP **within 30 days of the effective date of the policy**. Florida Statute 626.938(3) requires taxes, service fees, assessments, and surcharges to be remitted to the payees and addresses on the respective invoices 45 days following the end of the calendar quarter. All IPC charges invoiced by FSLSO are due **45 days following the end of the calendar quarter**. The charges currently invoiced by the Florida Surplus Lines Service Office are as follows:

- DFS Surplus Lines Tax
- FSLSO Service Office Fee
- Florida Hurricane Catastrophe Fund Assessment (1%)
- Florida Hurricane Catastrophe Fund Assessment (1.3%)
- EMPA Surcharge
- Citizens Regular Assessment (6.84%)
- Citizens Emergency Assessment (1.4%)
- Citizens Emergency Assessment (1%)

For more information on the charges invoiced by FSLSO, please see Section III and of the *IPC Procedures Manual*, or visit the “Tax/Fee/Assessment Amount Tables” link on the FSLSO website at <http://www.fslso.com/tools/TaxFeeTable.aspx>.

IPC policies are coverages written without the use of a licensed and appointed Florida surplus lines agent. The state of Florida does not require a stamp on IPC policies. Some insurance carriers require a stamp on Florida IPC policies, in which case, the producing agent (not a Florida agent) should stamp the policy. Policies placed by a Florida general lines agent on behalf of a Florida insured are not considered IPC coverage. The Florida Insurance Code states that a Florida general lines agent must utilize a licensed and appointed Florida surplus lines agent if coverage is placed through an eligible surplus lines insurer. Furthermore, F.S.626.901(d) states “Independently procured coverage written pursuant to S.626.938 is not solicited, marketed, negotiated, or sold in this state.”

## IPC Submission & Payment Procedures Synopsis

The following steps detail the requirements for all IPC filers in order to maintain compliance with Florida Statutes:

- (1) File policy information with FLSO via IPC SLIP (online filing web portal);
- (2) Remit payments for the taxes, service fees, FHCFA assessments, EMPA surcharges, and Citizens assessments to the payees and address listed at the bottom of the invoices (remitting a copy of the policy is not required).

**Please note that separate payments are required for each type of invoice. Payments for invoices of the same type (paid to the same entity) can be combined into one check.**

The IPC tab of the FLSO website contains links to IPC SLIP, the IPC Procedures Manual, IPC Refund Instructions, and other information pertinent to IPC filers. You can access this page by visiting <http://www.fslso.com/professionals/ipc.aspx>. Or, go to [www.fslso.com](http://www.fslso.com) and click the “IPC” tab at the top of the main page.

## Section II: IPC Filing Procedures

FAQs → Independently Procured Coverage → Filing Questions  
<http://www.fslso.com/faq/index.aspx?cid=41>

All IPC policies (taxable and non-taxable) should be filed with the FLSO **within 30 days of the effective date of the policy**. If a policy is filed more than 60 days past the effective date of the policy, late filing interest penalties may be assessed and will be listed on the invoices. **Late filing penalties are statutory and cannot be waived**. Either the insured or a third party representative of the insured can file the IPC transaction; however, the insured is responsible if the filing is not made or contains incorrect information.

Agents should not use the IPC filing method as a means to avoid licensure as a non-resident agent if, as a matter of business practice, they are soliciting or writing business in Florida. Per F.S.626.938, the insured is responsible for completing the online policy filing and remitting all applicable taxes, service fees, assessments, and surcharges within the timeframes referenced in the statute.

### Accessing IPC SLIP

To file an IPC transaction, visit <https://ipc.fslso.com>. You can also access IPC SLIP by clicking on the “SLIP Login” box on the left side of the FLSO main page, [www.fslso.com](http://www.fslso.com). If you do not have an IPC SLIP account, click the “Register” button, complete the required contact information on the registration page and click register. You will then receive an email from “slip.support” that contains an initial password to be used to login to IPC SLIP; you must login using this password, but the password can be changed after the initial login. If you already have an IPC SLIP account, enter your username and password and click the “Login” button. Please note that you cannot login to IPC SLIP using an Agent SLIP username and password.

## Submitting a New Policy

The term “new policy” applies to a policy number that has never been submitted via IPC SLIP. To begin, click the New Policy button on the menu bar.

### Policy Details

Enter the following policy information:

- (1) Policy Number
- (2) Insured Name (click “Add Insured” if you do not see the insured listed in the drop-down box, complete the insured information and click “Save”)
- (3) Policy Expiration Date
- (4) County of Risk
- (5) Zip Code of Risk (search for city or zip code at <http://www.fslso.com/tools/zip.aspx>)
- (6) Comments – this field is optional; comments are for IPC SLIP users to make internal notes for each transaction

**Once the Policy Details section is complete, click “Next”**

### Coverage Information

A list of FSLSO coverage codes can be found at <http://www.fslso.com/tools/coveragecodes.aspx>

- (1) Select the coverage code
- (2) Select the tax status – tax exempt IPC policies can now be submitted to FSLSO
  - a. If the selected coverage is taxable, you will see two options in the tax status drop-down menu: 0 - Taxable and 2 – Non-taxable Governmental
  - b. If the selected coverage is non-taxable, you will see two options in the tax status drop-down menu: 2 – Non-taxable Governmental and 1 or 3 – Non-Taxable
  - c. If the selected coverage can either be taxable or non-taxable, you will see three options in the drop-down menu: 0 – Taxable, 2 – Non-taxable Governmental, and 3 – Non-taxable
  - d. **Note: Tax Status 2 – Governmental should only be selected if the insured is a federal or state municipality**

**Once the Coverage Information section is complete, click “Next”**

### Transaction Information

Enter the following transaction information:

- (1) Transaction Type – select from the following:
  - a. New Business
  - b. Renewal
- (2) Effective Date – enter the effective date of the transaction
  - a. Policy Description – this box only appears for certain transactions; a list of the Policy Descriptions and definitions can be found at <http://www.fslso.com/faq/index.aspx?id=430>
    - i. Select “None of These” if the policy descriptions do not correspond to the transaction you are filing

- b. Issue Date – this field only appears for certain transactions; enter the date the transaction was *issued* by the carrier (this date may be the same as the transaction effective date)
- (3) Insurer – Select the surplus lines insurer from the drop-down list (click “Add Insurers” if you do not see the insurer listed in the drop-down box, find the insurer in the “Available Insurers” list and click on the name to highlight the insurer; click the single right arrow (>) to add insurer to the “Selected Insurers” list and click “Save”)
  - a. If the insurer does not appear in the list provided (i.e., is not on Florida’s Eligible Insurer List <http://www.fslso.com/tools/insurer.aspx>), please select “*Other Surplus Lines Insurer.*”
  - b. **Note: If the insurer is Lloyds of London, the system will require a Unique Market Reference (UMR) number.** This number should be located on the policy's declaration page, and may also be referenced as the Authority Reference Number, Reference Number, or Contract Number. For more information on the UMR, please click here <http://www.fslso.com/faq/index.aspx?id=428>.
- (4) Premium – Enter the portion of the premium allocated to the Florida risk (do not use dollar signs (\$) or commas (,) when entering the premium value)
  - a. Note: Florida Allocated Premium should include any policy or inspections fees. The Florida Allocated Premium should not include the taxes, service fees, FHCF assessment, Citizens assessment, or EMPA surcharge. These charges are calculated automatically by IPC SLIP.
- (5) Billing Contact – Select the billing contact who should receive the receive the quarterly invoices (click “Add Billing Contact” if you do not see the billing contact listed in the drop-down box, complete the billing contact information and click “Save”)
- (6) Comments – this field is optional; comments are for IPC SLIP users to make internal notes for each transaction

**Once the Transaction Information section is complete, click “Next”**

### **Review & Submit**

Review and edit the policy data submitted for each section above. If you need to amend policy information for one of the sections, you can click the “edit” button located in that section, edit the incorrect data, and click “Save.” If the data submitted is correct, click “Submit.” **Please note that the policy data is not saved until you click “Submit.”**

A pop-up box will appear stating that the task was accomplished. Click “Okay” to continue.

### **Submitting a New Multistate Policy**

Per the Non-Admitted and Reinsurance Reform Act, IPC multistate transactions must have an effective date of July 1, 2011 or later in order to be submitted in the section. To begin, click the New Multistate Policy button on the menu bar.

A pop-up box will appear verifying the effective date of the policy. Enter the effective date and click “Save”.

### **Policy Details**

Enter the policy information using the instructions listed in the “Submitting a New Policy” section above and select Florida as the Home State of the Insured.

**Once the Policy Details section is complete, click “Next”**

### **Coverage Information**

- (1) Select the coverage code
- (2) Select the tax status – tax exempt IPC policies can now be submitted to FLSO

**Once the Coverage Information section is complete, click “Next”**

### **Transaction Information**

Enter the transaction information using the instructions listed in the “Submitting a New Policy” section above.

- (1) To add individual state allocations, click the plus (+) sign next to “Add New State Allocation”.
- (2) Select the first state from the “State” drop-down box, enter the corresponding premium amount in the “Premium Allocated” field and click “Insert”
- (3) Repeat this step for each additional state allocation until complete. Please note that the premium entered in the first “Premium” field must match the “Premium Allocated” total at the bottom of the allocation grid.

### **Review & Submit**

Review and edit the policy data submitted for each section above. If you need to amend policy information for one of the sections, you can click the “edit” button located in that section, edit the incorrect data, and click “Save.” If the data submitted is correct, click “Submit.” **Please note that the policy data is not saved until you click “Submit.”**

A pop-up box will appear stating that the task was accomplished. Click “Okay” to continue.

## **Filing an Endorsement**

To file an endorsement on a new or renewal transaction filed **prior to July 1, 2011:**

Go to the Policy Search tab → click the “Please [click here](#) to submit an endorsement on a new business or renewal policy FILED prior to July 1, 2011” → search for the policy → click the Edit icon next to the policy number → click the “Add Transaction” button

- (1) Select a Coverage Type – the system will provide the coverage code used on the new business or renewal filing and the option to add a new coverage code
- (2) Enter the following information on the Transaction Information Screen:
  - a. Transaction Type – select from the following:
    - i. Additional Premium
    - ii. Return Premium
    - iii. Cancellation
- (3) Transaction Effective Date – enter the effective date of the endorsement

- a. Policy Description – this box only appears for certain transactions; a list of the policy descriptions and definitions can be found at <http://www.fslso.com/faq/index.aspx?id=430>
    - i. Select "*None of These*" if the policy descriptions do not correspond to the transaction you are filing
  - b. Issue Date – this field only appears for certain transactions; enter the date the endorsement was *issued* by the carrier (this date may be the same as the transaction effective date)
- (4) Insurer – Select the surplus lines insurer from the drop-down list. If the insurer does not appear in the list provided (i.e., is not on Florida's Eligible Insurer List <http://www.fslso.com/tools/insurer.aspx>), please select "*Other Surplus Lines Insurer.*"
- (5) Florida Allocated Premium – Enter the portion of the endorsement premium allocated to the Florida risk
- (6) Policy Fees – Enter all policy, inspection, membership, and broker fees charged on the for the endorsement; if no fees were charged, enter zero "0.00"
- (7) Total Policy Premium – this field only appears if you indicated you are filing a multi-state risk in the Insured Information section; enter the premium for the entire multi-state risk (all states of exposure)
- (8) Comments – this field is optional; comments are for IPC SLIP users to make internal notes for each transaction
- (9) Supporting Documentation – return premium and cancellation transactions require a copy of the endorsement from the carrier. To upload the endorsement, click the "Browse" button, locate the file on the computer, and click "Add File." Since IPC filers can now upload endorsements when filing credit transactions, they are no longer required to remit a copy of the endorsement with payments. FSLSO does not require copies of additional premium endorsements.

**Once the Transaction Information section is complete, click "Save"**

The system will redirect you to the Transaction Details screen, and the invoice for the endorsement will be listed in the Transactions grid. Click on the invoice number to print the invoices.

To file an endorsement on a new or renewal transaction filed **on or after** July 1, 2011:

Go to the Policy Search tab → search for the policy → click the Edit icon next to the policy number → click the "Add Transaction" button and follow the steps listed above for the applicable fields

## **Section III: Editing and Correcting Policy Data**

Non-financial information on the policy level (Policy and Insured Information sections) can be edited at any time. Go to the Policy Search tab → search for the erroneous policy → click the Edit icon next to the policy number for the erroneous transaction → click the "Edit" button in the section that needs to be edited → edit the data that is incorrect → click "Save"

There are three ways to correct an erroneous IPC filing:

- (1) **Delete** a TIQ'd transaction
- (2) **Archive** an unpaid transaction (only applicable for immediate invoices)
- (3) **Backout** a quarterly transaction or a paid transaction invoiced immediately

## **Transactions in Question (TIQs)**

A Transaction in Question, or TIQ, is a transaction that has not yet been accepted or invoiced by the FLSO. Common reasons for a transaction being questioned can be found in the IPC FAQs at <http://www.fslso.com/faq/index.aspx?id=429>. A TIQ either has to be corrected by the IPC filer or accepted by FLSO. If a TIQ is accepted and is an endorsement that will be invoiced immediately, the invoice will be available for printing in the Policy Search section of SLIP.

Visit the following FAQ for instructions on how to receive the invoice for a TIQ'd transaction: <http://www.fslso.com/faq/index.aspx?id=437>

## **Correcting Erroneous Transactions Invoiced Immediately**

### **Correcting a TIQ**

If the questioned transaction is an endorsement that will be invoiced immediately, it can be corrected by going to the Policy Search tab → click the “Please [click here](#) to submit an endorsement on a new business or renewal policy FILED prior to July 1, 2011” → click the “Only Display Policies That Have TIQs” box → click “*Search*” → click the Edit icon next to the policy number with the TIQ → click the Edit icon to the left of the questioned transaction → click the “Edit” button at the bottom of the Transaction Information screen → edit the data that is incorrect → click “*Save*”. Transactions

### **Deleting a TIQ**

If the questioned transaction is an endorsement that will be invoiced immediately, it can be deleted by going to the Policy Search tab → click the “Please [click here](#) to submit an endorsement on a new business or renewal policy FILED prior to July 1, 2011” → click the “Only Display Policies That Have TIQs” box → click “*Search*” → click the Edit icon next to the policy number with the TIQ → click the Edit icon to the left of the questioned transaction → click the “*Delete*” button at the bottom of the transaction details screen. Questioned Transactions that will be invoiced quarterly cannot be deleted.

### **Archiving a Transaction**

Only accepted (invoiced) transactions that are invoiced immediately and have not been paid can be archived. Archiving a transaction will delete the transaction data, as well as the invoice associated with the transaction. ***Archived invoices should not be paid.***

To archive a transaction go to the Policy Search tab → click the “Please [click here](#) to submit an endorsement on a new business or renewal policy FILED prior to July 1, 2011” → search for the erroneous policy → click the Edit icon next to the policy number for the erroneous transaction → click the Edit icon to the left of the incorrect invoice number → click the “*Archive*” button at the bottom of the transaction details page

- (1) Supporting Documentation – you can upload documentation supporting the reason for the archive (i.e., upload policy declarations page showing admitted insurer); this field is optional for archives
- (2) Archive Reason – select the reason the invoice is being archived from the drop-down list; if the reason for the archive is not in the list please select “*Other.*”
- (3) Comments – this field is optional for all archive reasons except “*Other.*”

**Once the required archive information has been completed, click “Save”**

### **Filing a Backout Transaction**

For IPC transactions that are invoiced immediately, backout transactions are only used if the invoice has been paid and imported into the FLSO database. A backout transaction will create a credit invoice to reverse the original filing. These backout transactions require supporting documentation and approval by FLSO.

To backout a transaction, go to the Policy Search tab → click the “Please [click here](#) to submit an endorsement on a new business or renewal policy FILED prior to July 1, 2011” → search for the erroneous policy → click the Edit icon next to the policy number for the erroneous transaction → click the Edit icon to the left of the incorrect invoice number → click the “*Backout*” button at the bottom of the transaction details page

- (1) Supporting Documentation – upload documentation supporting the reason for backing out the transaction (i.e., upload policy declarations page showing admitted insurer); this field is required for all backout transactions

**Once the required back-out information has been completed, click “Save”**

Backout transactions will be TIQ’d until approved by FLSO. The credit invoice will be available in SLIP once the backout transaction is approved by FLSO.

### **Correcting Erroneous Transactions Invoiced Quarterly**

For IPC transactions that are invoiced quarterly, backout transactions are used to correct transaction information that was entered incorrectly, reverse questioned transactions (TIQs) or reverse a transaction that was submitted in error. A backout transaction will create a credit in SLIP to reverse the original filing.

To backout a transaction, go to the Policy Search tab → search for the erroneous policy → click the Edit icon next to the policy number for the erroneous transaction → click the Edit icon to the left of the incorrect transaction → click the “*Backout*” button at the bottom of the transaction details page

**Once the required back-out information has been completed, click “Save”**

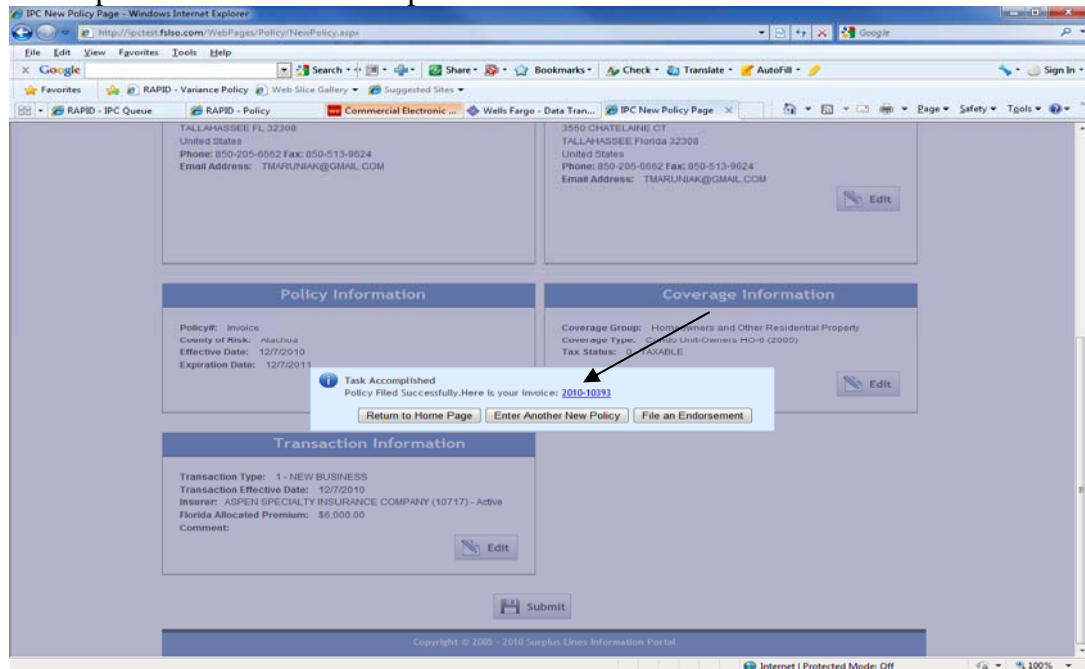
### **IPC Quarterly and Immediate Invoicing**

IPC Quarterly invoices are emailed to the billing contact within 7 days following the end of the calendar quarter. A billing report, which lists all of the transactions being invoiced, is also

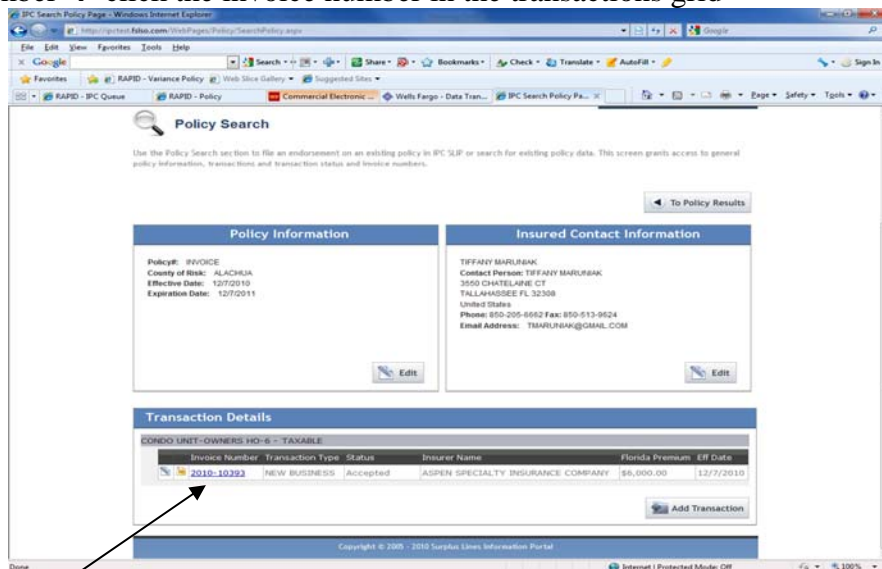
available in the billing contact's SLIP inbox. Until the quarterly IPC transactions are invoiced during FLSO's billing cycle, invoices are not available and cannot be accessed in SLIP.

There are two ways to print an IPC immediate invoice:

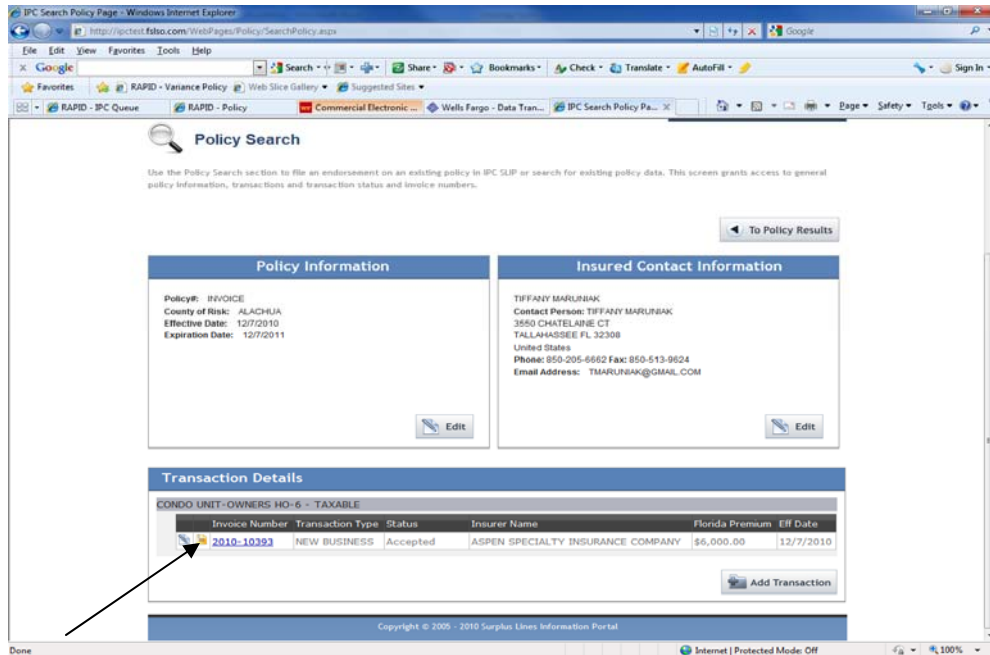
- (1) After submitting, an invoice link will appear on a pop-up box. Click the invoice link to open and print the invoices in a separate window.



- (2) Go to the Policy Search tab → search for the policy → click the Edit icon next to the policy number → click the invoice number in the transactions grid



IPC SLIP users can also print transaction details for each accepted transaction by going to the Policy Search tab, searching for the policy, click the Edit icon next to the policy number, and clicking yellow paper icon next to the invoice number in the transactions grid.



## Section IV: Payment Remittance Procedures

FAQs → Independently Procured Coverage → Payment Questions  
<http://www.fslso.com/faq/index.aspx?cid=42>

### Important Payment Facts

- All IPC payments are due **45 days** following the end of the calendar quarter in which the transaction was submitted.
- For endorsements on new or renewal policies filed prior to July 1, 2011, service fees (-F invoices) totaling \$2.00 or less will not be charged or invoiced. Likewise, service fee credits between \$0.00 and (\$2.00) will not be invoiced or refunded.
- All taxes, fees, and assessments are calculated based on the Florida allocated premium plus all policy fees
- Visit the FLSO [Tax/Fee/Assessment Table](#) to view the current charges invoiced by FLSO
- Use the FLSO [Tax/Fee/Assessment Calculator](#) to estimate charges prior to filing the transaction

### Payment Addresses

Separate payments are required for each type of invoice. Payments for invoices made payable to the same entity can be combined into one check.

**The payees for each type of invoice are as follows:**

Taxes

**Make payable to: Florida Department of Financial Services**

Service Fees

**Make payable to: Florida Surplus Lines Service Office**

FHCF Assessments

**Make payable to: Florida Hurricane Catastrophe Fund**

Citizens Assessments

**Make payable to: Citizens Property Insurance Corp.**

EMPA Surcharges

**Make payable to: Florida Division of Emergency Management**

**Payments for IPC Immediate Invoices  
should be mailed to:**

FSLSO IPC  
PO Box 864596  
Orlando, FL 32886-4596

**Payments for IPC Quarterly Invoices  
should be mailed to:**

FSLSO IPC  
PO Box 864593  
Orlando, FL 32886-4593

**Overnight Address for IPC Immediate  
Invoices:**

Wachovia Bank  
FSLSO IPC/Lockbox #864596  
11050 Lake Underhill Road  
Orlando, FL 32825

**Overnight Address for IPC Quarterly  
Invoices:**

Wachovia Bank  
FSLSO IPC/Lockbox #864593  
11050 Lake Underhill Road  
Orlando, FL 32825

**Please attach copies of the invoices to the payments prior to mailing.**

### **Electronic Payments**

Electronic ACH payments for IPC transactions can be submitted securely through SLIP by clicking on the "Pay Invoice" tab at the top of the SLIP homepage. IPC filers may enter bank account information each time an electronic payment is made or have the option to save their bank account information in SLIP for future use. The invoices are automatically grouped together based on each invoice type. However, SLIP does not allow partial payments and will not allow a user to pick individual invoices to pay.

### **Delinquent Payments**

All delinquent invoices are subject to statutory interest penalties under F.S.626.938(5). The insured will be notified of all delinquent invoices submitted on their behalf. Unpaid balances will be referred to the appropriate state agencies for administrative and/or civil action, per F.S.626.938(6).

## Section IV: Refund Requirements

IPC Refund Request Forms – <http://www.fslso.com/publications/forms/IPC.Refund.Request.pdf>

IPC credit invoices may be applied to other outstanding IPC invoices, or refunded directly to the insured. If the agency has already refunded the monies to the insured, the refunds can be issued directly to the agency upon receipt of item number four below. All credits expire 90 days from the date of the invoice. Credits must be applied or requested to be refunded within 90 days of the date of the invoice or the credit will expire and the invoice will be deleted. Expired credit transactions may be resubmitted to create new invoices at any time.

**The following documentation is required to process IPC tax, service fee, Citizens assessment, EMPA surcharge, and Florida Hurricane Catastrophe Fund (FHCF) assessment refunds:**

- (1) A written refund request (i.e., cover letter or email) explaining the reason for the refund(s)
- (2) A copy of the credit invoice(s) to be refunded
- (3) A copy of the return premium endorsement issued by the insurance company or supporting documentation indicating a credit amount is due
- (4) Proof that the agency has refunded the taxes, fees, assessments and surcharges to the insured (note: this is only required if the refunds are being issued to the insurance agency in lieu of the insured)
- (5) Refund application(s) for the charge(s) being refunded (note: It is not necessary to complete an application in order to request a refund for FSLSO service fee invoices (-F))

Original signatures on the applications are required to process the refunds. **Completed refund documentation should be mailed to the address below:**

FSLSO  
Attn: IPC Department  
1441 Maclay Commerce Drive, Suite 200  
Tallahassee, FL 32312

All IPC refunds are processed by FSLSO within 30 days of the receipt of the refund documentation. Refunds are issued by the agencies below four to six weeks from the receipt date:

**Taxes** issued by **Florida Department of Financial Services**

**Service Fees** issued by **Florida Surplus Lines Service Office**

**FHCF Assessments** issued by **State Board of Administration**

**Citizens Assessments** issued by **Citizens Property Insurance Corp**

**EMPA Surcharges** issued by **Florida Division of Emergency Management**

## **Section VI: IPC Contact Information**

### **IPC Collections Coordinator**

Tiffany Maruniak

Email: tmaruniak@fslso.com

Phone: (800) 562-4496 x113

Fax: (850) 513-9624

### **IPC Collections Specialist**

Holly Grissom

Email: hgrissom@fslso.com

Phone: (800) 562-4496 x127

Fax: (850) 513-9624

### **FSLSO Mailing Address**

1441 Maclay Commerce Drive

Suite 200

Tallahassee, FL 32312

### **FSLSO Phone Numbers**

Toll Free: (800) 562-4496 (option 5 for IPC Department)

Main Number: (850) 224-7676