

**EXECUTIVE SUMMARY  
FSLSO ONLINE SURVEY 2007**

**Prepared for**

**Florida Surplus Lines Service Office  
Tallahassee, FL**

**Prepared by**

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## INTRODUCTION

The Florida Surplus Lines Service Office (FSLSO) contracted with Beacon Research, Inc., of Tallahassee, FL to conduct 5 on-line surveys with key publics. The surveys are similar to the surveys conducted in 2005 and 2006. The surveys were conducted with Agency Accounting Contacts, Agency Submission Contacts, Surplus Lines Agents, Surplus Lines Insurer Contacts and IPC Submission Contacts. The surveys were conducted during late May and early June 2007 using an on-line survey program. The purpose of the surveys was to ascertain opinions related to FSLSO services. Following is a summary of the findings. In the tables, percents are rounded to the nearest whole percent; as such, columns may not always total to 100%.

The table below arrays the completion rates for the 5 groups surveyed, and the overall completion rate for the survey.

<b><u>Customer Group</u></b>	<b><u># Distributed</u></b>	<b><u># Returned</u></b>	<b><u>% Participating</u></b>
Agency Accounting Contacts	621	159	25.6
Agency Submission Contacts	830	180	21.7
Surplus Lines Agents	940	230	24.5
Insurer Contacts	131	50	38.2
IPC Submission Contacts	1637	284	17.3
Totals	4159	903	21.7

The overall completion rate for 2007 is slightly better than for 2006 and 2005. While Insurer Contacts were down about 50% and Agency Submission Contacts were the same, the number of responses in the three other categories increased significantly.

Two appendices are attached to this summary. In Appendix A, the frequency distribution for each question is displayed. In this Appendix, individuals who selected “not used” or “unaware of service” are included in the computation. In Appendix B, these individuals are coded as “missing data” so the frequency distribution is only for individuals who selected a particular answer other than “not used” or “unaware of service.” In both appendices, individuals who left a question blank are identified as “system missing.” For the most part, the results reported in this summary come from Appendix B.

## FINDINGS

### AGENCY ACCOUNTING CONTACTS

Agency accounting contacts were asked to identify their top 5 day-to-day challenges. The top 6 are listed.

<b>Challenge</b>	<b>Percent</b>
Reconciling amounts billed to submissions	56
Remittance of surplus lines taxes, fees, etc.	41
Receipt of policy information	38
Receipt of policy information from agents or staff	38
Multi-stage policy filings	35
Receipt of invoices and reports from agents or staff	31

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring marketplace 88%
  - Information on industry issues 94%
  - Providing educational opportunities 90%
  - Assisting with collections of taxes, fees, etc. 96%
  - Providing reports and invoices electronically 92%
- 98% agreed that FLSOs mission statement was appropriate for the organization
- When asked to rank certain FLSO services, respondents ranked the following services as very or somewhat satisfied by the percent indicated:
  - FLSO website 97%
  - Online assistance (FAQs, manuals, etc.) 97%
  - Online information 95%
  - Staff assistance with billing questions 99%
  - Electronic bulletins 98%
  - Electronic reports 95%
  - Electronic invoices 98%
  - Surplus Lines Information Portal (SLIP) 90%
  - Monthly transaction reports 97%
  - Correction reports 90%
  - Detail reports 96%
- Respondents indicated the following issues might deter or prohibit them from taking advantage of the electronic invoicing services in the percent indicated:
  - Not aware of service 24%
  - Concern for security in zip format 13%
  - Training on how to access service 18%
  - Blocked by internal security 21%
  - Email routed to someone else in agency 15%

- The five most important items respondents identified as needed for reconciliation on accounting reports were:
  - Insured's name 87%
  - Premium 86%
  - Policy number 84%
  - Policy fees 70%
  - Effective date 67%
- Respondents reported being very or somewhat satisfied with the following functions or features provided by SLIP in the percentages indicated:
  - Access to previously submitted data 98%
  - Access to reports, e.g., monthly transactions 96%
  - Ability to correct/edit previous transactions 94%
  - Ability to submit through web portal 97%
  - Electronic quarterly tax affidavits 93%
  - Access to Agent Report Card 94%
  - Notification of electronic bulletins 95%
  - TIQ reports 93%
  - Immediate receipt of confirmation numbers 98%
- Respondents indicated how very or somewhat important the following proposed services would be to their business in the percentages indicated:
  - Option to pay invoices electronically 70%
  - Segment website by customer type 78%
  - Training provided by WebEx 83%
  - Continuing education on ethics 76%
  - Symposium on current events 75%
  - Online tutorial for SLIP 91%
- Overall satisfaction for staff and services of FLSO:
  - Very satisfied 83%
  - Somewhat satisfied 16%
  - Not very satisfied 0%
  - Not at all satisfied 1%

## AGENCY SUBMISSION CONTACTS

Agency submission contacts were asked to identify their top 5 day-to-day challenges.

<b>Challenge</b>	<b>Percent</b>
Receipt of timely information from agent	62
Receipt of policy information from insurer	58
Identifying questioned transactions in a rejected file submission	35
Access to information to maintain compliant submissions	32
Access to previously submitted data	28
<ul style="list-style-type: none"> <li>• FLSO services were ranked as very important or somewhat important by the percentages indicated:           <ul style="list-style-type: none"> <li>○ Monitoring marketplace to ensure fairness 93</li> <li>○ Assisting agents/staff to comply with laws 99</li> <li>○ Representing Florida’s surplus lines industry 78</li> <li>○ Providing information to stay abreast of industry 94</li> <li>○ Providing educational opportunities 89</li> </ul> </li> <li>• When asked to rank certain FLSO services, respondents ranked the following services as very or somewhat satisfied by the percent indicated:           <ul style="list-style-type: none"> <li>○ FLSO Website 98</li> <li>○ Market Data Reports 98</li> <li>○ List of eligible surplus lines insurers 98</li> <li>○ Online assistance 94</li> <li>○ Online information 94</li> <li>○ Publications 97</li> <li>○ Downloadable submission software 94</li> <li>○ Software support 97</li> <li>○ Educational offerings 94</li> <li>○ Staff assistance 99</li> <li>○ Electronic bulletins 97</li> <li>○ Electronically transmitted reports 96</li> <li>○ New invoice format 94</li> <li>○ Certification of COAST 93</li> <li>○ Online agent software tutorial 91</li> <li>○ Agent report card 91</li> <li>○ Surplus Lines Information Portal (SLIP) 89</li> <li>○ Compliance review reports 96</li> </ul> </li> <li>• When asked to rank certain functions or features provided via SLIP, respondents ranked these functions or features as very satisfied or somewhat satisfied by the percent indicated:           <ul style="list-style-type: none"> <li>○ Access to previously submitted data 92</li> <li>○ Access to reports, e.g., monthly transactions 88</li> <li>○ Ability to correct and edit previous transactions 88</li> <li>○ Ability to submit policy transactions via web portal 95</li> </ul> </li> </ul>	

- Electronic, auto-filed quarterly tax affidavits 95
- Ability to update contact information 95
- Access to agent report card 95
- Link to selected insurer financial data 96
- ~~The approximate percent~~ Approximately how many of your submission filings within the past 12 months ~~that~~ included multi-state transactions ~~were~~:
  - None 60
  - 1 to 5 17
  - 6 to 25 13
  - 26 to 50 3
  - More than 50 7
- When asked to rank the importance of certain proposed services, respondents ranked these proposed services as very important or somewhat important by the percent indicated:
  - Option to pay tax, etc., invoices electronically 66
  - Organize website by customer type 74
  - Training or educational offerings by WebEx 76
  - Conducting education classes on ethics 73
  - Symposia on current events 72
  - Online tutorial for SLIP 86
  - Assessing continuing education credits 82
  - Access to compliance review reports 88
- Overall satisfaction for FLSO staff and services
  - Very satisfied 83
  - Somewhat satisfied 16
  - Not very satisfied 1
  - Not at all satisfied <1

## SURPLUS LINES AGENTS

Surplus Lines Agents were asked to identify the top 5 challenges their agency faced.

Challenge	Percent
Attracting new insurer markets	61
Finding, training and keeping qualified staff	60
Retention of customers	46
Attracting customers	44
Retention of insurer markets	40

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring marketplace to ensure fairness 94
  - Assisting agents & staff to comply with laws 98
  - Representing surplus lines industry 88
  - Providing information to stay abreast of issues 95
  - Providing educational opportunities 92
- 95% agreed that FLSOs mission statement was appropriate for the organization
- When asked to rank certain FLSO services, respondents ranked the following services as very or somewhat satisfied by the percent indicated:
  - Market data reports 98
  - List of eligible insurers 99
  - Online assistance 98
  - Online information 98
  - Publications 97
  - Downloadable submission software 98
  - Software support or technical assistance 98
  - Educational offerings 94
  - Staff assistance 97
  - Legislative updates 98
  - Electronic bulletins 99
  - Electronic reports 96
  - Electronic invoices 96
  - Insurer financial data 95
  - Electronic, auto-filed quarterly affidavits 98
  - Online educational course registration 97
  - Agent report card 95
  - Surplus lines information portal (SLIP) 95
  - Compliance review program 96
  - FLSO website 97

- When asked to rank certain functions or features provided via SLIP, respondents ranked these functions or features as very satisfied or somewhat satisfied by the percent indicated:
  - Access to previously submitted data 96
  - Access to reports, e.g., monthly transactions 95
  - Ability to correct and edit previous transactions 98
  - Ability to submit policy transactions via web portal 98
  - Electronic, auto-filed quarterly tax affidavits 98
  - Ability to update contact information 98
  - Ability to update catastrophe contact information 98
  - Access to agent report card 95
  - Link to selected insurer financial data 98
  - Notification of news bulletins and alerts 97
  - Transactions in question reports 97
  - Immediate receipt of confirmation numbers 98
- The approximate percent of submission filings within the past 12 months that included multi-state transactions were:
  - None 72
  - 1 to 5 20
  - 6 to 10 4
  - 11 to 15 1
  - More than 15 3
- 59% said they were aware of federal legislation to regulate the placement and taxation of surplus lines policies
- 42% supported the federal regulation of multi-state surplus lines policies
- When asked to rank the importance of certain proposed services, respondents ranked these proposed services as very important or somewhat important by the percent indicated:
  - Course on understanding financial statements 78
  - Option to pay tax, etc., invoices electronically 84
  - Segment website by customer type 81
  - Training via WebEx 82
  - Continuing education on ethics 78
  - Access to continuing education credits online 88
  - Online courses on loss mitigation discounts 85
  - Symposium on current events 87
  - Online tutorial for SLIP 92
  - Handheld PDA 55
  - Access to compliance review reports 89
- Overall satisfaction for FLSO staff and services
  - Very satisfied 87
  - Somewhat satisfied 13

## SURPLUS LINES INSURER CONTACTS

Surplus Lines Insurer Contacts were asked to identify the top 5 challenges their company faced.

<b>Challenge</b>	<b>Percent</b>
Dealing with different state regulations for compliance issues	84
Multi-state policy filings	74
Receipt of accurate policy information	58
Staying informed of legislative changes	56
Overwhelmed by regulation	44
Finding, training and keeping qualified staff	36

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring the marketplace to ensure fairness 91
  - Assisting agents to comply with laws 89
  - Representing the surplus lines industry 77
  - Providing information to stay abreast of issues 96
  - Providing educational opportunities 77
- 92% agreed that FLSOs mission statement was appropriate for the organization
- When asked to rank certain FLSO services, respondents ranked the following services as very or somewhat satisfied by the percent indicated:
  - Market data reports 88
  - Insurer financial data 96
  - Online assistance 90
  - Online information 90
  - Publications 94
  - Downloadable submission software 71
  - Software support 81
  - Staff assistance 94
  - Legislative updates 98
  - Electronic bulletins 95
  - Electronically transmitted reports 84
  - Surplus lines information portal (SLIP) 93
  - FLSO website 94
- Services used within the past 12 months included:
  - Market data reports 12
  - Insurer financial data 24
  - Online assistance 46
  - Online information 42
  - Publications 38
  - Downloadable submission software 74
  - Software support 48
  - Educational offerings 4

- Staff assistance 66
- Legislative updates 32
- Electronic bulletins 52
- Electronically transmitted reports 46
- Importance making filing easier by changing policy filing requirements to require submission of only expired policies on a quarterly basis:
  - Very important 53
  - Somewhat important 28
  - Not very important 7
  - Not at all important 12
- When asked to rank certain functions or features provided via SLIP, respondents ranked these functions or features as very satisfied or somewhat satisfied by the percent indicated:
  - Access to previously submitted data 83
  - Access to reports, e.g., individual policy reports 85
  - Ability to track breaking news items 88
  - Retrieve newest software downloads 88
  - Ability to correct and edit previous transactions 75
  - Ability to submit transactions through web portal 95
- When asked to rank the importance of certain proposed services, respondents ranked these proposed services as very important or somewhat important by the percent indicated:
  - Ability to update catastrophe contact information 77
  - Segment website by customer type 81
  - Insurer report care for monitoring compliance 72
  - Symposium on current events 69
  - Online tutorial for SLIP 91
- Overall satisfaction of FLSO staff and services:
  - Very satisfied 50
  - Somewhat satisfied 44
  - Not very satisfied 6

## IPC SUBMISSION CONTACTS

IPC Submission Contacts were asked to identify the top 5 challenges facing their daily operations.

<b>Challenge</b>	<b>Percent</b>
Dealing with different state regulations for compliance issues	62
Multi-state policy filings	51
Remittance of surplus lines taxes and fees	43
Attracting and retaining customers	39
Receipt of policy information from the insurer	39

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring the marketplace to ensure fairness 89
  - Assisting agents to comply with laws 92
  - Representing the surplus lines industry 61
  - Providing information to stay abreast of issues 89
  - Providing educational opportunities 79
  - Assist with collection of taxes, fees, etc. 88
  - Providing educational tools 85
- 96% agreed that FLSOs mission statement was appropriate for the organization
- When asked to rank certain FLSO services, respondents ranked the following services as very or somewhat satisfied by the percent indicated:
  - Market data reports 91
  - Insurer financial data 92
  - Online assistance 95
  - Online information 94
  - Publications 88
  - IPC submission process 96
  - Electronic invoices 98
  - FLSO website 96
  - Staff assistance 93
  - Legislative updates 93
  - Electronic bulletins (e-news) 91
  - List of eligible insurers 94

- When asked how satisfied they were with functions or features provided via the IPC Submission Process, respondents ranked these functions or features as very satisfied or somewhat satisfied by the percent indicated:
  - Ease of filing system 98
  - Ability to receive invoices at time of policy filing 98
  - Ability to reuse contact information 97
  - Submission confirmation and receipt emails 99
  - List of eligible insurers on step seven 93
  - Ability to edit policy data prior to submission 97
  - IPC FAQs 92
- When asked to rank the importance of certain proposed services, respondents ranked these proposed services as very important or somewhat important by the percent indicated:
  - To view correct policy information after submission 96
  - Ability to view paid and unpaid invoices 94
  - Consolidated statements of outstanding taxes, etc. 91
  - Option to pay taxes, fees, etc., electronically 78
  - Segment website by customer type 79
  - Training via WebEx 75
  - Symposium on current events 67
- Overall satisfaction of FLSO staff and services:
  - Very satisfied 80
  - Somewhat satisfied 17
  - Not very satisfied 2
  - Not at all satisfied 1

## **OBSERVATIONS AND ISSUES FOR CONSIDERATION**

Based on the data collected, the following observations and issues for consideration are offered.

- For the most part, FLSO publications and services receive high marks across all five audiences when all responses are considered, including those who say they are unaware of a service or do not use a service. These ratings significantly improve when respondents who say they do not use or are unaware are removed and the percentages are re-calculated. Overall, very and somewhat satisfied ratings, when combined, are often in the mid to high 90% range, and rarely in the 70% or 80% range. There are functions/features/etc., however, where a high number of respondents say they are unaware of this function/feature. FLSO may want to consider some educational efforts to ensure its users know the availability of its many functions, features, programs, etc.
- One area of potential improvement would be an effort to move the “somewhat satisfied” responses to the “very satisfied response category,” although most organizations would be quite envious of the extraordinarily high ratings FLSO receives across the board.
- We got the general sense that many respondents are not as satisfied with SLIP as they could be. Based on other responses, we think these lower ratings, although still quite high in one sense, could be improved with more focus on education and training on SLIP.
- In general, the various audiences with which FLSO deals seem to value what the organization does for them. FLSO should continue to reinforce its value to these audiences throughout its publications and services.

## Appendix A

### Frequency Distributions, No Missing Data

## Frequency Tables: Agency Accounting Contacts, No Missing Data 2007

Which are the top five challenges you face in performing your job?

### Reconciling amounts billed to submitted transactions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	89	56.0	100.0	100.0
Missing	System	70	44.0		
Total		159	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	61	38.4	100.0	100.0
Missing	System	98	61.6		
Total		159	100.0		

### Receipt of policy information from agents or their staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	60	37.7	100.0	100.0
Missing	System	99	62.3		
Total		159	100.0		

### Receipt of invoices and reports from agents or their staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	50	31.4	100.0	100.0
Missing	System	109	68.6		
Total		159	100.0		

### Remittance of surplus lines taxes, fees, assessments and surcharges

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	65	40.9	100.0	100.0
Missing	System	94	59.1		
Total		159	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	56	35.2	100.0	100.0
Missing	System	103	64.8		
Total		159	100.0		

**Collections from the insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	41	25.8	100.0	100.0
Missing	System	118	74.2		
Total		159	100.0		

**Reliability of FLSO software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	27	17.0	100.0	100.0
Missing	System	132	83.0		
Total		159	100.0		

**Reliability of your accounting software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	15	9.4	100.0	100.0
Missing	System	144	90.6		
Total		159	100.0		

**Assuring necessary technology available for office and staff to facilitate receipt of electronic reports from FLSO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	15.1	100.0	100.0
Missing	System	135	84.9		
Total		159	100.0		

For each of the following FLSO services, please indicate how important they are to your business

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	86	54.1	55.8	55.8
	Somewhat Important	38	23.9	24.7	80.5
	Not Very Important	10	6.3	6.5	87.0
	Not at all Important	7	4.4	4.5	91.6
	Unaware of Service	13	8.2	8.4	100.0
Total		154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Providing information to help agents and staff to stay abreast of industry issues and make sound and effective business decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	90	56.6	59.2	59.2
	Somewhat Important	45	28.3	29.6	88.8
	Not Very Important	6	3.8	3.9	92.8
	Not at all Important	3	1.9	2.0	94.7
	Unaware of Service	8	5.0	5.3	100.0
Total		152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	89	56.0	58.9	58.9
	Somewhat Important	40	25.2	26.5	85.4
	Not Very Important	12	7.5	7.9	93.4
	Not at all Important	2	1.3	1.3	94.7
	Unaware of Service	8	5.0	5.3	100.0
Total		151	95.0	100.0	
Missing	System	8	5.0		
Total		159	100.0		

**Assist agents with the collection and reconciliation of appropriate taxes, fees, assessments and surcharges to ensure compliance.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	112	70.4	73.7	73.7
	Somewhat Important	28	17.6	18.4	92.1
	Not Very Important	5	3.1	3.3	95.4
	Not at all Important	1	.6	.7	96.1
	Unaware of Service	6	3.8	3.9	100.0
	Total	152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

**Provide reports and invoices in an electronic format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	110	69.2	71.0	71.0
	Somewhat Important	31	19.5	20.0	91.0
	Not Very Important	12	7.5	7.7	98.7
	Not at all Important	1	.6	.6	99.4
	Unaware of Service	1	.6	.6	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	149	93.7	98.0	98.0
	no	3	1.9	2.0	100.0
	Total	152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

For each of the following services you use, please indicate how satisfied you are with the service.

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	103	64.8	66.5	66.5
	Somewhat Satisfied	38	23.9	24.5	91.0
	Not Very Satisfied	3	1.9	1.9	92.9
	Not at all Satisfied	1	.6	.6	93.5
	Do Not Use	10	6.3	6.5	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	76	47.8	49.4	49.4
	Somewhat Satisfied	48	30.2	31.2	80.5
	Not Very Satisfied	3	1.9	1.9	82.5
	Not at all Satisfied	1	.6	.6	83.1
	Do Not Use	26	16.4	16.9	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	55.3	56.8	56.8
	Somewhat Satisfied	41	25.8	26.5	83.2
	Not Very Satisfied	4	2.5	2.6	85.8
	Not at all Satisfied	3	1.9	1.9	87.7
	Do Not Use	19	11.9	12.3	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**Staff assistance with billing questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	121	76.1	77.6	77.6
	Somewhat Satisfied	23	14.5	14.7	92.3
	Not Very Satisfied	1	.6	.6	92.9
	Not at all Satisfied	1	.6	.6	93.6
	Do Not Use	10	6.3	6.4	100.0
	Total	156	98.1	100.0	
Missing	System	3	1.9		
Total		159	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	53.5	55.6	55.6
	Somewhat Satisfied	51	32.1	33.3	88.9
	Not Very Satisfied	3	1.9	2.0	90.8
	Do Not Use	14	8.8	9.2	100.0
	Total	153	96.2	100.0	
Missing	System	6	3.8		
Total		159	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	59.7	61.7	61.7
	Somewhat Satisfied	36	22.6	23.4	85.1
	Not Very Satisfied	5	3.1	3.2	88.3
	Not at all Satisfied	2	1.3	1.3	89.6
	Do Not Use	16	10.1	10.4	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	82	51.6	55.0	55.0
	Somewhat Satisfied	38	23.9	25.5	80.5
	Not Very Satisfied	2	1.3	1.3	81.9
	Not at all Satisfied	1	.6	.7	82.6
	Do Not Use	26	16.4	17.4	100.0
	Total	149	93.7	100.0	
Missing	System	10	6.3		
Total		159	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	76	47.8	49.7	49.7
	Somewhat Satisfied	40	25.2	26.1	75.8
	Not Very Satisfied	8	5.0	5.2	81.0
	Not at all Satisfied	5	3.1	3.3	84.3
	Do Not Use	24	15.1	15.7	100.0
	Total	153	96.2	100.0	
Missing	System	6	3.8		
Total		159	100.0		

**Monthly Transaction Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	99	62.3	64.3	64.3
	Somewhat Satisfied	42	26.4	27.3	91.6
	Not Very Satisfied	3	1.9	1.9	93.5
	Not at all Satisfied	2	1.3	1.3	94.8
	Do Not Use	8	5.0	5.2	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Correction Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	68	42.8	45.3	45.3
	Somewhat Satisfied	41	25.8	27.3	72.7
	Not Very Satisfied	6	3.8	4.0	76.7
	Not at all Satisfied	6	3.8	4.0	80.7
	Do Not Use	29	18.2	19.3	100.0
	Total	150	94.3	100.0	
Missing	System	9	5.7		
Total		159	100.0		

**Detail Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	54.7	57.6	57.6
	Somewhat Satisfied	39	24.5	25.8	83.4
	Not Very Satisfied	3	1.9	2.0	85.4
	Not at all Satisfied	3	1.9	2.0	87.4
	Do Not Use	19	11.9	12.6	100.0
	Total	151	95.0	100.0	
Missing	System	8	5.0		
Total		159	100.0		

Which are the issues that may deter or prohibit you from taking advantage of the electronic invoicing service?

**Not aware of the service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	38	23.9	100.0	100.0
Missing	System	121	76.1		
Total		159	100.0		

**Concerned for the security aspect of receiving an electronic invoice in “zip” format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	20	12.6	100.0	100.0
Missing	System	139	87.4		
<b>Total</b>		<b>159</b>	<b>100.0</b>		

**A training issue on how to access the service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	18.2	100.0	100.0
Missing	System	130	81.8		
<b>Total</b>		<b>159</b>	<b>100.0</b>		

**Invoices and Reports not received or blocked due internal security measures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	34	21.4	100.0	100.0
Missing	System	125	78.6		
<b>Total</b>		<b>159</b>	<b>100.0</b>		

**Emails being routed to someone else within your agency**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	14.5	100.0	100.0
Missing	System	136	85.5		
<b>Total</b>		<b>159</b>	<b>100.0</b>		

Which are the issues that may deter or prohibit you from taking advantage of the electronic invoicing service?

**Reports and invoices sent in a non-accessible format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	25	15.7	100.0	100.0
Missing	System	134	84.3		
<b>Total</b>		<b>159</b>	<b>100.0</b>		

**Submission Confirmation Number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	42	26.4	100.0	100.0
Missing	System	117	73.6		
Total		159	100.0		

**Policy Number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	134	84.3	100.0	100.0
Missing	System	25	15.7		
Total		159	100.0		

**Submission Date**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	57	35.8	100.0	100.0
Missing	System	102	64.2		
Total		159	100.0		

**Effective Date**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	107	67.3	100.0	100.0
Missing	System	52	32.7		
Total		159	100.0		

**Coverage Code**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	18.2	100.0	100.0
Missing	System	130	81.8		
Total		159	100.0		

### Transaction Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	34	21.4	100.0	100.0
Missing	System	125	78.6		
Total		159	100.0		

### Insured Name

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	138	86.8	100.0	100.0
Missing	System	21	13.2		
Total		159	100.0		

### Premium

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	137	86.2	100.0	100.0
Missing	System	22	13.8		
Total		159	100.0		

### Policy Fees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	111	69.8	100.0	100.0
Missing	System	48	30.2		
Total		159	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	53.5	54.5	54.5
	Somewhat Satisfied	42	26.4	26.9	81.4
	Not Very Satisfied	2	1.3	1.3	82.7
	Not at all Satisfied	1	.6	.6	83.3
	Do Not Use	26	16.4	16.7	100.0
	Total	156	98.1	100.0	
Missing	System	3	1.9		
Total		159	100.0		

**Access to reports such as monthly transaction reports, activity summary reports, submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	49.7	51.0	51.0
	Somewhat Satisfied	40	25.2	25.8	76.8
	Not Very Satisfied	3	1.9	1.9	78.7
	Not at all Satisfied	2	1.3	1.3	80.0
	Do Not Use	31	19.5	20.0	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	80	50.3	52.3	52.3
	Somewhat Satisfied	34	21.4	22.2	74.5
	Not Very Satisfied	6	3.8	3.9	78.4
	Not at all Satisfied	1	.6	.7	79.1
	Do Not Use	32	20.1	20.9	100.0
	Total	153	96.2	100.0	
Missing	System	6	3.8		
Total		159	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	90	56.6	59.6	59.6
	Somewhat Satisfied	23	14.5	15.2	74.8
	Not Very Satisfied	2	1.3	1.3	76.2
	Not at all Satisfied	2	1.3	1.3	77.5
	Do Not Use	34	21.4	22.5	100.0
	Total	151	95.0	100.0	
Missing	System	8	5.0		
Total		159	100.0		

**Electronic, auto-filled quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	49.7	51.3	51.3
	Somewhat Satisfied	15	9.4	9.7	61.0
	Not Very Satisfied	5	3.1	3.2	64.3
	Not at all Satisfied	2	1.3	1.3	65.6
	Do Not Use	53	33.3	34.4	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	36.5	38.2	38.2
	Somewhat Satisfied	29	18.2	19.1	57.2
	Not Very Satisfied	4	2.5	2.6	59.9
	Not at all Satisfied	2	1.3	1.3	61.2
	Do Not Use	59	37.1	38.8	100.0
	Total	152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	72	45.3	47.4	47.4
	Somewhat Satisfied	41	25.8	27.0	74.3
	Not Very Satisfied	5	3.1	3.3	77.6
	Not at all Satisfied	1	.6	.7	78.3
	Do Not Use	33	20.8	21.7	100.0
	Total	152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

**Transactions in Question Reports (TIQ reports)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	65	40.9	43.3	43.3
	Somewhat Satisfied	34	21.4	22.7	66.0
	Not Very Satisfied	7	4.4	4.7	70.7
	Not at all Satisfied	1	.6	.7	71.3
	Do Not Use	43	27.0	28.7	100.0
	Total	150	94.3	100.0	
Missing	System	9	5.7		
Total		159	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	59.7	63.8	63.8
	Somewhat Satisfied	22	13.8	14.8	78.5
	Not Very Satisfied	2	1.3	1.3	79.9
	Do Not Use	30	18.9	20.1	100.0
	Total	149	93.7	100.0	
Missing	System	10	6.3		
Total		159	100.0		

Please indicate how important each of the following proposed services would be to your business

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	48	30.2	30.4	30.4
	Somewhat Important	36	22.6	22.8	53.2
	Not Very Important	26	16.4	16.5	69.6
	Not at all Important	10	6.3	6.3	75.9
	Do Not Use	38	23.9	24.1	100.0
	Total	158	99.4	100.0	
Missing	System	1	.6		
Total		159	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	47	29.6	30.1	30.1
	Somewhat Important	54	34.0	34.6	64.7
	Not Very Important	20	12.6	12.8	77.6
	Not at all Important	8	5.0	5.1	82.7
	Do Not Use	27	17.0	17.3	100.0
	Total	156	98.1	100.0	
Missing	System	3	1.9		
Total		159	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	41	25.8	26.6	26.6
	Somewhat Important	62	39.0	40.3	66.9
	Not Very Important	14	8.8	9.1	76.0
	Not at all Important	7	4.4	4.5	80.5
	Do Not Use	30	18.9	19.5	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	52	32.7	33.8	33.8
	Somewhat Important	45	28.3	29.2	63.0
	Not Very Important	21	13.2	13.6	76.6
	Not at all Important	9	5.7	5.8	82.5
	Do Not Use	27	17.0	17.5	100.0
	Total	154	96.9	100.0	
Missing	System	5	3.1		
Total		159	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	49	30.8	31.6	31.6
	Somewhat Important	47	29.6	30.3	61.9
	Not Very Important	27	17.0	17.4	79.4
	Not at all Important	5	3.1	3.2	82.6
	Do Not Use	27	17.0	17.4	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	62	39.0	40.0	40.0
	Somewhat Important	57	35.8	36.8	76.8
	Not Very Important	12	7.5	7.7	84.5
	Do Not Use	24	15.1	15.5	100.0
	Total	155	97.5	100.0	
Missing	System	4	2.5		
Total		159	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	81.8	81.8	81.8
	Somewhat Satisfied	25	15.7	15.7	97.5
	Not at all Satisfied	1	.6	.6	98.1
	Do Not Use	3	1.9	1.9	100.0
	Total	159	100.0	100.0	

## Frequency Tables: Agency Submission Contacts, No Missing Data 2007

What are the top five challenges you face in day-to-day duties?

### Receipt of timely information from your agent to make your submission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	112	62.2	100.0	100.0
Missing	System	68	37.8		
Total		180	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	105	58.3	100.0	100.0
Missing	System	75	41.7		
Total		180	100.0		

### Use of FLSO Reporting Software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	43	23.9	100.0	100.0
Missing	System	137	76.1		
Total		180	100.0		

### Access to previously submitted data

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	50	27.8	100.0	100.0
Missing	System	130	72.2		
Total		180	100.0		

### Identifying questioned transactions in a rejected file submission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	63	35.0	100.0	100.0
Missing	System	117	65.0		
Total		180	100.0		

**Access to information to maintain compliant submissions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	58	32.2	100.0	100.0
Missing	System	122	67.8		
Total		180	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	47	26.1	100.0	100.0
Missing	System	133	73.9		
Total		180	100.0		

**Viruses that cause a loss of your data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	13	7.2	100.0	100.0
Missing	System	167	92.8		
Total		180	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	101	56.1	57.7	57.7
	Somewhat Important	53	29.4	30.3	88.0
	Not Very Important	8	4.4	4.6	92.6
	Not at all Important	3	1.7	1.7	94.3
	Unaware of Service	10	5.6	5.7	100.0
Total		175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	136	75.6	77.3	77.3
	Somewhat Important	33	18.3	18.8	96.0
	Not Very Important	2	1.1	1.1	97.2
	Unaware of Service	5	2.8	2.8	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	68	37.8	39.3	39.3
	Somewhat Important	54	30.0	31.2	70.5
	Not Very Important	25	13.9	14.5	85.0
	Not at all Important	9	5.0	5.2	90.2
	Unaware of Service	17	9.4	9.8	100.0
	Total	173	96.1	100.0	
Missing	System	7	3.9		
Total		180	100.0		

**Providing information to help agents and staff to stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	113	62.8	64.9	64.9
	Somewhat Important	47	26.1	27.0	92.0
	Not Very Important	8	4.4	4.6	96.6
	Not at all Important	3	1.7	1.7	98.3
	Unaware of Service	3	1.7	1.7	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	99	55.0	56.9	56.9
	Somewhat Important	50	27.8	28.7	85.6
	Not Very Important	15	8.3	8.6	94.3
	Not at all Important	4	2.2	2.3	96.6
	Unaware of Service	6	3.3	3.4	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the services/products

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	67.8	68.2	68.2
	Somewhat Satisfied	50	27.8	27.9	96.1
	Not Very Satisfied	3	1.7	1.7	97.8
	Not at all Satisfied	1	.6	.6	98.3
	Do Not Use	3	1.7	1.7	100.0
	Total	179	99.4	100.0	
Missing	System	1	.6		
Total		180	100.0		

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	32.2	33.0	33.0
	Somewhat Satisfied	53	29.4	30.1	63.1
	Not Very Satisfied	2	1.1	1.1	64.2
	Do Not Use	63	35.0	35.8	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**List of Eligible Surplus Lines Insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	116	64.4	64.8	64.8
	Somewhat Satisfied	47	26.1	26.3	91.1
	Not Very Satisfied	3	1.7	1.7	92.7
	Not at all Satisfied	1	.6	.6	93.3
	Do Not Use	12	6.7	6.7	100.0
	Total	179	99.4	100.0	
Missing	System	1	.6		
Total		180	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	82	45.6	46.6	46.6
	Somewhat Satisfied	64	35.6	36.4	83.0
	Not Very Satisfied	8	4.4	4.5	87.5
	Not at all Satisfied	1	.6	.6	88.1
	Do Not Use	21	11.7	11.9	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	46.7	48.0	48.0
	Somewhat Satisfied	69	38.3	39.4	87.4
	Not Very Satisfied	8	4.4	4.6	92.0
	Not at all Satisfied	1	.6	.6	92.6
	Do Not Use	13	7.2	7.4	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	74	41.1	42.0	42.0
	Somewhat Satisfied	70	38.9	39.8	81.8
	Not Very Satisfied	3	1.7	1.7	83.5
	Not at all Satisfied	2	1.1	1.1	84.7
	Do Not Use	27	15.0	15.3	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	48.9	50.0	50.0
	Somewhat Satisfied	53	29.4	30.1	80.1
	Not Very Satisfied	7	3.9	4.0	84.1
	Not at all Satisfied	2	1.1	1.1	85.2
	Do Not Use	26	14.4	14.8	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	105	58.3	60.0	60.0
	Somewhat Satisfied	46	25.6	26.3	86.3
	Not Very Satisfied	4	2.2	2.3	88.6
	Not at all Satisfied	1	.6	.6	89.1
	Do Not Use	19	10.6	10.9	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

### Educational Offerings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	62	34.4	36.0	36.0
	Somewhat Satisfied	54	30.0	31.4	67.4
	Not Very Satisfied	6	3.3	3.5	70.9
	Not at all Satisfied	1	.6	.6	71.5
	Do Not Use	49	27.2	28.5	100.0
	Total	172	95.6	100.0	
Missing	System	8	4.4		
Total		180	100.0		

### Staff assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	139	77.2	78.5	78.5
	Somewhat Satisfied	30	16.7	16.9	95.5
	Not at all Satisfied	1	.6	.6	96.0
	Do Not Use	7	3.9	4.0	100.0
	Total	177	98.3	100.0	
Missing	System	3	1.7		
Total		180	100.0		

### Electronic bulletins

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	94	52.2	54.7	54.7
	Somewhat Satisfied	61	33.9	35.5	90.1
	Not Very Satisfied	5	2.8	2.9	93.0
	Do Not Use	12	6.7	7.0	100.0
	Total	172	95.6	100.0	
Missing	System	8	4.4		
Total		180	100.0		

**Electronically transmitted reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	114	63.3	65.5	65.5
	Somewhat Satisfied	45	25.0	25.9	91.4
	Not Very Satisfied	4	2.2	2.3	93.7
	Not at all Satisfied	2	1.1	1.1	94.8
	Do Not Use	9	5.0	5.2	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**New invoice format (provides an aggregate total with attached transactional documentation)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	93	51.7	53.1	53.1
	Somewhat Satisfied	53	29.4	30.3	83.4
	Not Very Satisfied	4	2.2	2.3	85.7
	Not at all Satisfied	5	2.8	2.9	88.6
	Do Not Use	20	11.1	11.4	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Certification of Online Agent Software Training (COAST) Program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	39	21.7	22.4	22.4
	Somewhat Satisfied	52	28.9	29.9	52.3
	Not Very Satisfied	7	3.9	4.0	56.3
	Do Not Use	76	42.2	43.7	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Online Agent Software Tutorial**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	43	23.9	25.3	25.3
	Somewhat Satisfied	54	30.0	31.8	57.1
	Not Very Satisfied	9	5.0	5.3	62.4
	Not at all Satisfied	1	.6	.6	62.9
	Do Not Use	63	35.0	37.1	100.0
	Total	170	94.4	100.0	
Missing	System	10	5.6		
Total		180	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	78	43.3	44.8	44.8
	Somewhat Satisfied	61	33.9	35.1	79.9
	Not Very Satisfied	7	3.9	4.0	83.9
	Not at all Satisfied	6	3.3	3.4	87.4
	Do Not Use	22	12.2	12.6	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	78	43.3	44.6	44.6
	Somewhat Satisfied	55	30.6	31.4	76.0
	Not Very Satisfied	12	6.7	6.9	82.9
	Not at all Satisfied	5	2.8	2.9	85.7
	Do Not Use	25	13.9	14.3	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Compliance Review Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	47.8	49.4	49.4
	Somewhat Satisfied	62	34.4	35.6	85.1
	Not Very Satisfied	4	2.2	2.3	87.4
	Not at all Satisfied	3	1.7	1.7	89.1
	Do Not Use	19	10.6	10.9	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	47.8	48.6	48.6
	Somewhat Satisfied	48	26.7	27.1	75.7
	Not Very Satisfied	9	5.0	5.1	80.8
	Not at all Satisfied	3	1.7	1.7	82.5
	Do Not Use	31	17.2	17.5	100.0
	Total	177	98.3	100.0	
Missing	System	3	1.7		
Total		180	100.0		

**Access to reports such as monthly transaction reports, activity summary reports, submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	80	44.4	44.9	44.9
	Somewhat Satisfied	44	24.4	24.7	69.7
	Not Very Satisfied	11	6.1	6.2	75.8
	Not at all Satisfied	6	3.3	3.4	79.2
	Do Not Use	37	20.6	20.8	100.0
	Total	178	98.9	100.0	
Missing	System	2	1.1		
Total		180	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	43.9	44.9	44.9
	Somewhat Satisfied	45	25.0	25.6	70.5
	Not Very Satisfied	14	7.8	8.0	78.4
	Not at all Satisfied	3	1.7	1.7	80.1
	Do Not Use	35	19.4	19.9	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	93	51.7	53.1	53.1
	Somewhat Satisfied	35	19.4	20.0	73.1
	Not Very Satisfied	5	2.8	2.9	76.0
	Not at all Satisfied	2	1.1	1.1	77.1
	Do Not Use	40	22.2	22.9	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Electronic, auto-filled quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	75	41.7	43.1	43.1
	Somewhat Satisfied	33	18.3	19.0	62.1
	Not Very Satisfied	5	2.8	2.9	64.9
	Not at all Satisfied	1	.6	.6	65.5
	Do Not Use	60	33.3	34.5	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Ability to update contact and agent biographical information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	43.9	45.1	45.1
	Somewhat Satisfied	44	24.4	25.1	70.3
	Not Very Satisfied	4	2.2	2.3	72.6
	Not at all Satisfied	2	1.1	1.1	73.7
	Do Not Use	46	25.6	26.3	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	31.7	32.9	32.9
	Somewhat Satisfied	46	25.6	26.6	59.5
	Not Very Satisfied	1	.6	.6	60.1
	Not at all Satisfied	5	2.8	2.9	63.0
	Do Not Use	64	35.6	37.0	100.0
	Total	173	96.1	100.0	
Missing	System	7	3.9		
Total		180	100.0		

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	55	30.6	31.6	31.6
	Somewhat Satisfied	41	22.8	23.6	55.2
	Not Very Satisfied	1	.6	.6	55.7
	Not at all Satisfied	3	1.7	1.7	57.5
	Do Not Use	74	41.1	42.5	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Approximately how many of your FLSO submission filings within the past 12 months included multi-state transactions?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	none	105	58.3	60.0	60.0
	1-5	30	16.7	17.1	77.1
	6-25	22	12.2	12.6	89.7
	26-50	6	3.3	3.4	93.1
	more than 50	12	6.7	6.9	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

Please indicate how important each of the following proposed services would be to your business.

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	52	28.9	29.5	29.5
	Somewhat Important	54	30.0	30.7	60.2
	Not Very Important	35	19.4	19.9	80.1
	Not at all Important	20	11.1	11.4	91.5
	Unaware of Service	15	8.3	8.5	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	51	28.3	29.5	29.5
	Somewhat Important	68	37.8	39.3	68.8
	Not Very Important	29	16.1	16.8	85.5
	Not at all Important	14	7.8	8.1	93.6
	Unaware of Service	11	6.1	6.4	100.0
	Total	173	96.1	100.0	
Missing	System	7	3.9		
Total		180	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	47	26.1	26.9	26.9
	Somewhat Important	67	37.2	38.3	65.1
	Not Very Important	25	13.9	14.3	79.4
	Not at all Important	12	6.7	6.9	86.3
	Unaware of Service	24	13.3	13.7	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	33.9	34.7	34.7
	Somewhat Important	55	30.6	31.3	65.9
	Not Very Important	28	15.6	15.9	81.8
	Not at all Important	14	7.8	8.0	89.8
	Unaware of Service	18	10.0	10.2	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	46	25.6	26.3	26.3
	Somewhat Important	67	37.2	38.3	64.6
	Not Very Important	34	18.9	19.4	84.0
	Not at all Important	9	5.0	5.1	89.1
	Unaware of Service	19	10.6	10.9	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	67	37.2	38.5	38.5
	Somewhat Important	70	38.9	40.2	78.7
	Not Very Important	15	8.3	8.6	87.4
	Not at all Important	7	3.9	4.0	91.4
	Unaware of Service	15	8.3	8.6	100.0
	Total	174	96.7	100.0	
Missing	System	6	3.3		
Total		180	100.0		

**Access to your continuing education credits as received through the Service Office education courses, both online and classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	63	35.0	35.8	35.8
	Somewhat Important	63	35.0	35.8	71.6
	Not Very Important	16	8.9	9.1	80.7
	Not at all Important	11	6.1	6.3	86.9
	Unaware of Service	23	12.8	13.1	100.0
	Total	176	97.8	100.0	
Missing	System	4	2.2		
Total		180	100.0		

**Access to completed Compliance Review reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	70	38.9	41.2	41.2
	Somewhat Important	64	35.6	37.6	78.8
	Not Very Important	13	7.2	7.6	86.5
	Not at all Important	5	2.8	2.9	89.4
	Unaware of Service	18	10.0	10.6	100.0
	Total	170	94.4	100.0	
Missing	System	10	5.6		
Total		180	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	146	81.1	81.6	81.6
	Somewhat Satisfied	28	15.6	15.6	97.2
	Not Very Satisfied	2	1.1	1.1	98.3
	Not at all Satisfied	1	.6	.6	98.9
	Do Not Use	2	1.1	1.1	100.0
	Total	179	99.4	100.0	
Missing	System	1	.6		
Total		180	100.0		

## Frequency Tables: Agents, No Missing Data 2007

What are the top five challenges your agency faces?

### Attracting customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	100	43.5	100.0	100.0
Missing	System	130	56.5		
Total		230	100.0		

### Retention of customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	106	46.1	100.0	100.0
Missing	System	124	53.9		
Total		230	100.0		

### Finding, training and keeping qualified staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	138	60.0	100.0	100.0
Missing	System	92	40.0		
Total		230	100.0		

### Creation of a commercial residual market program by the state

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	61	26.5	100.0	100.0
Missing	System	169	73.5		
Total		230	100.0		

### Assessment collection responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	10.4	100.0	100.0
Missing	System	206	89.6		
Total		230	100.0		

**Attracting new insurer markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	141	61.3	100.0	100.0
Missing	System	89	38.7		
Total		230	100.0		

**Retention of insurer markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	93	40.4	100.0	100.0
Missing	System	137	59.6		
Total		230	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	46	20.0	100.0	100.0
Missing	System	184	80.0		
Total		230	100.0		

**Assuring necessary technology available for office and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	46	20.0	100.0	100.0
Missing	System	184	80.0		
Total		230	100.0		

**Cost of doing business--overhead out of proportion to revenue**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	67	29.1	100.0	100.0
Missing	System	163	70.9		
Total		230	100.0		

**Strangulation by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	74	32.2	100.0	100.0
Missing	System	156	67.8		
Total		230	100.0		

**Competition from non-resident agents**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	25	10.9	100.0	100.0
Missing	System	205	89.1		
Total		230	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	152	66.1	67.3	67.3
	Somewhat Important	55	23.9	24.3	91.6
	Not Very Important	8	3.5	3.5	95.1
	Not at all Important	5	2.2	2.2	97.3
	Unaware of Service	6	2.6	2.7	100.0
	Total	226	98.3	100.0	
Missing	System	4	1.7		
Total		230	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	180	78.3	79.6	79.6
	Somewhat Important	38	16.5	16.8	96.5
	Not Very Important	2	.9	.9	97.3
	Not at all Important	2	.9	.9	98.2
	Unaware of Service	4	1.7	1.8	100.0
	Total	226	98.3	100.0	
Missing	System	4	1.7		
Total		230	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	115	50.0	51.1	51.1
	Somewhat Important	75	32.6	33.3	84.4
	Not Very Important	25	10.9	11.1	95.6
	Not at all Important	2	.9	.9	96.4
	Unaware of Service	8	3.5	3.6	100.0
	Total	225	97.8	100.0	
Missing	System	5	2.2		
Total		230	100.0		

**Providing information to help agents and staff stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	156	67.8	69.3	69.3
	Somewhat Important	53	23.0	23.6	92.9
	Not Very Important	9	3.9	4.0	96.9
	Not at all Important	3	1.3	1.3	98.2
	Unaware of Service	4	1.7	1.8	100.0
	Total	225	97.8	100.0	
Missing	System	5	2.2		
Total		230	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	133	57.8	59.4	59.4
	Somewhat Important	69	30.0	30.8	90.2
	Not Very Important	14	6.1	6.3	96.4
	Not at all Important	4	1.7	1.8	98.2
	Unaware of Service	4	1.7	1.8	100.0
	Total	224	97.4	100.0	
Missing	System	6	2.6		
Total		230	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	215	93.5	94.7	94.7
	no	12	5.2	5.3	100.0
	Total	227	98.7	100.0	
Missing	System	3	1.3		
Total		230	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the service/product.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	37.8	39.9	39.9
	Somewhat Satisfied	63	27.4	28.9	68.8
	Not Very Satisfied	3	1.3	1.4	70.2
	Do Not Use	65	28.3	29.8	100.0
	Total	218	94.8	100.0	
Missing	System	12	5.2		
Total		230	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	164	71.3	72.6	72.6
	Somewhat Satisfied	47	20.4	20.8	93.4
	Not Very Satisfied	3	1.3	1.3	94.7
	Do Not Use	12	5.2	5.3	100.0
	Total	226	98.3	100.0	
Missing	System	4	1.7		
Total		230	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	57.2	57.2
	Somewhat Satisfied	67	29.1	30.2	87.4
	Not Very Satisfied	4	1.7	1.8	89.2
	Do Not Use	24	10.4	10.8	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	140	60.9	62.8	62.8
	Somewhat Satisfied	68	29.6	30.5	93.3
	Not Very Satisfied	4	1.7	1.8	95.1
	Not at all Satisfied	1	.4	.4	95.5
	Do Not Use	10	4.3	4.5	100.0
	Total	223	97.0	100.0	
Missing	System	7	3.0		
Total		230	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	113	49.1	51.4	51.4
	Somewhat Satisfied	82	35.7	37.3	88.6
	Not Very Satisfied	6	2.6	2.7	91.4
	Not at all Satisfied	1	.4	.5	91.8
	Do Not Use	18	7.8	8.2	100.0
	Total	220	95.7	100.0	
Missing	System	10	4.3		
Total		230	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	57.2	57.2
	Somewhat Satisfied	55	23.9	24.8	82.0
	Not Very Satisfied	2	.9	.9	82.9
	Not at all Satisfied	1	.4	.5	83.3
	Do Not Use	37	16.1	16.7	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Software support or technical assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	56.5	58.8	58.8
	Somewhat Satisfied	58	25.2	26.2	85.1
	Not Very Satisfied	4	1.7	1.8	86.9
	Do Not Use	29	12.6	13.1	100.0
	Total	221	96.1	100.0	
Missing	System	9	3.9		
Total		230	100.0		

**Educational offerings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	92	40.0	41.3	41.3
	Somewhat Satisfied	91	39.6	40.8	82.1
	Not Very Satisfied	12	5.2	5.4	87.4
	Do Not Use	28	12.2	12.6	100.0
	Total	223	97.0	100.0	
Missing	System	7	3.0		
Total		230	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	171	74.3	76.0	76.0
	Somewhat Satisfied	38	16.5	16.9	92.9
	Not Very Satisfied	6	2.6	2.7	95.6
	Do Not Use	10	4.3	4.4	100.0
	Total	225	97.8	100.0	
Missing	System	5	2.2		
Total		230	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	117	50.9	52.7	52.7
	Somewhat Satisfied	87	37.8	39.2	91.9
	Not Very Satisfied	4	1.7	1.8	93.7
	Not at all Satisfied	1	.4	.5	94.1
	Do Not Use	13	5.7	5.9	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	128	55.7	59.0	59.0
	Somewhat Satisfied	78	33.9	35.9	94.9
	Not Very Satisfied	2	.9	.9	95.9
	Do Not Use	9	3.9	4.1	100.0
	Total	217	94.3	100.0	
Missing	System	13	5.7		
Total		230	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	120	52.2	61.2	61.2
	Somewhat Satisfied	69	30.0	35.2	96.4
	Not Very Satisfied	6	2.6	3.1	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	196	85.2	100.0	
Missing	Do Not Use	23	10.0		
	System	11	4.8		
	Total	34	14.8		
Total		230	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	114	49.6	64.0	64.0
	Somewhat Satisfied	56	24.3	31.5	95.5
	Not Very Satisfied	5	2.2	2.8	98.3
	Not at all Satisfied	3	1.3	1.7	100.0
	Total	178	77.4	100.0	
Missing	Do Not Use	39	17.0		
	System	13	5.7		
	Total	52	22.6		
Total		230	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	36.5	38.7	38.7
	Somewhat Satisfied	82	35.7	37.8	76.5
	Not Very Satisfied	9	3.9	4.1	80.6
	Do Not Use	42	18.3	19.4	100.0
	Total	217	94.3	100.0	
Missing	System	13	5.7		
Total		230	100.0		

**Electronic, auto-filed quarterly affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	71.3	71.3
	Somewhat Satisfied	48	20.9	27.0	98.3
	Not Very Satisfied	2	.9	1.1	99.4
	Not at all Satisfied	1	.4	.6	100.0
	Total	178	77.4	100.0	
Missing	Do Not Use	41	17.8		
	System	11	4.8		
	Total	52	22.6		
Total		230	100.0		

**Online Educational Course Registration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	41.3	43.8	43.8
	Somewhat Satisfied	71	30.9	32.7	76.5
	Not Very Satisfied	6	2.6	2.8	79.3
	Do Not Use	45	19.6	20.7	100.0
	Total	217	94.3	100.0	
Missing	System	13	5.7		
Total		230	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	117	50.9	52.7	52.7
	Somewhat Satisfied	71	30.9	32.0	84.7
	Not Very Satisfied	7	3.0	3.2	87.8
	Not at all Satisfied	2	.9	.9	88.7
	Do Not Use	25	10.9	11.3	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	50.9	50.9
	Somewhat Satisfied	61	26.5	28.2	79.2
	Not Very Satisfied	7	3.0	3.2	82.4
	Not at all Satisfied	3	1.3	1.4	83.8
	Do Not Use	35	15.2	16.2	100.0
	Total	216	93.9	100.0	
Missing	System	14	6.1		
Total		230	100.0		

**Compliance Review Program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	49.3	49.3
	Somewhat Satisfied	80	34.8	35.9	85.2
	Not Very Satisfied	7	3.0	3.1	88.3
	Do Not Use	26	11.3	11.7	100.0
	Total	223	97.0	100.0	
Missing	System	7	3.0		
Total		230	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	163	70.9	72.8	72.8
	Somewhat Satisfied	48	20.9	21.4	94.2
	Not Very Satisfied	4	1.7	1.8	96.0
	Not at all Satisfied	2	.9	.9	96.9
	Do Not Use	7	3.0	3.1	100.0
	Total	224	97.4	100.0	
Missing	System	6	2.6		
Total		230	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	104	45.2	47.9	47.9
	Somewhat Satisfied	54	23.5	24.9	72.8
	Not Very Satisfied	4	1.7	1.8	74.7
	Not at all Satisfied	2	.9	.9	75.6
	Do Not Use	53	23.0	24.4	100.0
	Total	217	94.3	100.0	
Missing	System	13	5.7		
Total		230	100.0		

**Access to reports such as monthly transaction reports, activity summary reports, submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	101	43.9	47.6	47.6
	Somewhat Satisfied	49	21.3	23.1	70.8
	Not Very Satisfied	5	2.2	2.4	73.1
	Not at all Satisfied	3	1.3	1.4	74.5
	Do Not Use	54	23.5	25.5	100.0
	Total	212	92.2	100.0	
Missing	System	18	7.8		
Total		230	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	100	43.5	46.9	46.9
	Somewhat Satisfied	53	23.0	24.9	71.8
	Not Very Satisfied	3	1.3	1.4	73.2
	Not at all Satisfied	1	.4	.5	73.7
	Do Not Use	56	24.3	26.3	100.0
	Total	213	92.6	100.0	
Missing	System	17	7.4		
Total		230	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	51.4	51.4
	Somewhat Satisfied	44	19.1	20.6	72.0
	Not Very Satisfied	3	1.3	1.4	73.4
	Not at all Satisfied	1	.4	.5	73.8
	Do Not Use	56	24.3	26.2	100.0
	Total	214	93.0	100.0	
Missing	System	16	7.0		
Total		230	100.0		

**Electronic, auto-filed quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	113	49.1	75.3	75.3
	Somewhat Satisfied	34	14.8	22.7	98.0
	Not Very Satisfied	3	1.3	2.0	100.0
	Total	150	65.2	100.0	
Missing	Do Not Use	62	27.0		
	System	18	7.8		
	Total	80	34.8		
Total		230	100.0		

**Ability to update contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	50.0	54.5	54.5
	Somewhat Satisfied	44	19.1	20.9	75.4
	Not Very Satisfied	1	.4	.5	75.8
	Not at all Satisfied	2	.9	.9	76.8
	Do Not Use	49	21.3	23.2	100.0
	Total	211	91.7	100.0	
Missing	System	19	8.3		
Total		230	100.0		

**Ability to update mandatory catastrophe contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	41.3	44.8	44.8
	Somewhat Satisfied	54	23.5	25.5	70.3
	Not Very Satisfied	2	.9	.9	71.2
	Not at all Satisfied	1	.4	.5	71.7
	Do Not Use	60	26.1	28.3	100.0
	Total	212	92.2	100.0	
Missing	System	18	7.8		
Total		230	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	38.3	41.1	41.1
	Somewhat Satisfied	53	23.0	24.8	65.9
	Not Very Satisfied	5	2.2	2.3	68.2
	Not at all Satisfied	2	.9	.9	69.2
	Do Not Use	66	28.7	30.8	100.0
	Total	214	93.0	100.0	
Missing	System	16	7.0		
Total		230	100.0		

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	83	36.1	39.0	39.0
	Somewhat Satisfied	57	24.8	26.8	65.7
	Not Very Satisfied	3	1.3	1.4	67.1
	Do Not Use	70	30.4	32.9	100.0
	Total	213	92.6	100.0	
Missing	System	17	7.4		
Total		230	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	100	43.5	47.2	47.2
	Somewhat Satisfied	58	25.2	27.4	74.5
	Not Very Satisfied	3	1.3	1.4	75.9
	Not at all Satisfied	2	.9	.9	76.9
	Do Not Use	49	21.3	23.1	100.0
	Total	212	92.2	100.0	
Missing	System	18	7.8		
Total		230	100.0		

**Transactions in Question Reports (TIQ reports)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	37.4	41.0	41.0
	Somewhat Satisfied	49	21.3	23.3	64.3
	Not Very Satisfied	3	1.3	1.4	65.7
	Not at all Satisfied	1	.4	.5	66.2
	Do Not Use	71	30.9	33.8	100.0
	Total	210	91.3	100.0	
Missing	System	20	8.7		
Total		230	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	50.0	53.7	53.7
	Somewhat Satisfied	42	18.3	19.6	73.4
	Not Very Satisfied	2	.9	.9	74.3
	Not at all Satisfied	1	.4	.5	74.8
	Do Not Use	54	23.5	25.2	100.0
	Total	214	93.0	100.0	
Missing	System	16	7.0		
Total		230	100.0		

**Approximately what percentage of your FLSO submission filings within the past 12 months included multi-state transactions?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	zero	160	69.6	72.1	72.1
	1-5	44	19.1	19.8	91.9
	6-10	8	3.5	3.6	95.5
	11-15	3	1.3	1.4	96.8
	more than 15	7	3.0	3.2	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Are you aware of federal legislation to regulate the placement and taxation of surplus lines policies?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	131	57.0	59.0	59.0
	no	91	39.6	41.0	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Do you support or oppose the federal regulation of multi-state surplus lines policies?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	support	86	37.4	42.4	42.4
	oppose	117	50.9	57.6	100.0
	Total	203	88.3	100.0	
Missing	System	27	11.7		
Total		230	100.0		

Please indicate how important each of the following proposed services would be to your business.

**An educational course on understanding insurer financial statements**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	74	32.2	33.3	33.3
	Somewhat Important	90	39.1	40.5	73.9
	Not Very Important	38	16.5	17.1	91.0
	Not at all Important	9	3.9	4.1	95.0
	Do Not Use	11	4.8	5.0	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	98	42.6	43.8	43.8
	Somewhat Important	78	33.9	34.8	78.6
	Not Very Important	29	12.6	12.9	91.5
	Not at all Important	4	1.7	1.8	93.3
	Do Not Use	15	6.5	6.7	100.0
	Total	224	97.4	100.0	
Missing	System	6	2.6		
Total		230	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	76	33.0	34.7	34.7
	Somewhat Important	94	40.9	42.9	77.6
	Not Very Important	35	15.2	16.0	93.6
	Not at all Important	6	2.6	2.7	96.3
	Do Not Use	8	3.5	3.7	100.0
	Total	219	95.2	100.0	
Missing	System	11	4.8		
Total		230	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	82	35.7	36.8	36.8
	Somewhat Important	89	38.7	39.9	76.7
	Not Very Important	35	15.2	15.7	92.4
	Not at all Important	3	1.3	1.3	93.7
	Do Not Use	14	6.1	6.3	100.0
	Total	223	97.0	100.0	
Missing	System	7	3.0		
Total		230	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	93	40.4	41.9	41.9
	Somewhat Important	72	31.3	32.4	74.3
	Not Very Important	41	17.8	18.5	92.8
	Not at all Important	5	2.2	2.3	95.0
	Do Not Use	11	4.8	5.0	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Access to your continuing education credits as received through the Service Office education courses, both online and classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	113	49.1	50.7	50.7
	Somewhat Important	72	31.3	32.3	83.0
	Not Very Important	22	9.6	9.9	92.8
	Not at all Important	4	1.7	1.8	94.6
	Do Not Use	12	5.2	5.4	100.0
	Total	223	97.0	100.0	
Missing	System	7	3.0		
Total		230	100.0		

**An online course curriculum on loss mitigation discounts to satisfy statutory continuing education requirement**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	101	43.9	45.5	45.5
	Somewhat Important	73	31.7	32.9	78.4
	Not Very Important	27	11.7	12.2	90.5
	Not at all Important	4	1.7	1.8	92.3
	Do Not Use	17	7.4	7.7	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	98	42.6	44.7	44.7
	Somewhat Important	84	36.5	38.4	83.1
	Not Very Important	23	10.0	10.5	93.6
	Not at all Important	5	2.2	2.3	95.9
	Do Not Use	9	3.9	4.1	100.0
	Total	219	95.2	100.0	
Missing	System	11	4.8		
Total		230	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	99	43.0	44.6	44.6
	Somewhat Important	92	40.0	41.4	86.0
	Not Very Important	13	5.7	5.9	91.9
	Not at all Important	3	1.3	1.4	93.2
	Do Not Use	15	6.5	6.8	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**handheld PDA (i.e., Blackberry or Treo) viewable version of the FLSO website to obtain research available information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	36	15.7	16.2	16.2
	Somewhat Important	63	27.4	28.4	44.6
	Not Very Important	62	27.0	27.9	72.5
	Not at all Important	18	7.8	8.1	80.6
	Do Not Use	43	18.7	19.4	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Access to completed Compliance Review Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	83	36.1	37.6	37.6
	Somewhat Important	101	43.9	45.7	83.3
	Not Very Important	20	8.7	9.0	92.3
	Not at all Important	3	1.3	1.4	93.7
	Do Not Use	14	6.1	6.3	100.0
	Total	221	96.1	100.0	
Missing	System	9	3.9		
Total		230	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	198	86.1	86.5	86.5
	Somewhat Satisfied	30	13.0	13.1	99.6
	Do Not Use	1	.4	.4	100.0
	Total	229	99.6	100.0	
Missing	System	1	.4		
Total		230	100.0		

## Frequency Tables: Surplus Lines Insurer Contacts, No Missing Data 2007

What are the top five challenges your company faces?

### Multi-state policy filings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	37	74.0	100.0	100.0
Missing	System	13	26.0		
Total		50	100.0		

### Dealing with different state regulations for compliance issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	42	84.0	100.0	100.0
Missing	System	8	16.0		
Total		50	100.0		

### Receipt of accurate policy information from agent/agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	58.0	100.0	100.0
Missing	System	21	42.0		
Total		50	100.0		

### Finding, training and keeping qualified staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	18	36.0	100.0	100.0
Missing	System	32	64.0		
Total		50	100.0		

### Staying informed of legislative changes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	28	56.0	100.0	100.0
Missing	System	22	44.0		
Total		50	100.0		

**Overwhelmed by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	22	44.0	100.0	100.0
Missing	System	28	56.0		
Total		50	100.0		

Please indicate how important the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	32.7	32.7
	Somewhat Important	24	48.0	49.0	81.6
	Not Very Important	3	6.0	6.1	87.8
	Not at all Important	1	2.0	2.0	89.8
	Unaware of Service	5	10.0	10.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	21	42.0	42.9	42.9
	Somewhat Important	18	36.0	36.7	79.6
	Not Very Important	4	8.0	8.2	87.8
	Not at all Important	1	2.0	2.0	89.8
	Unaware of Service	5	10.0	10.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	11	22.0	22.4	22.4
	Somewhat Important	23	46.0	46.9	69.4
	Not Very Important	5	10.0	10.2	79.6
	Not at all Important	5	10.0	10.2	89.8
	Unaware of Service	5	10.0	10.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Providing information to help insurers and staff to stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	20	40.0	41.7	41.7
	Somewhat Important	22	44.0	45.8	87.5
	Not Very Important	1	2.0	2.1	89.6
	Not at all Important	1	2.0	2.1	91.7
	Unaware of Service	4	8.0	8.3	100.0
	Total	48	96.0	100.0	
Missing	System	2	4.0		
Total		50	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	15	30.0	30.6	30.6
	Somewhat Important	19	38.0	38.8	69.4
	Not Very Important	8	16.0	16.3	85.7
	Not at all Important	2	4.0	4.1	89.8
	Unaware of Service	5	10.0	10.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace”. Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	45	90.0	91.8	91.8
	no	4	8.0	8.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

For each of the following services you use, please indicate how satisfied you are with the service.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	8	16.0	17.0	17.0
	Somewhat Satisfied	7	14.0	14.9	31.9
	Not Very Satisfied	2	4.0	4.3	36.2
	Do Not Use	30	60.0	63.8	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	12	24.0	26.1	26.1
	Somewhat Satisfied	9	18.0	19.6	45.7
	Not Very Satisfied	1	2.0	2.2	47.8
	Do Not Use	24	48.0	52.2	100.0
	Total	46	92.0	100.0	
Missing	System	4	8.0		
Total		50	100.0		

**Online Assistance (FAQ's, Manuals, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	16	32.0	32.7	32.7
	Somewhat Satisfied	19	38.0	38.8	71.4
	Not Very Satisfied	4	8.0	8.2	79.6
	Do Not Use	10	20.0	20.4	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Other Online Information (statutes information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	17	34.0	34.7	34.7
	Somewhat Satisfied	19	38.0	38.8	73.5
	Not Very Satisfied	4	8.0	8.2	81.6
	Do Not Use	9	18.0	18.4	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Publications (Advisor, Annual Report, brochures, Insurer Procedures Manual)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	15	30.0	31.9	31.9
	Somewhat Satisfied	19	38.0	40.4	72.3
	Not Very Satisfied	2	4.0	4.3	76.6
	Do Not Use	11	22.0	23.4	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	16	32.0	34.0	34.0
	Somewhat Satisfied	15	30.0	31.9	66.0
	Not Very Satisfied	10	20.0	21.3	87.2
	Not at all Satisfied	3	6.0	6.4	93.6
	Do Not Use	3	6.0	6.4	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	13	26.0	27.1	27.1
	Somewhat Satisfied	20	40.0	41.7	68.8
	Not Very Satisfied	7	14.0	14.6	83.3
	Not at all Satisfied	1	2.0	2.1	85.4
	Do Not Use	7	14.0	14.6	100.0
	Total	48	96.0	100.0	
Missing	System	2	4.0		
Total		50	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	27	54.0	54.0	54.0
	Somewhat Satisfied	16	32.0	32.0	86.0
	Not Very Satisfied	3	6.0	6.0	92.0
	Do Not Use	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	15	30.0	30.6	30.6
	Somewhat Satisfied	24	48.0	49.0	79.6
	Not Very Satisfied	1	2.0	2.0	81.6
	Do Not Use	9	18.0	18.4	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	20	40.0	40.8	40.8
	Somewhat Satisfied	21	42.0	42.9	83.7
	Not Very Satisfied	2	4.0	4.1	87.8
	Do Not Use	6	12.0	12.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Electronically transmitted reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	14	28.0	28.6	28.6
	Somewhat Satisfied	18	36.0	36.7	65.3
	Not Very Satisfied	5	10.0	10.2	75.5
	Not at all Satisfied	1	2.0	2.0	77.6
	Do Not Use	11	22.0	22.4	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	13	26.0	27.1	27.1
	Somewhat Satisfied	12	24.0	25.0	52.1
	Not Very Satisfied	1	2.0	2.1	54.2
	Not at all Satisfied	1	2.0	2.1	56.3
	Do Not Use	21	42.0	43.8	100.0
	Total	48	96.0	100.0	
Missing	System	2	4.0		
Total		50	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	23	46.0	46.0	46.0
	Somewhat Satisfied	22	44.0	44.0	90.0
	Not Very Satisfied	3	6.0	6.0	96.0
	Do Not Use	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Which of the following services have you used within the past 12 months?

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	6	12.0	100.0	100.0
Missing	System	44	88.0		
Total		50	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	12	24.0	100.0	100.0
Missing	System	38	76.0		
Total		50	100.0		

**Online Assistance (FAQ's, Manuals, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	46.0	100.0	100.0
Missing	System	27	54.0		
Total		50	100.0		

**Other Online Information (statutes information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	21	42.0	100.0	100.0
Missing	System	29	58.0		
Total		50	100.0		

**Publications (Advisor, Annual Report, brochures, Insurer Procedures Manual)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	19	38.0	100.0	100.0
Missing	System	31	62.0		
Total		50	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	37	74.0	100.0	100.0
Missing	System	13	26.0		
Total		50	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	48.0	100.0	100.0
Missing	System	26	52.0		
Total		50	100.0		

### Educational Offerings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	2	4.0	100.0	100.0
Missing	System	48	96.0		
Total		50	100.0		

### Staff assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	33	66.0	100.0	100.0
Missing	System	17	34.0		
Total		50	100.0		

### Legislative Updates

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	16	32.0	100.0	100.0
Missing	System	34	68.0		
Total		50	100.0		

### Electronic bulletins

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	26	52.0	100.0	100.0
Missing	System	24	48.0		
Total		50	100.0		

### Electronically transmitted reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	46.0	100.0	100.0
Missing	System	27	54.0		
Total		50	100.0		

**SLSO is considering changing the policy filing requirement to require the submission of only "expired policies" on a quarterly basis, thereby, eliminating all endorsement filings. How important would this change be to you, in terms of making your filing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	23	46.0	46.9	46.9
	Somewhat Important	12	24.0	24.5	71.4
	Not Very Important	3	6.0	6.1	77.6
	Not at all Important	5	10.0	10.2	87.8
	Unaware of Service	6	12.0	12.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

How satisfied are you with the following functions or features that are provided via the new Insurer Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	8	16.0	17.0	17.0
	Somewhat Satisfied	12	24.0	25.5	42.6
	Not Very Satisfied	4	8.0	8.5	51.1
	Do Not Use	23	46.0	48.9	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Access to reports such as Individual Policy Reports, Activity Summary Reports and Submission Responses Report**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	6	12.0	12.8	12.8
	Somewhat Satisfied	11	22.0	23.4	36.2
	Not Very Satisfied	1	2.0	2.1	38.3
	Not at all Satisfied	2	4.0	4.3	42.6
	Do Not Use	27	54.0	57.4	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Track late-breaking news items**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	5	10.0	10.6	10.6
	Somewhat Satisfied	9	18.0	19.1	29.8
	Not Very Satisfied	2	4.0	4.3	34.0
	Do Not Use	31	62.0	66.0	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Retrieve the newest software downloads**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	7	14.0	15.6	15.6
	Somewhat Satisfied	14	28.0	31.1	46.7
	Not Very Satisfied	3	6.0	6.7	53.3
	Do Not Use	21	42.0	46.7	100.0
	Total	45	90.0	100.0	
Missing	System	5	10.0		
Total		50	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	9	18.0	19.1	19.1
	Somewhat Satisfied	9	18.0	19.1	38.3
	Not Very Satisfied	4	8.0	8.5	46.8
	Not at all Satisfied	2	4.0	4.3	51.1
	Do Not Use	23	46.0	48.9	100.0
	Total	47	94.0	100.0	
Missing	System	3	6.0		
Total		50	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	9	18.0	19.6	19.6
	Somewhat Satisfied	10	20.0	21.7	41.3
	Not Very Satisfied	1	2.0	2.2	43.5
	Do Not Use	26	52.0	56.5	100.0
	Total	46	92.0	100.0	
Missing	System	4	8.0		
Total		50	100.0		

Please indicate how important each of the following proposed services would be to your business.

**The ability to update mandatory catastrophe contact information electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	32.0	32.0
	Somewhat Important	18	36.0	36.0	68.0
	Not Very Important	8	16.0	16.0	84.0
	Not at all Important	2	4.0	4.0	88.0
	Unaware of Service	6	12.0	12.0	100.0
Total		50	100.0	100.0	

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	15	30.0	30.6	30.6
	Somewhat Important	20	40.0	40.8	71.4
	Not Very Important	6	12.0	12.2	83.7
	Not at all Important	2	4.0	4.1	87.8
	Unaware of Service	6	12.0	12.2	100.0
Total		49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**Insurer Report Card, for your internal use in monitoring your company's compliance in comparison to all Surplus Lines insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	13	26.0	26.0	26.0
	Somewhat Important	18	36.0	36.0	62.0
	Not Very Important	9	18.0	18.0	80.0
	Not at all Important	3	6.0	6.0	86.0
	Unaware of Service	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

**A Florida surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	7	14.0	14.3	14.3
	Somewhat Important	20	40.0	40.8	55.1
	Not Very Important	7	14.0	14.3	69.4
	Not at all Important	5	10.0	10.2	79.6
	Unaware of Service	10	20.0	20.4	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

**An online tutorial for the Insurer Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	32.0	32.0
	Somewhat Important	23	46.0	46.0	78.0
	Not Very Important	1	2.0	2.0	80.0
	Not at all Important	3	6.0	6.0	86.0
	Unaware of Service	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	24	48.0	48.0	48.0
	Somewhat Satisfied	21	42.0	42.0	90.0
	Not Very Satisfied	3	6.0	6.0	96.0
	Do Not Use	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

## Frequency Tables: IPC Submission Contacts, No Missing Data 2007

What are the top five challenges you face in your daily operations?

### Attracting and retaining customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	112	39.4	100.0	100.0
Missing	System	172	60.6		
Total		284	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	110	38.7	100.0	100.0
Missing	System	174	61.3		
Total		284	100.0		

### Receipt of policy information from agent or submission contact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	84	29.6	100.0	100.0
Missing	System	200	70.4		
Total		284	100.0		

### Retention and access to insurer markets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	73	25.7	100.0	100.0
Missing	System	211	74.3		
Total		284	100.0		

### Maintaining relationship with insurers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	47	16.5	100.0	100.0
Missing	System	237	83.5		
Total		284	100.0		

**Remittance of surplus lines taxes, fees, assessments, and surcharges**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	122	43.0	100.0	100.0
Missing	System	162	57.0		
Total		284	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	144	50.7	100.0	100.0
Missing	System	140	49.3		
Total		284	100.0		

**Dealing with different state regulations for compliance issues**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	176	62.0	100.0	100.0
Missing	System	108	38.0		
Total		284	100.0		

**Collections from the insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	54	19.0	100.0	100.0
Missing	System	230	81.0		
Total		284	100.0		

**Premium allocation information from insurer/agent/insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	67	23.6	100.0	100.0
Missing	System	217	76.4		
Total		284	100.0		

**Assuring necessary technology available for office and staff to facilitate receipt of electronic reports from FLSO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	13	4.6	100.0	100.0
Missing	System	271	95.4		
Total		284	100.0		

**Overwhelmed by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	70	24.6	100.0	100.0
Missing	System	214	75.4		
Total		284	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	141	49.6	51.3	51.3
	Somewhat Important	72	25.4	26.2	77.5
	Not Very Important	16	5.6	5.8	83.3
	Not at all Important	11	3.9	4.0	87.3
	Unaware of Service	35	12.3	12.7	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	174	61.3	63.3	63.3
	Somewhat Important	53	18.7	19.3	82.5
	Not Very Important	11	3.9	4.0	86.5
	Not at all Important	8	2.8	2.9	89.5
	Unaware of Service	29	10.2	10.5	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	69	24.3	25.1	25.1
	Somewhat Important	65	22.9	23.6	48.7
	Not Very Important	61	21.5	22.2	70.9
	Not at all Important	24	8.5	8.7	79.6
	Unaware of Service	56	19.7	20.4	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Providing information to help you stay abreast of industry issues and make sound and effective business decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	137	48.2	50.0	50.0
	Somewhat Important	82	28.9	29.9	79.9
	Not Very Important	13	4.6	4.7	84.7
	Not at all Important	14	4.9	5.1	89.8
	Unaware of Service	28	9.9	10.2	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	93	32.7	33.8	33.8
	Somewhat Important	92	32.4	33.5	67.3
	Not Very Important	29	10.2	10.5	77.8
	Not at all Important	20	7.0	7.3	85.1
	Unaware of Service	41	14.4	14.9	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Assist with the collection and reconciliation of appropriate taxes, fees, assessments and surcharges to ensure compliance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	155	54.6	56.2	56.2
	Somewhat Important	72	25.4	26.1	82.2
	Not Very Important	19	6.7	6.9	89.1
	Not at all Important	11	3.9	4.0	93.1
	Unaware of Service	19	6.7	6.9	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Providing educational tools (i.e. manuals, worksheets, FAQ) to assist IPC customers in the filing and payment of taxes, fees, assessments, and surcharges**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	138	48.6	50.4	50.4
	Somewhat Important	77	27.1	28.1	78.5
	Not Very Important	21	7.4	7.7	86.1
	Not at all Important	16	5.6	5.8	92.0
	Unaware of Service	22	7.7	8.0	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	262	92.3	96.0	96.0
	no	11	3.9	4.0	100.0
	Total	273	96.1	100.0	
Missing	System	11	3.9		
Total		284	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the service/product.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	41	14.4	15.1	15.1
	Somewhat Satisfied	42	14.8	15.5	30.6
	Not Very Satisfied	7	2.5	2.6	33.2
	Not at all Satisfied	1	.4	.4	33.6
	Do Not Use	180	63.4	66.4	100.0
	Total	271	95.4	100.0	
Missing	System	13	4.6		
Total		284	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	20.1	21.2	21.2
	Somewhat Satisfied	47	16.5	17.5	38.7
	Not Very Satisfied	9	3.2	3.3	42.0
	Do Not Use	156	54.9	58.0	100.0
	Total	269	94.7	100.0	
Missing	System	15	5.3		
Total		284	100.0		

**Online Assistance (FAQ's, IPC Procedures Manual, IPC Pre-submission Worksheet,  
Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	153	53.9	55.2	55.2
	Somewhat Satisfied	65	22.9	23.5	78.7
	Not Very Satisfied	8	2.8	2.9	81.6
	Not at all Satisfied	4	1.4	1.4	83.0
	Do Not Use	47	16.5	17.0	100.0
	Total	277	97.5	100.0	
Missing	System	7	2.5		
Total		284	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	45.8	47.1	47.1
	Somewhat Satisfied	72	25.4	26.1	73.2
	Not Very Satisfied	9	3.2	3.3	76.4
	Not at all Satisfied	3	1.1	1.1	77.5
	Do Not Use	62	21.8	22.5	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	48	16.9	17.6	17.6
	Somewhat Satisfied	50	17.6	18.4	36.0
	Not Very Satisfied	13	4.6	4.8	40.8
	Not at all Satisfied	1	.4	.4	41.2
	Do Not Use	160	56.3	58.8	100.0
	Total	272	95.8	100.0	
Missing	System	12	4.2		
Total		284	100.0		

**IPC Submission Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	192	67.6	69.6	69.6
	Somewhat Satisfied	43	15.1	15.6	85.1
	Not Very Satisfied	8	2.8	2.9	88.0
	Not at all Satisfied	1	.4	.4	88.4
	Do Not Use	32	11.3	11.6	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	206	72.5	73.8	73.8
	Somewhat Satisfied	37	13.0	13.3	87.1
	Not Very Satisfied	3	1.1	1.1	88.2
	Not at all Satisfied	1	.4	.4	88.5
	Do Not Use	32	11.3	11.5	100.0
	Total	279	98.2	100.0	
Missing	System	5	1.8		
Total		284	100.0		

**FLSO website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	203	71.5	73.6	73.6
	Somewhat Satisfied	49	17.3	17.8	91.3
	Not Very Satisfied	9	3.2	3.3	94.6
	Not at all Satisfied	2	.7	.7	95.3
	Do Not Use	13	4.6	4.7	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	158	55.6	57.5	57.5
	Somewhat Satisfied	43	15.1	15.6	73.1
	Not Very Satisfied	9	3.2	3.3	76.4
	Not at all Satisfied	6	2.1	2.2	78.5
	Do Not Use	59	20.8	21.5	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	67	23.6	24.8	24.8
	Somewhat Satisfied	73	25.7	27.0	51.9
	Not Very Satisfied	5	1.8	1.9	53.7
	Not at all Satisfied	5	1.8	1.9	55.6
	Do Not Use	120	42.3	44.4	100.0
	Total	270	95.1	100.0	
Missing	System	14	4.9		
Total		284	100.0		

**Electronic bulletins (enews)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	77	27.1	28.2	28.2
	Somewhat Satisfied	61	21.5	22.3	50.5
	Not Very Satisfied	9	3.2	3.3	53.8
	Not at all Satisfied	5	1.8	1.8	55.7
	Do Not Use	121	42.6	44.3	100.0
	Total	273	96.1	100.0	
Missing	System	11	3.9		
Total		284	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	147	51.8	53.3	53.3
	Somewhat Satisfied	55	19.4	19.9	73.2
	Not Very Satisfied	9	3.2	3.3	76.4
	Not at all Satisfied	5	1.8	1.8	78.3
	Do Not Use	60	21.1	21.7	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

How satisfied are you with the following functions or features that are provided via the IPC Submission Process?

**Ease of filing system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	209	73.6	75.5	75.5
	Somewhat Satisfied	53	18.7	19.1	94.6
	Not Very Satisfied	3	1.1	1.1	95.7
	Not at all Satisfied	3	1.1	1.1	96.8
	Do Not Use	9	3.2	3.2	100.0
	Total	277	97.5	100.0	
Missing	System	7	2.5		
Total		284	100.0		

**Ability to receive invoices at the time of the policy filing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	226	79.6	81.9	81.9
	Somewhat Satisfied	34	12.0	12.3	94.2
	Not Very Satisfied	3	1.1	1.1	95.3
	Not at all Satisfied	3	1.1	1.1	96.4
	Do Not Use	10	3.5	3.6	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Ability to reuse contact information within the same filing session**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	206	72.5	74.9	74.9
	Somewhat Satisfied	34	12.0	12.4	87.3
	Not Very Satisfied	6	2.1	2.2	89.5
	Not at all Satisfied	2	.7	.7	90.2
	Do Not Use	27	9.5	9.8	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**Submission confirmation and receipt confirmation emails**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	221	77.8	80.4	80.4
	Somewhat Satisfied	40	14.1	14.5	94.9
	Not Very Satisfied	1	.4	.4	95.3
	Not at all Satisfied	1	.4	.4	95.6
	Do Not Use	12	4.2	4.4	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**List of eligible insurers on step seven of submission process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	189	66.5	69.0	69.0
	Somewhat Satisfied	42	14.8	15.3	84.3
	Not Very Satisfied	13	4.6	4.7	89.1
	Not at all Satisfied	5	1.8	1.8	90.9
	Do Not Use	25	8.8	9.1	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

**Ability to edit policy data prior to submitting**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	209	73.6	76.0	76.0
	Somewhat Satisfied	39	13.7	14.2	90.2
	Not Very Satisfied	5	1.8	1.8	92.0
	Not at all Satisfied	2	.7	.7	92.7
	Do Not Use	20	7.0	7.3	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**IPC Frequently Asked Questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	148	52.1	54.0	54.0
	Somewhat Satisfied	58	20.4	21.2	75.2
	Not Very Satisfied	14	4.9	5.1	80.3
	Not at all Satisfied	4	1.4	1.5	81.8
	Do Not Use	50	17.6	18.2	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

Please indicate how important each of the following proposed services would be to your business.

**Ability to view and correct policy information after it has been submitted**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	190	66.9	68.3	68.3
	Somewhat Important	55	19.4	19.8	88.1
	Not Very Important	9	3.2	3.2	91.4
	Not at all Important	2	.7	.7	92.1
	Do Not Use	22	7.7	7.9	100.0
	Total	278	97.9	100.0	
Missing	System	6	2.1		
Total		284	100.0		

**Ability to view paid and unpaid invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	172	60.6	62.1	62.1
	Somewhat Important	63	22.2	22.7	84.8
	Not Very Important	12	4.2	4.3	89.2
	Not at all Important	3	1.1	1.1	90.3
	Do Not Use	27	9.5	9.7	100.0
	Total	277	97.5	100.0	
Missing	System	7	2.5		
Total		284	100.0		

**Consolidated statements of all outstanding tax, fee, assessment, and surcharge invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	145	51.1	52.2	52.2
	Somewhat Important	68	23.9	24.5	76.6
	Not Very Important	19	6.7	6.8	83.5
	Not at all Important	2	.7	.7	84.2
	Do Not Use	44	15.5	15.8	100.0
	Total	278	97.9	100.0	
Missing	System	6	2.1		
Total		284	100.0		

**The option to pay tax, fee, assessment, and surcharge invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	111	39.1	40.2	40.2
	Somewhat Important	62	21.8	22.5	62.7
	Not Very Important	39	13.7	14.1	76.8
	Not at all Important	9	3.2	3.3	80.1
	Do Not Use	55	19.4	19.9	100.0
	Total	276	97.2	100.0	
Missing	System	8	2.8		
Total		284	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	96	33.8	35.0	35.0
	Somewhat Important	78	27.5	28.5	63.5
	Not Very Important	40	14.1	14.6	78.1
	Not at all Important	7	2.5	2.6	80.7
	Do Not Use	53	18.7	19.3	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	21.5	22.2	22.2
	Somewhat Important	79	27.8	28.7	50.9
	Not Very Important	38	13.4	13.8	64.7
	Not at all Important	9	3.2	3.3	68.0
	Do Not Use	88	31.0	32.0	100.0
	Total	275	96.8	100.0	
Missing	System	9	3.2		
Total		284	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	21.5	22.3	22.3
	Somewhat Important	63	22.2	23.0	45.3
	Not Very Important	46	16.2	16.8	62.0
	Not at all Important	14	4.9	5.1	67.2
	Do Not Use	90	31.7	32.8	100.0
	Total	274	96.5	100.0	
Missing	System	10	3.5		
Total		284	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	218	76.8	78.1	78.1
	Somewhat Satisfied	47	16.5	16.8	95.0
	Not Very Satisfied	4	1.4	1.4	96.4
	Not at all Satisfied	4	1.4	1.4	97.8
	Do Not Use	6	2.1	2.2	100.0
	Total	279	98.2	100.0	
Missing	System	5	1.8		
Total		284	100.0		

## Appendix B

Frequency Distributions, Unaware/Do Not Use Missing

## Frequency Tables: Agency Accounting Contacts 2007

Which are the top five challenges you face in performing your job?

### Reconciling amounts billed to submitted transactions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	89	56.0	100.0	100.0
Missing	System	70	44.0		
Total		159	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	61	38.4	100.0	100.0
Missing	System	98	61.6		
Total		159	100.0		

### Receipt of policy information from agents or their staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	60	37.7	100.0	100.0
Missing	System	99	62.3		
Total		159	100.0		

### Receipt of invoices and reports from agents or their staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	50	31.4	100.0	100.0
Missing	System	109	68.6		
Total		159	100.0		

### Remittance of surplus lines taxes, fees, assessments and surcharges

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	65	40.9	100.0	100.0
Missing	System	94	59.1		
Total		159	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	56	35.2	100.0	100.0
Missing	System	103	64.8		
Total		159	100.0		

**Collections from the insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	41	25.8	100.0	100.0
Missing	System	118	74.2		
Total		159	100.0		

**Reliability of FLSO software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	27	17.0	100.0	100.0
Missing	System	132	83.0		
Total		159	100.0		

**Reliability of your accounting software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	15	9.4	100.0	100.0
Missing	System	144	90.6		
Total		159	100.0		

**Assuring necessary technology available for office and staff to facilitate receipt of electronic reports from FLSO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	15.1	100.0	100.0
Missing	System	135	84.9		
Total		159	100.0		

For each of the following FLSO services, please indicate how important they are to your business

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	86	54.1	61.0	61.0
	Somewhat Important	38	23.9	27.0	87.9
	Not Very Important	10	6.3	7.1	95.0
	Not at all Important	7	4.4	5.0	100.0
	Total	141	88.7	100.0	
Missing	Unaware of Service	13	8.2		
	System	5	3.1		
	Total	18	11.3		
Total		159	100.0		

**Providing information to help agents and staff to stay abreast of industry issues and make sound and effective business decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	90	56.6	62.5	62.5
	Somewhat Important	45	28.3	31.3	93.8
	Not Very Important	6	3.8	4.2	97.9
	Not at all Important	3	1.9	2.1	100.0
	Total	144	90.6	100.0	
Missing	Unaware of Service	8	5.0		
	System	7	4.4		
	Total	15	9.4		
Total		159	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	89	56.0	62.2	62.2
	Somewhat Important	40	25.2	28.0	90.2
	Not Very Important	12	7.5	8.4	98.6
	Not at all Important	2	1.3	1.4	100.0
	Total	143	89.9	100.0	
Missing	Unaware of Service	8	5.0		
	System	8	5.0		
	Total	16	10.1		
Total		159	100.0		

**Assist agents with the collection and reconciliation of appropriate taxes, fees, assessments and surcharges to ensure compliance.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	112	70.4	76.7	76.7
	Somewhat Important	28	17.6	19.2	95.9
	Not Very Important	5	3.1	3.4	99.3
	Not at all Important	1	.6	.7	100.0
	Total	146	91.8	100.0	
Missing	Unaware of Service	6	3.8		
	System	7	4.4		
	Total	13	8.2		
Total		159	100.0		

**Provide reports and invoices in an electronic format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	110	69.2	71.4	71.4
	Somewhat Important	31	19.5	20.1	91.6
	Not Very Important	12	7.5	7.8	99.4
	Not at all Important	1	.6	.6	100.0
	Total	154	96.9	100.0	
Missing	Unaware of Service	1	.6		
	System	4	2.5		
	Total	5	3.1		
Total		159	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	149	93.7	98.0	98.0
	no	3	1.9	2.0	100.0
	Total	152	95.6	100.0	
Missing	System	7	4.4		
Total		159	100.0		

For each of the following services you use, please indicate how satisfied you are with the service.

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	103	64.8	71.0	71.0
	Somewhat Satisfied	38	23.9	26.2	97.2
	Not Very Satisfied	3	1.9	2.1	99.3
	Not at all Satisfied	1	.6	.7	100.0
	Total	145	91.2	100.0	
Missing	Do Not Use	10	6.3		
	System	4	2.5		
	Total	14	8.8		
Total		159	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	76	47.8	59.4	59.4
	Somewhat Satisfied	48	30.2	37.5	96.9
	Not Very Satisfied	3	1.9	2.3	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	128	80.5	100.0	
Missing	Do Not Use	26	16.4		
	System	5	3.1		
	Total	31	19.5		
Total		159	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	55.3	64.7	64.7
	Somewhat Satisfied	41	25.8	30.1	94.9
	Not Very Satisfied	4	2.5	2.9	97.8
	Not at all Satisfied	3	1.9	2.2	100.0
	Total	136	85.5	100.0	
Missing	Do Not Use	19	11.9		
	System	4	2.5		
	Total	23	14.5		
Total		159	100.0		

**Staff assistance with billing questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	121	76.1	82.9	82.9
	Somewhat Satisfied	23	14.5	15.8	98.6
	Not Very Satisfied	1	.6	.7	99.3
	Not at all Satisfied	1	.6	.7	100.0
	Total	146	91.8	100.0	
Missing	Do Not Use	10	6.3		
	System	3	1.9		
	Total	13	8.2		
Total		159	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	53.5	61.2	61.2
	Somewhat Satisfied	51	32.1	36.7	97.8
	Not Very Satisfied	3	1.9	2.2	100.0
	Total	139	87.4	100.0	
Missing	Do Not Use	14	8.8		
	System	6	3.8		
	Total	20	12.6		
Total		159	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	59.7	68.8	68.8
	Somewhat Satisfied	36	22.6	26.1	94.9
	Not Very Satisfied	5	3.1	3.6	98.6
	Not at all Satisfied	2	1.3	1.4	100.0
	Total	138	86.8	100.0	
Missing	Do Not Use	16	10.1		
	System	5	3.1		
	Total	21	13.2		
Total		159	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	82	51.6	66.7	66.7
	Somewhat Satisfied	38	23.9	30.9	97.6
	Not Very Satisfied	2	1.3	1.6	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	123	77.4	100.0	
Missing	Do Not Use	26	16.4		
	System	10	6.3		
	Total	36	22.6		
Total		159	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	76	47.8	58.9	58.9
	Somewhat Satisfied	40	25.2	31.0	89.9
	Not Very Satisfied	8	5.0	6.2	96.1
	Not at all Satisfied	5	3.1	3.9	100.0
	Total	129	81.1	100.0	
Missing	Do Not Use	24	15.1		
	System	6	3.8		
	Total	30	18.9		
Total		159	100.0		

### Monthly Transaction Reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	99	62.3	67.8	67.8
	Somewhat Satisfied	42	26.4	28.8	96.6
	Not Very Satisfied	3	1.9	2.1	98.6
	Not at all Satisfied	2	1.3	1.4	100.0
	Total	146	91.8	100.0	
Missing	Do Not Use	8	5.0		
	System	5	3.1		
	Total	13	8.2		
Total		159	100.0		

### Correction Reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	68	42.8	56.2	56.2
	Somewhat Satisfied	41	25.8	33.9	90.1
	Not Very Satisfied	6	3.8	5.0	95.0
	Not at all Satisfied	6	3.8	5.0	100.0
	Total	121	76.1	100.0	
Missing	Do Not Use	29	18.2		
	System	9	5.7		
	Total	38	23.9		
Total		159	100.0		

### Detail Reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	54.7	65.9	65.9
	Somewhat Satisfied	39	24.5	29.5	95.5
	Not Very Satisfied	3	1.9	2.3	97.7
	Not at all Satisfied	3	1.9	2.3	100.0
	Total	132	83.0	100.0	
Missing	Do Not Use	19	11.9		
	System	8	5.0		
	Total	27	17.0		
Total		159	100.0		

Which are the issues that may deter or prohibit you from taking advantage of the electronic invoicing service?

**Not aware of the service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	38	23.9	100.0	100.0
Missing	System	121	76.1		
Total		159	100.0		

**Concerned for the security aspect of receiving an electronic invoice in “zip” format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	20	12.6	100.0	100.0
Missing	System	139	87.4		
Total		159	100.0		

**A training issue on how to access the service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	18.2	100.0	100.0
Missing	System	130	81.8		
Total		159	100.0		

**Invoices and Reports not received or blocked due internal security measures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	34	21.4	100.0	100.0
Missing	System	125	78.6		
Total		159	100.0		

**Emails being routed to someone else within your agency**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	14.5	100.0	100.0
Missing	System	136	85.5		
Total		159	100.0		

What are the five most important items included on your accounting reports that you need for reconciliation of fees, taxes, assessments and surcharges?

**Reports and invoices sent in a non-accessible format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	25	15.7	100.0	100.0
Missing	System	134	84.3		
Total		159	100.0		

**Submission Confirmation Number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	42	26.4	100.0	100.0
Missing	System	117	73.6		
Total		159	100.0		

**Policy Number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	134	84.3	100.0	100.0
Missing	System	25	15.7		
Total		159	100.0		

**Submission Date**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	57	35.8	100.0	100.0
Missing	System	102	64.2		
Total		159	100.0		

**Effective Date**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	107	67.3	100.0	100.0
Missing	System	52	32.7		
Total		159	100.0		

**Coverage Code**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	18.2	100.0	100.0
Missing	System	130	81.8		
Total		159	100.0		

**Transaction Type**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	34	21.4	100.0	100.0
Missing	System	125	78.6		
Total		159	100.0		

**Insured Name**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	138	86.8	100.0	100.0
Missing	System	21	13.2		
Total		159	100.0		

**Premium**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	137	86.2	100.0	100.0
Missing	System	22	13.8		
Total		159	100.0		

**Policy Fees**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	111	69.8	100.0	100.0
Missing	System	48	30.2		
Total		159	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	53.5	65.4	65.4
	Somewhat Satisfied	42	26.4	32.3	97.7
	Not Very Satisfied	2	1.3	1.5	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	130	81.8	100.0	
Missing	Do Not Use	26	16.4		
	System	3	1.9		
	Total	29	18.2		
Total		159	100.0		

**Access to reports such as monthly transaction reports, activity summary reports, submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	49.7	63.7	63.7
	Somewhat Satisfied	40	25.2	32.3	96.0
	Not Very Satisfied	3	1.9	2.4	98.4
	Not at all Satisfied	2	1.3	1.6	100.0
	Total	124	78.0	100.0	
Missing	Do Not Use	31	19.5		
	System	4	2.5		
	Total	35	22.0		
Total		159	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	80	50.3	66.1	66.1
	Somewhat Satisfied	34	21.4	28.1	94.2
	Not Very Satisfied	6	3.8	5.0	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	121	76.1	100.0	
Missing	Do Not Use	32	20.1		
	System	6	3.8		
	Total	38	23.9		
Total		159	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	90	56.6	76.9	76.9
	Somewhat Satisfied	23	14.5	19.7	96.6
	Not Very Satisfied	2	1.3	1.7	98.3
	Not at all Satisfied	2	1.3	1.7	100.0
	Total	117	73.6	100.0	
Missing	Do Not Use	34	21.4		
	System	8	5.0		
	Total	42	26.4		
Total		159	100.0		

**Electronic, auto-filled quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	49.7	78.2	78.2
	Somewhat Satisfied	15	9.4	14.9	93.1
	Not Very Satisfied	5	3.1	5.0	98.0
	Not at all Satisfied	2	1.3	2.0	100.0
	Total	101	63.5	100.0	
Missing	Do Not Use	53	33.3		
	System	5	3.1		
	Total	58	36.5		
Total		159	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	36.5	62.4	62.4
	Somewhat Satisfied	29	18.2	31.2	93.5
	Not Very Satisfied	4	2.5	4.3	97.8
	Not at all Satisfied	2	1.3	2.2	100.0
	Total	93	58.5	100.0	
Missing	Do Not Use	59	37.1		
	System	7	4.4		
	Total	66	41.5		
Total		159	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	72	45.3	60.5	60.5
	Somewhat Satisfied	41	25.8	34.5	95.0
	Not Very Satisfied	5	3.1	4.2	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	119	74.8	100.0	
Missing	Do Not Use	33	20.8		
	System	7	4.4		
	Total	40	25.2		
Total		159	100.0		

**Transactions in Question Reports (TIQ reports)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	65	40.9	60.7	60.7
	Somewhat Satisfied	34	21.4	31.8	92.5
	Not Very Satisfied	7	4.4	6.5	99.1
	Not at all Satisfied	1	.6	.9	100.0
	Total	107	67.3	100.0	
Missing	Do Not Use	43	27.0		
	System	9	5.7		
	Total	52	32.7		
Total		159	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	59.7	79.8	79.8
	Somewhat Satisfied	22	13.8	18.5	98.3
	Not Very Satisfied	2	1.3	1.7	100.0
	Total	119	74.8	100.0	
Missing	Do Not Use	30	18.9		
	System	10	6.3		
	Total	40	25.2		
Total		159	100.0		

Please indicate how important each of the following proposed services would be to your business.

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	48	30.2	40.0	40.0
	Somewhat Important	36	22.6	30.0	70.0
	Not Very Important	26	16.4	21.7	91.7
	Not at all Important	10	6.3	8.3	100.0
	Total	120	75.5	100.0	
Missing	Do Not Use	38	23.9		
	System	1	.6		
	Total	39	24.5		
Total		159	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	47	29.6	36.4	36.4
	Somewhat Important	54	34.0	41.9	78.3
	Not Very Important	20	12.6	15.5	93.8
	Not at all Important	8	5.0	6.2	100.0
	Total	129	81.1	100.0	
Missing	Do Not Use	27	17.0		
	System	3	1.9		
	Total	30	18.9		
Total		159	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	41	25.8	33.1	33.1
	Somewhat Important	62	39.0	50.0	83.1
	Not Very Important	14	8.8	11.3	94.4
	Not at all Important	7	4.4	5.6	100.0
	Total	124	78.0	100.0	
Missing	Do Not Use	30	18.9		
	System	5	3.1		
	Total	35	22.0		
Total		159	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	52	32.7	40.9	40.9
	Somewhat Important	45	28.3	35.4	76.4
	Not Very Important	21	13.2	16.5	92.9
	Not at all Important	9	5.7	7.1	100.0
	Total	127	79.9	100.0	
Missing	Do Not Use	27	17.0		
	System	5	3.1		
	Total	32	20.1		
Total		159	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	49	30.8	38.3	38.3
	Somewhat Important	47	29.6	36.7	75.0
	Not Very Important	27	17.0	21.1	96.1
	Not at all Important	5	3.1	3.9	100.0
	Total	128	80.5	100.0	
Missing	Do Not Use	27	17.0		
	System	4	2.5		
	Total	31	19.5		
Total		159	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	62	39.0	47.3	47.3
	Somewhat Important	57	35.8	43.5	90.8
	Not Very Important	12	7.5	9.2	100.0
	Total	131	82.4	100.0	
Missing	Do Not Use	24	15.1		
	System	4	2.5		
	Total	28	17.6		
Total		159	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	81.8	83.3	83.3
	Somewhat Satisfied	25	15.7	16.0	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	156	98.1	100.0	
Missing	Do Not Use	3	1.9		
Total		159	100.0		

## Frequency Tables: Agency Submission Contacts 2007

What are the top five challenges you face in day-to-day duties?

### Receipt of timely information from your agent to make your submission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	112	62.2	100.0	100.0
Missing	System	68	37.8		
Total		180	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	105	58.3	100.0	100.0
Missing	System	75	41.7		
Total		180	100.0		

### Use of FLSO Reporting Software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	43	23.9	100.0	100.0
Missing	System	137	76.1		
Total		180	100.0		

### Access to previously submitted data

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	50	27.8	100.0	100.0
Missing	System	130	72.2		
Total		180	100.0		

### Identifying questioned transactions in a rejected file submission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	63	35.0	100.0	100.0
Missing	System	117	65.0		
Total		180	100.0		

**Access to information to maintain compliant submissions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	58	32.2	100.0	100.0
Missing	System	122	67.8		
Total		180	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	47	26.1	100.0	100.0
Missing	System	133	73.9		
Total		180	100.0		

**Viruses that cause a loss of your data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	13	7.2	100.0	100.0
Missing	System	167	92.8		
Total		180	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	101	56.1	61.2	61.2
	Somewhat Important	53	29.4	32.1	93.3
	Not Very Important	8	4.4	4.8	98.2
	Not at all Important	3	1.7	1.8	100.0
Total		165	91.7	100.0	
Missing	Unaware of Service	10	5.6		
	System	5	2.8		
	Total	15	8.3		
Total		180	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	136	75.6	79.5	79.5
	Somewhat Important	33	18.3	19.3	98.8
	Not Very Important	2	1.1	1.2	100.0
	Total	171	95.0	100.0	
Missing	Unaware of Service	5	2.8		
	System	4	2.2		
	Total	9	5.0		
Total		180	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	68	37.8	43.6	43.6
	Somewhat Important	54	30.0	34.6	78.2
	Not Very Important	25	13.9	16.0	94.2
	Not at all Important	9	5.0	5.8	100.0
	Total	156	86.7	100.0	
Missing	Unaware of Service	17	9.4		
	System	7	3.9		
	Total	24	13.3		
Total		180	100.0		

**Providing information to help agents and staff to stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	113	62.8	66.1	66.1
	Somewhat Important	47	26.1	27.5	93.6
	Not Very Important	8	4.4	4.7	98.2
	Not at all Important	3	1.7	1.8	100.0
	Total	171	95.0	100.0	
Missing	Unaware of Service	3	1.7		
	System	6	3.3		
	Total	9	5.0		
Total		180	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	99	55.0	58.9	58.9
	Somewhat Important	50	27.8	29.8	88.7
	Not Very Important	15	8.3	8.9	97.6
	Not at all Important	4	2.2	2.4	100.0
	Total	168	93.3	100.0	
Missing	Unaware of Service	6	3.3		
	System	6	3.3		
	Total	12	6.7		
Total		180	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the services/products

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	67.8	69.3	69.3
	Somewhat Satisfied	50	27.8	28.4	97.7
	Not Very Satisfied	3	1.7	1.7	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	176	97.8	100.0	
Missing	Do Not Use	3	1.7		
	System	1	.6		
	Total	4	2.2		
Total		180	100.0		

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	32.2	51.3	51.3
	Somewhat Satisfied	53	29.4	46.9	98.2
	Not Very Satisfied	2	1.1	1.8	100.0
	Total	113	62.8	100.0	
Missing	Do Not Use	63	35.0		
	System	4	2.2		
	Total	67	37.2		
Total		180	100.0		

**List of Eligible Surplus Lines Insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	116	64.4	69.5	69.5
	Somewhat Satisfied	47	26.1	28.1	97.6
	Not Very Satisfied	3	1.7	1.8	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	167	92.8	100.0	
Missing	Do Not Use	12	6.7		
	System	1	.6		
	Total	13	7.2		
Total		180	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	82	45.6	52.9	52.9
	Somewhat Satisfied	64	35.6	41.3	94.2
	Not Very Satisfied	8	4.4	5.2	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	155	86.1	100.0	
Missing	Do Not Use	21	11.7		
	System	4	2.2		
	Total	25	13.9		
Total		180	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	46.7	51.9	51.9
	Somewhat Satisfied	69	38.3	42.6	94.4
	Not Very Satisfied	8	4.4	4.9	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	162	90.0	100.0	
Missing	Do Not Use	13	7.2		
	System	5	2.8		
	Total	18	10.0		
Total		180	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	74	41.1	49.7	49.7
	Somewhat Satisfied	70	38.9	47.0	96.6
	Not Very Satisfied	3	1.7	2.0	98.7
	Not at all Satisfied	2	1.1	1.3	100.0
	Total	149	82.8	100.0	
Missing	Do Not Use	27	15.0		
	System	4	2.2		
	Total	31	17.2		
Total		180	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	48.9	58.7	58.7
	Somewhat Satisfied	53	29.4	35.3	94.0
	Not Very Satisfied	7	3.9	4.7	98.7
	Not at all Satisfied	2	1.1	1.3	100.0
	Total	150	83.3	100.0	
Missing	Do Not Use	26	14.4		
	System	4	2.2		
	Total	30	16.7		
Total		180	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	105	58.3	67.3	67.3
	Somewhat Satisfied	46	25.6	29.5	96.8
	Not Very Satisfied	4	2.2	2.6	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	156	86.7	100.0	
Missing	Do Not Use	19	10.6		
	System	5	2.8		
	Total	24	13.3		
Total		180	100.0		

**Educational Offerings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	62	34.4	50.4	50.4
	Somewhat Satisfied	54	30.0	43.9	94.3
	Not Very Satisfied	6	3.3	4.9	99.2
	Not at all Satisfied	1	.6	.8	100.0
	Total	123	68.3	100.0	
Missing	Do Not Use	49	27.2		
	System	8	4.4		
	Total	57	31.7		
Total		180	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	139	77.2	81.8	81.8
	Somewhat Satisfied	30	16.7	17.6	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	170	94.4	100.0	
Missing	Do Not Use	7	3.9		
	System	3	1.7		
	Total	10	5.6		
Total		180	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	94	52.2	58.8	58.8
	Somewhat Satisfied	61	33.9	38.1	96.9
	Not Very Satisfied	5	2.8	3.1	100.0
	Total	160	88.9	100.0	
Missing	Do Not Use	12	6.7		
	System	8	4.4		
	Total	20	11.1		
Total		180	100.0		

**Electronically transmitted reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	114	63.3	69.1	69.1
	Somewhat Satisfied	45	25.0	27.3	96.4
	Not Very Satisfied	4	2.2	2.4	98.8
	Not at all Satisfied	2	1.1	1.2	100.0
	Total	165	91.7	100.0	
Missing	Do Not Use	9	5.0		
	System	6	3.3		
	Total	15	8.3		
Total		180	100.0		

**New invoice format (provides an aggregate total with attached transactional documentation)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	93	51.7	60.0	60.0
	Somewhat Satisfied	53	29.4	34.2	94.2
	Not Very Satisfied	4	2.2	2.6	96.8
	Not at all Satisfied	5	2.8	3.2	100.0
	Total	155	86.1	100.0	
Missing	Do Not Use	20	11.1		
	System	5	2.8		
	Total	25	13.9		
Total		180	100.0		

**Certification of Online Agent Software Training (COAST) Program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	39	21.7	39.8	39.8
	Somewhat Satisfied	52	28.9	53.1	92.9
	Not Very Satisfied	7	3.9	7.1	100.0
	Total	98	54.4	100.0	
Missing	Do Not Use	76	42.2		
	System	6	3.3		
	Total	82	45.6		
Total		180	100.0		

**Online Agent Software Tutorial**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	43	23.9	40.2	40.2
	Somewhat Satisfied	54	30.0	50.5	90.7
	Not Very Satisfied	9	5.0	8.4	99.1
	Not at all Satisfied	1	.6	.9	100.0
	Total	107	59.4	100.0	
Missing	Do Not Use	63	35.0		
	System	10	5.6		
	Total	73	40.6		
Total		180	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	78	43.3	51.3	51.3
	Somewhat Satisfied	61	33.9	40.1	91.4
	Not Very Satisfied	7	3.9	4.6	96.1
	Not at all Satisfied	6	3.3	3.9	100.0
	Total	152	84.4	100.0	
Missing	Do Not Use	22	12.2		
	System	6	3.3		
	Total	28	15.6		
Total		180	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	78	43.3	52.0	52.0
	Somewhat Satisfied	55	30.6	36.7	88.7
	Not Very Satisfied	12	6.7	8.0	96.7
	Not at all Satisfied	5	2.8	3.3	100.0
	Total	150	83.3	100.0	
Missing	Do Not Use	25	13.9		
	System	5	2.8		
	Total	30	16.7		
Total		180	100.0		

**Compliance Review Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	47.8	55.5	55.5
	Somewhat Satisfied	62	34.4	40.0	95.5
	Not Very Satisfied	4	2.2	2.6	98.1
	Not at all Satisfied	3	1.7	1.9	100.0
	Total	155	86.1	100.0	
Missing	Do Not Use	19	10.6		
	System	6	3.3		
	Total	25	13.9		
Total		180	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	47.8	58.9	58.9
	Somewhat Satisfied	48	26.7	32.9	91.8
	Not Very Satisfied	9	5.0	6.2	97.9
	Not at all Satisfied	3	1.7	2.1	100.0
	Total	146	81.1	100.0	
Missing	Do Not Use	31	17.2		
	System	3	1.7		
	Total	34	18.9		
Total		180	100.0		

**Access to reports such as monthly transaction reports, activity summary reports, submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	80	44.4	56.7	56.7
	Somewhat Satisfied	44	24.4	31.2	87.9
	Not Very Satisfied	11	6.1	7.8	95.7
	Not at all Satisfied	6	3.3	4.3	100.0
	Total	141	78.3	100.0	
Missing	Do Not Use	37	20.6		
	System	2	1.1		
	Total	39	21.7		
Total		180	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	43.9	56.0	56.0
	Somewhat Satisfied	45	25.0	31.9	87.9
	Not Very Satisfied	14	7.8	9.9	97.9
	Not at all Satisfied	3	1.7	2.1	100.0
	Total	141	78.3	100.0	
Missing	Do Not Use	35	19.4		
	System	4	2.2		
	Total	39	21.7		
Total		180	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	93	51.7	68.9	68.9
	Somewhat Satisfied	35	19.4	25.9	94.8
	Not Very Satisfied	5	2.8	3.7	98.5
	Not at all Satisfied	2	1.1	1.5	100.0
	Total	135	75.0	100.0	
Missing	Do Not Use	40	22.2		
	System	5	2.8		
	Total	45	25.0		
Total		180	100.0		

**Electronic, auto-filled quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	75	41.7	65.8	65.8
	Somewhat Satisfied	33	18.3	28.9	94.7
	Not Very Satisfied	5	2.8	4.4	99.1
	Not at all Satisfied	1	.6	.9	100.0
	Total	114	63.3	100.0	
Missing	Do Not Use	60	33.3		
	System	6	3.3		
	Total	66	36.7		
Total		180	100.0		

**Ability to update contact and agent biographical information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	43.9	61.2	61.2
	Somewhat Satisfied	44	24.4	34.1	95.3
	Not Very Satisfied	4	2.2	3.1	98.4
	Not at all Satisfied	2	1.1	1.6	100.0
	Total	129	71.7	100.0	
Missing	Do Not Use	46	25.6		
	System	5	2.8		
	Total	51	28.3		
Total		180	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	31.7	52.3	52.3
	Somewhat Satisfied	46	25.6	42.2	94.5
	Not Very Satisfied	1	.6	.9	95.4
	Not at all Satisfied	5	2.8	4.6	100.0
	Total	109	60.6	100.0	
Missing	Do Not Use	64	35.6		
	System	7	3.9		
	Total	71	39.4		
Total		180	100.0		

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	55	30.6	55.0	55.0
	Somewhat Satisfied	41	22.8	41.0	96.0
	Not Very Satisfied	1	.6	1.0	97.0
	Not at all Satisfied	3	1.7	3.0	100.0
	Total	100	55.6	100.0	
Missing	Do Not Use	74	41.1		
	System	6	3.3		
	Total	80	44.4		
Total		180	100.0		

**Approximately how many of your FLSO submission filings within the past 12 months included multi-state transactions?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	none	105	58.3	60.0	60.0
	1-5	30	16.7	17.1	77.1
	6-25	22	12.2	12.6	89.7
	26-50	6	3.3	3.4	93.1
	more than 50	12	6.7	6.9	100.0
	Total	175	97.2	100.0	
Missing	System	5	2.8		
Total		180	100.0		

Please indicate how important each of the following proposed services would be to your business.

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	52	28.9	32.3	32.3
	Somewhat Important	54	30.0	33.5	65.8
	Not Very Important	35	19.4	21.7	87.6
	Not at all Important	20	11.1	12.4	100.0
	Total	161	89.4	100.0	
Missing	Unaware of Service	15	8.3		
	System	4	2.2		
	Total	19	10.6		
Total		180	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	51	28.3	31.5	31.5
	Somewhat Important	68	37.8	42.0	73.5
	Not Very Important	29	16.1	17.9	91.4
	Not at all Important	14	7.8	8.6	100.0
	Total	162	90.0	100.0	
Missing	Unaware of Service	11	6.1		
	System	7	3.9		
	Total	18	10.0		
Total		180	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	47	26.1	31.1	31.1
	Somewhat Important	67	37.2	44.4	75.5
	Not Very Important	25	13.9	16.6	92.1
	Not at all Important	12	6.7	7.9	100.0
	Total	151	83.9	100.0	
Missing	Unaware of Service	24	13.3		
	System	5	2.8		
	Total	29	16.1		
Total		180	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	33.9	38.6	38.6
	Somewhat Important	55	30.6	34.8	73.4
	Not Very Important	28	15.6	17.7	91.1
	Not at all Important	14	7.8	8.9	100.0
	Total	158	87.8	100.0	
Missing	Unaware of Service	18	10.0		
	System	4	2.2		
	Total	22	12.2		
Total		180	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	46	25.6	29.5	29.5
	Somewhat Important	67	37.2	42.9	72.4
	Not Very Important	34	18.9	21.8	94.2
	Not at all Important	9	5.0	5.8	100.0
	Total	156	86.7	100.0	
Missing	Unaware of Service	19	10.6		
	System	5	2.8		
	Total	24	13.3		
Total		180	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	67	37.2	42.1	42.1
	Somewhat Important	70	38.9	44.0	86.2
	Not Very Important	15	8.3	9.4	95.6
	Not at all Important	7	3.9	4.4	100.0
	Total	159	88.3	100.0	
Missing	Unaware of Service	15	8.3		
	System	6	3.3		
	Total	21	11.7		
Total		180	100.0		

**Access to your continuing education credits as received through the Service Office education courses, both online and classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	63	35.0	41.2	41.2
	Somewhat Important	63	35.0	41.2	82.4
	Not Very Important	16	8.9	10.5	92.8
	Not at all Important	11	6.1	7.2	100.0
	Total	153	85.0	100.0	
Missing	Unaware of Service	23	12.8		
	System	4	2.2		
	Total	27	15.0		
Total		180	100.0		

**Access to completed Compliance Review reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	70	38.9	46.1	46.1
	Somewhat Important	64	35.6	42.1	88.2
	Not Very Important	13	7.2	8.6	96.7
	Not at all Important	5	2.8	3.3	100.0
	Total	152	84.4	100.0	
Missing	Unaware of Service	18	10.0		
	System	10	5.6		
	Total	28	15.6		
Total		180	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	146	81.1	82.5	82.5
	Somewhat Satisfied	28	15.6	15.8	98.3
	Not Very Satisfied	2	1.1	1.1	99.4
	Not at all Satisfied	1	.6	.6	100.0
	Total	177	98.3	100.0	
Missing	Do Not Use	2	1.1		
	System	1	.6		
	Total	3	1.7		
Total		180	100.0		

## Frequency Tables: Surplus Lines Agents 2007

What are the top five challenges your agency faces?

### Attracting customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	100	43.5	100.0	100.0
Missing	System	130	56.5		
Total		230	100.0		

### Retention of customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	106	46.1	100.0	100.0
Missing	System	124	53.9		
Total		230	100.0		

### Finding, training and keeping qualified staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	138	60.0	100.0	100.0
Missing	System	92	40.0		
Total		230	100.0		

### Creation of a commercial residual market program by the state

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	61	26.5	100.0	100.0
Missing	System	169	73.5		
Total		230	100.0		

### Assessment collection responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	10.4	100.0	100.0
Missing	System	206	89.6		
Total		230	100.0		

**Attracting new insurer markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	141	61.3	100.0	100.0
Missing	System	89	38.7		
Total		230	100.0		

**Retention of insurer markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	93	40.4	100.0	100.0
Missing	System	137	59.6		
Total		230	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	46	20.0	100.0	100.0
Missing	System	184	80.0		
Total		230	100.0		

**Assuring necessary technology available for office and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	46	20.0	100.0	100.0
Missing	System	184	80.0		
Total		230	100.0		

**Cost of doing business--overhead out of proportion to revenue**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	67	29.1	100.0	100.0
Missing	System	163	70.9		
Total		230	100.0		

**Strangulation by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	74	32.2	100.0	100.0
Missing	System	156	67.8		
Total		230	100.0		

**Competition from non-resident agents**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	25	10.9	100.0	100.0
Missing	System	205	89.1		
Total		230	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	152	66.1	69.1	69.1
	Somewhat Important	55	23.9	25.0	94.1
	Not Very Important	8	3.5	3.6	97.7
	Not at all Important	5	2.2	2.3	100.0
Total		220	95.7	100.0	
Missing	Unaware of Service	6	2.6		
	System	4	1.7		
	Total	10	4.3		
Total		230	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	180	78.3	81.1	81.1
	Somewhat Important	38	16.5	17.1	98.2
	Not Very Important	2	.9	.9	99.1
	Not at all Important	2	.9	.9	100.0
	Total	222	96.5	100.0	
Missing	Unaware of Service	4	1.7		
	System	4	1.7		
	Total	8	3.5		
Total		230	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	115	50.0	53.0	53.0
	Somewhat Important	75	32.6	34.6	87.6
	Not Very Important	25	10.9	11.5	99.1
	Not at all Important	2	.9	.9	100.0
	Total	217	94.3	100.0	
Missing	Unaware of Service	8	3.5		
	System	5	2.2		
	Total	13	5.7		
Total		230	100.0		

**Providing information to help agents and staff stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	156	67.8	70.6	70.6
	Somewhat Important	53	23.0	24.0	94.6
	Not Very Important	9	3.9	4.1	98.6
	Not at all Important	3	1.3	1.4	100.0
	Total	221	96.1	100.0	
Missing	Unaware of Service	4	1.7		
	System	5	2.2		
	Total	9	3.9		
Total		230	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	133	57.8	60.5	60.5
	Somewhat Important	69	30.0	31.4	91.8
	Not Very Important	14	6.1	6.4	98.2
	Not at all Important	4	1.7	1.8	100.0
	Total	220	95.7	100.0	
Missing	Unaware of Service	4	1.7		
	System	6	2.6		
	Total	10	4.3		
Total		230	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	215	93.5	94.7	94.7
	no	12	5.2	5.3	100.0
	Total	227	98.7	100.0	
Missing	System	3	1.3		
Total		230	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the service/product.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	37.8	56.9	56.9
	Somewhat Satisfied	63	27.4	41.2	98.0
	Not Very Satisfied	3	1.3	2.0	100.0
	Total	153	66.5	100.0	
Missing	Do Not Use	65	28.3		
	System	12	5.2		
	Total	77	33.5		
Total		230	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	164	71.3	76.6	76.6
	Somewhat Satisfied	47	20.4	22.0	98.6
	Not Very Satisfied	3	1.3	1.4	100.0
	Total	214	93.0	100.0	
Missing	Do Not Use	12	5.2		
	System	4	1.7		
	Total	16	7.0		
Total		230	100.0		

**Online Assistance (FAQ's, Manuals, Software tutorial, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	64.1	64.1
	Somewhat Satisfied	67	29.1	33.8	98.0
	Not Very Satisfied	4	1.7	2.0	100.0
	Total	198	86.1	100.0	
Missing	Do Not Use	24	10.4		
	System	8	3.5		
	Total	32	13.9		
Total		230	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	140	60.9	65.7	65.7
	Somewhat Satisfied	68	29.6	31.9	97.7
	Not Very Satisfied	4	1.7	1.9	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	213	92.6	100.0	
Missing	Do Not Use	10	4.3		
	System	7	3.0		
	Total	17	7.4		
Total		230	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	113	49.1	55.9	55.9
	Somewhat Satisfied	82	35.7	40.6	96.5
	Not Very Satisfied	6	2.6	3.0	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	202	87.8	100.0	
Missing	Do Not Use	18	7.8		
	System	10	4.3		
	Total	28	12.2		
Total		230	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	68.6	68.6
	Somewhat Satisfied	55	23.9	29.7	98.4
	Not Very Satisfied	2	.9	1.1	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	185	80.4	100.0	
Missing	Do Not Use	37	16.1		
	System	8	3.5		
	Total	45	19.6		
Total		230	100.0		

**Software support or technical assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	56.5	67.7	67.7
	Somewhat Satisfied	58	25.2	30.2	97.9
	Not Very Satisfied	4	1.7	2.1	100.0
	Total	192	83.5	100.0	
Missing	Do Not Use	29	12.6		
	System	9	3.9		
	Total	38	16.5		
Total		230	100.0		

**Educational offerings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	92	40.0	47.2	47.2
	Somewhat Satisfied	91	39.6	46.7	93.8
	Not Very Satisfied	12	5.2	6.2	100.0
	Total	195	84.8	100.0	
Missing	Do Not Use	28	12.2		
	System	7	3.0		
	Total	35	15.2		
Total		230	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	171	74.3	79.5	79.5
	Somewhat Satisfied	38	16.5	17.7	97.2
	Not Very Satisfied	6	2.6	2.8	100.0
	Total	215	93.5	100.0	
Missing	Do Not Use	10	4.3		
	System	5	2.2		
	Total	15	6.5		
Total		230	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	117	50.9	56.0	56.0
	Somewhat Satisfied	87	37.8	41.6	97.6
	Not Very Satisfied	4	1.7	1.9	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	209	90.9	100.0	
Missing	Do Not Use	13	5.7		
	System	8	3.5		
	Total	21	9.1		
Total		230	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	128	55.7	61.5	61.5
	Somewhat Satisfied	78	33.9	37.5	99.0
	Not Very Satisfied	2	.9	1.0	100.0
	Total	208	90.4	100.0	
Missing	Do Not Use	9	3.9		
	System	13	5.7		
	Total	22	9.6		
Total		230	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	120	52.2	61.2	61.2
	Somewhat Satisfied	69	30.0	35.2	96.4
	Not Very Satisfied	6	2.6	3.1	99.5
	Not at all Satisfied	1	.4	.5	100.0
	Total	196	85.2	100.0	
Missing	Do Not Use	23	10.0		
	System	11	4.8		
	Total	34	14.8		
Total		230	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	114	49.6	64.0	64.0
	Somewhat Satisfied	56	24.3	31.5	95.5
	Not Very Satisfied	5	2.2	2.8	98.3
	Not at all Satisfied	3	1.3	1.7	100.0
	Total	178	77.4	100.0	
Missing	Do Not Use	39	17.0		
	System	13	5.7		
	Total	52	22.6		
Total		230	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	36.5	48.0	48.0
	Somewhat Satisfied	82	35.7	46.9	94.9
	Not Very Satisfied	9	3.9	5.1	100.0
	Total	175	76.1	100.0	
Missing	Do Not Use	42	18.3		
	System	13	5.7		
	Total	55	23.9		
Total		230	100.0		

**Electronic, auto-filed quarterly affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	55.2	71.3	71.3
	Somewhat Satisfied	48	20.9	27.0	98.3
	Not Very Satisfied	2	.9	1.1	99.4
	Not at all Satisfied	1	.4	.6	100.0
	Total	178	77.4	100.0	
Missing	Do Not Use	41	17.8		
	System	11	4.8		
	Total	52	22.6		
Total		230	100.0		

**Online Educational Course Registration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	41.3	55.2	55.2
	Somewhat Satisfied	71	30.9	41.3	96.5
	Not Very Satisfied	6	2.6	3.5	100.0
	Total	172	74.8	100.0	
Missing	Do Not Use	45	19.6		
	System	13	5.7		
	Total	58	25.2		
Total		230	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	117	50.9	59.4	59.4
	Somewhat Satisfied	71	30.9	36.0	95.4
	Not Very Satisfied	7	3.0	3.6	99.0
	Not at all Satisfied	2	.9	1.0	100.0
	Total	197	85.7	100.0	
Missing	Do Not Use	25	10.9		
	System	8	3.5		
	Total	33	14.3		
Total		230	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	60.8	60.8
	Somewhat Satisfied	61	26.5	33.7	94.5
	Not Very Satisfied	7	3.0	3.9	98.3
	Not at all Satisfied	3	1.3	1.7	100.0
	Total	181	78.7	100.0	
Missing	Do Not Use	35	15.2		
	System	14	6.1		
	Total	49	21.3		
Total		230	100.0		

**Compliance Review Program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	55.8	55.8
	Somewhat Satisfied	80	34.8	40.6	96.4
	Not Very Satisfied	7	3.0	3.6	100.0
	Total	197	85.7	100.0	
Missing	Do Not Use	26	11.3		
	System	7	3.0		
	Total	33	14.3		
Total		230	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	163	70.9	75.1	75.1
	Somewhat Satisfied	48	20.9	22.1	97.2
	Not Very Satisfied	4	1.7	1.8	99.1
	Not at all Satisfied	2	.9	.9	100.0
	Total	217	94.3	100.0	
Missing	Do Not Use	7	3.0		
	System	6	2.6		
	Total	13	5.7		
Total		230	100.0		

How satisfied are you with the following functions or features that are provided via the Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	104	45.2	63.4	63.4
	Somewhat Satisfied	54	23.5	32.9	96.3
	Not Very Satisfied	4	1.7	2.4	98.8
	Not at all Satisfied	2	.9	1.2	100.0
	Total	164	71.3	100.0	
Missing	Do Not Use	53	23.0		
	System	13	5.7		
	Total	66	28.7		
Total		230	100.0		

**Access to reports such as monthly transaction reports, activity summary reports,  
submission responses and invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	101	43.9	63.9	63.9
	Somewhat Satisfied	49	21.3	31.0	94.9
	Not Very Satisfied	5	2.2	3.2	98.1
	Not at all Satisfied	3	1.3	1.9	100.0
	Total	158	68.7	100.0	
Missing	Do Not Use	54	23.5		
	System	18	7.8		
	Total	72	31.3		
Total		230	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	100	43.5	63.7	63.7
	Somewhat Satisfied	53	23.0	33.8	97.5
	Not Very Satisfied	3	1.3	1.9	99.4
	Not at all Satisfied	1	.4	.6	100.0
	Total	157	68.3	100.0	
Missing	Do Not Use	56	24.3		
	System	17	7.4		
	Total	73	31.7		
Total		230	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	47.8	69.6	69.6
	Somewhat Satisfied	44	19.1	27.8	97.5
	Not Very Satisfied	3	1.3	1.9	99.4
	Not at all Satisfied	1	.4	.6	100.0
	Total	158	68.7	100.0	
Missing	Do Not Use	56	24.3		
	System	16	7.0		
	Total	72	31.3		
Total		230	100.0		

**Electronic, auto-filed quarterly tax affidavits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	113	49.1	75.3	75.3
	Somewhat Satisfied	34	14.8	22.7	98.0
	Not Very Satisfied	3	1.3	2.0	100.0
	Total	150	65.2	100.0	
Missing	Do Not Use	62	27.0		
	System	18	7.8		
	Total	80	34.8		
Total		230	100.0		

**Ability to update contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	50.0	71.0	71.0
	Somewhat Satisfied	44	19.1	27.2	98.1
	Not Very Satisfied	1	.4	.6	98.8
	Not at all Satisfied	2	.9	1.2	100.0
	Total	162	70.4	100.0	
Missing	Do Not Use	49	21.3		
	System	19	8.3		
	Total	68	29.6		
Total		230	100.0		

**Ability to update mandatory catastrophe contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	41.3	62.5	62.5
	Somewhat Satisfied	54	23.5	35.5	98.0
	Not Very Satisfied	2	.9	1.3	99.3
	Not at all Satisfied	1	.4	.7	100.0
	Total	152	66.1	100.0	
Missing	Do Not Use	60	26.1		
	System	18	7.8		
	Total	78	33.9		
Total		230	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	38.3	59.5	59.5
	Somewhat Satisfied	53	23.0	35.8	95.3
	Not Very Satisfied	5	2.2	3.4	98.6
	Not at all Satisfied	2	.9	1.4	100.0
	Total	148	64.3	100.0	
Missing	Do Not Use	66	28.7		
	System	16	7.0		
	Total	82	35.7		
Total		230	100.0		

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	83	36.1	58.0	58.0
	Somewhat Satisfied	57	24.8	39.9	97.9
	Not Very Satisfied	3	1.3	2.1	100.0
	Total	143	62.2	100.0	
Missing	Do Not Use	70	30.4		
	System	17	7.4		
	Total	87	37.8		
Total		230	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	100	43.5	61.3	61.3
	Somewhat Satisfied	58	25.2	35.6	96.9
	Not Very Satisfied	3	1.3	1.8	98.8
	Not at all Satisfied	2	.9	1.2	100.0
	Total	163	70.9	100.0	
Missing	Do Not Use	49	21.3		
	System	18	7.8		
	Total	67	29.1		
Total		230	100.0		

**Transactions in Question Reports (TIQ reports)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	86	37.4	61.9	61.9
	Somewhat Satisfied	49	21.3	35.3	97.1
	Not Very Satisfied	3	1.3	2.2	99.3
	Not at all Satisfied	1	.4	.7	100.0
	Total	139	60.4	100.0	
Missing	Do Not Use	71	30.9		
	System	20	8.7		
	Total	91	39.6		
Total		230	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	50.0	71.9	71.9
	Somewhat Satisfied	42	18.3	26.3	98.1
	Not Very Satisfied	2	.9	1.3	99.4
	Not at all Satisfied	1	.4	.6	100.0
	Total	160	69.6	100.0	
Missing	Do Not Use	54	23.5		
	System	16	7.0		
	Total	70	30.4		
Total		230	100.0		

**Approximately what percentage of your FLSO submission filings within the past 12 months included multi-state transactions?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	zero	160	69.6	72.1	72.1
	1-5	44	19.1	19.8	91.9
	6-10	8	3.5	3.6	95.5
	11-15	3	1.3	1.4	96.8
	more than 15	7	3.0	3.2	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Are you aware of federal legislation to regulate the placement and taxation of surplus lines policies?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	131	57.0	59.0	59.0
	no	91	39.6	41.0	100.0
	Total	222	96.5	100.0	
Missing	System	8	3.5		
Total		230	100.0		

**Do you support or oppose the federal regulation of multi-state surplus lines policies?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	support	86	37.4	42.4	42.4
	oppose	117	50.9	57.6	100.0
	Total	203	88.3	100.0	
Missing	System	27	11.7		
Total		230	100.0		

Please indicate how important each of the following proposed services would be to your business.

**An educational course on understanding insurer financial statements**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	74	32.2	35.1	35.1
	Somewhat Important	90	39.1	42.7	77.7
	Not Very Important	38	16.5	18.0	95.7
	Not at all Important	9	3.9	4.3	100.0
	Total	211	91.7	100.0	
Missing	Do Not Use	11	4.8		
	System	8	3.5		
	Total	19	8.3		
Total		230	100.0		

**The option to pay tax, fee, and assessment invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	98	42.6	46.9	46.9
	Somewhat Important	78	33.9	37.3	84.2
	Not Very Important	29	12.6	13.9	98.1
	Not at all Important	4	1.7	1.9	100.0
	Total	209	90.9	100.0	
Missing	Do Not Use	15	6.5		
	System	6	2.6		
	Total	21	9.1		
Total		230	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	76	33.0	36.0	36.0
	Somewhat Important	94	40.9	44.5	80.6
	Not Very Important	35	15.2	16.6	97.2
	Not at all Important	6	2.6	2.8	100.0
	Total	211	91.7	100.0	
Missing	Do Not Use	8	3.5		
	System	11	4.8		
	Total	19	8.3		
Total		230	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	82	35.7	39.2	39.2
	Somewhat Important	89	38.7	42.6	81.8
	Not Very Important	35	15.2	16.7	98.6
	Not at all Important	3	1.3	1.4	100.0
	Total	209	90.9	100.0	
Missing	Do Not Use	14	6.1		
	System	7	3.0		
	Total	21	9.1		
Total		230	100.0		

**Continuing education class on ethics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	93	40.4	44.1	44.1
	Somewhat Important	72	31.3	34.1	78.2
	Not Very Important	41	17.8	19.4	97.6
	Not at all Important	5	2.2	2.4	100.0
	Total	211	91.7	100.0	
Missing	Do Not Use	11	4.8		
	System	8	3.5		
	Total	19	8.3		
Total		230	100.0		

**Access to your continuing education credits as received through the Service Office education courses, both online and classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	113	49.1	53.6	53.6
	Somewhat Important	72	31.3	34.1	87.7
	Not Very Important	22	9.6	10.4	98.1
	Not at all Important	4	1.7	1.9	100.0
	Total	211	91.7	100.0	
Missing	Do Not Use	12	5.2		
	System	7	3.0		
	Total	19	8.3		
Total		230	100.0		

**An online course curriculum on loss mitigation discounts to satisfy statutory continuing education requirement**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	101	43.9	49.3	49.3
	Somewhat Important	73	31.7	35.6	84.9
	Not Very Important	27	11.7	13.2	98.0
	Not at all Important	4	1.7	2.0	100.0
	Total	205	89.1	100.0	
Missing	Do Not Use	17	7.4		
	System	8	3.5		
	Total	25	10.9		
Total		230	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	98	42.6	46.7	46.7
	Somewhat Important	84	36.5	40.0	86.7
	Not Very Important	23	10.0	11.0	97.6
	Not at all Important	5	2.2	2.4	100.0
	Total	210	91.3	100.0	
Missing	Do Not Use	9	3.9		
	System	11	4.8		
	Total	20	8.7		
Total		230	100.0		

**An online tutorial for the Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	99	43.0	47.8	47.8
	Somewhat Important	92	40.0	44.4	92.3
	Not Very Important	13	5.7	6.3	98.6
	Not at all Important	3	1.3	1.4	100.0
	Total	207	90.0	100.0	
Missing	Do Not Use	15	6.5		
	System	8	3.5		
	Total	23	10.0		
Total		230	100.0		

**handheld PDA (i.e., Blackberry or Treo) viewable version of the FLSO website to obtain or research available information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	36	15.7	20.1	20.1
	Somewhat Important	63	27.4	35.2	55.3
	Not Very Important	62	27.0	34.6	89.9
	Not at all Important	18	7.8	10.1	100.0
	Total	179	77.8	100.0	
Missing	Do Not Use	43	18.7		
	System	8	3.5		
	Total	51	22.2		
Total		230	100.0		

**Access to completed Compliance Review Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	83	36.1	40.1	40.1
	Somewhat Important	101	43.9	48.8	88.9
	Not Very Important	20	8.7	9.7	98.6
	Not at all Important	3	1.3	1.4	100.0
	Total	207	90.0	100.0	
Missing	Do Not Use	14	6.1		
	System	9	3.9		
	Total	23	10.0		
Total		230	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	198	86.1	86.8	86.8
	Somewhat Satisfied	30	13.0	13.2	100.0
	Total	228	99.1	100.0	
Missing	Do Not Use	1	.4		
	System	1	.4		
	Total	2	.9		
Total		230	100.0		

## Frequency Tables: Surplus Lines Insurer Contacts 2007

What are the top five challenges your company faces?

### Multi-state policy filings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	37	74.0	100.0	100.0
Missing	System	13	26.0		
Total		50	100.0		

### Dealing with different state regulations for compliance issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	42	84.0	100.0	100.0
Missing	System	8	16.0		
Total		50	100.0		

### Receipt of accurate policy information from agent/agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	29	58.0	100.0	100.0
Missing	System	21	42.0		
Total		50	100.0		

### Finding, training and keeping qualified staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	18	36.0	100.0	100.0
Missing	System	32	64.0		
Total		50	100.0		

### Staying informed of legislative changes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	28	56.0	100.0	100.0
Missing	System	22	44.0		
Total		50	100.0		

**Overwhelmed by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	22	44.0	100.0	100.0
Missing	System	28	56.0		
Total		50	100.0		

Please indicate how important the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	36.4	36.4
	Somewhat Important	24	48.0	54.5	90.9
	Not Very Important	3	6.0	6.8	97.7
	Not at all Important	1	2.0	2.3	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	5	10.0		
	System	1	2.0		
	Total	6	12.0		
Total		50	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	21	42.0	47.7	47.7
	Somewhat Important	18	36.0	40.9	88.6
	Not Very Important	4	8.0	9.1	97.7
	Not at all Important	1	2.0	2.3	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	5	10.0		
	System	1	2.0		
	Total	6	12.0		
Total		50	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	11	22.0	25.0	25.0
	Somewhat Important	23	46.0	52.3	77.3
	Not Very Important	5	10.0	11.4	88.6
	Not at all Important	5	10.0	11.4	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	5	10.0		
	System	1	2.0		
	Total	6	12.0		
Total		50	100.0		

**Providing information to help insurers and staff to stay abreast of industry issues and make sound and effective business decisions.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	20	40.0	45.5	45.5
	Somewhat Important	22	44.0	50.0	95.5
	Not Very Important	1	2.0	2.3	97.7
	Not at all Important	1	2.0	2.3	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	4	8.0		
	System	2	4.0		
	Total	6	12.0		
Total		50	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	15	30.0	34.1	34.1
	Somewhat Important	19	38.0	43.2	77.3
	Not Very Important	8	16.0	18.2	95.5
	Not at all Important	2	4.0	4.5	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	5	10.0		
	System	1	2.0		
	Total	6	12.0		
Total		50	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace”. Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	45	90.0	91.8	91.8
	no	4	8.0	8.2	100.0
	Total	49	98.0	100.0	
Missing	System	1	2.0		
Total		50	100.0		

For each of the following services you use, please indicate how satisfied you are with the service.

#### Market Data Reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	8	16.0	47.1	47.1
	Somewhat Satisfied	7	14.0	41.2	88.2
	Not Very Satisfied	2	4.0	11.8	100.0
	Total	17	34.0	100.0	
Missing	Do Not Use	30	60.0		
	System	3	6.0		
	Total	33	66.0		
Total		50	100.0		

#### Insurer Financial Data

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	12	24.0	54.5	54.5
	Somewhat Satisfied	9	18.0	40.9	95.5
	Not Very Satisfied	1	2.0	4.5	100.0
	Total	22	44.0	100.0	
Missing	Do Not Use	24	48.0		
	System	4	8.0		
	Total	28	56.0		
Total		50	100.0		

**Online Assistance (FAQ's, Manuals, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	16	32.0	41.0	41.0
	Somewhat Satisfied	19	38.0	48.7	89.7
	Not Very Satisfied	4	8.0	10.3	100.0
	Total	39	78.0	100.0	
Missing	Do Not Use	10	20.0		
	System	1	2.0		
	Total	11	22.0		
Total		50	100.0		

**Other Online Information (statutes information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	17	34.0	42.5	42.5
	Somewhat Satisfied	19	38.0	47.5	90.0
	Not Very Satisfied	4	8.0	10.0	100.0
	Total	40	80.0	100.0	
Missing	Do Not Use	9	18.0		
	System	1	2.0		
	Total	10	20.0		
Total		50	100.0		

**Publications (Advisor, Annual Report, brochures, Insurer Procedures Manual)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	15	30.0	41.7	41.7
	Somewhat Satisfied	19	38.0	52.8	94.4
	Not Very Satisfied	2	4.0	5.6	100.0
	Total	36	72.0	100.0	
Missing	Do Not Use	11	22.0		
	System	3	6.0		
	Total	14	28.0		
Total		50	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	16	32.0	36.4	36.4
	Somewhat Satisfied	15	30.0	34.1	70.5
	Not Very Satisfied	10	20.0	22.7	93.2
	Not at all Satisfied	3	6.0	6.8	100.0
	Total	44	88.0	100.0	
Missing	Do Not Use	3	6.0		
	System	3	6.0		
	Total	6	12.0		
Total		50	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	13	26.0	31.7	31.7
	Somewhat Satisfied	20	40.0	48.8	80.5
	Not Very Satisfied	7	14.0	17.1	97.6
	Not at all Satisfied	1	2.0	2.4	100.0
	Total	41	82.0	100.0	
Missing	Do Not Use	7	14.0		
	System	2	4.0		
	Total	9	18.0		
Total		50	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	27	54.0	58.7	58.7
	Somewhat Satisfied	16	32.0	34.8	93.5
	Not Very Satisfied	3	6.0	6.5	100.0
	Total	46	92.0	100.0	
Missing	Do Not Use	4	8.0		
Total		50	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	15	30.0	37.5	37.5
	Somewhat Satisfied	24	48.0	60.0	97.5
	Not Very Satisfied	1	2.0	2.5	100.0
	Total	40	80.0	100.0	
Missing	Do Not Use	9	18.0		
	System	1	2.0		
	Total	10	20.0		
Total		50	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	20	40.0	46.5	46.5
	Somewhat Satisfied	21	42.0	48.8	95.3
	Not Very Satisfied	2	4.0	4.7	100.0
	Total	43	86.0	100.0	
Missing	Do Not Use	6	12.0		
	System	1	2.0		
	Total	7	14.0		
Total		50	100.0		

**Electronically transmitted reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	14	28.0	36.8	36.8
	Somewhat Satisfied	18	36.0	47.4	84.2
	Not Very Satisfied	5	10.0	13.2	97.4
	Not at all Satisfied	1	2.0	2.6	100.0
	Total	38	76.0	100.0	
Missing	Do Not Use	11	22.0		
	System	1	2.0		
	Total	12	24.0		
Total		50	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	13	26.0	48.1	48.1
	Somewhat Satisfied	12	24.0	44.4	92.6
	Not Very Satisfied	1	2.0	3.7	96.3
	Not at all Satisfied	1	2.0	3.7	100.0
Total		27	54.0	100.0	
Missing	Do Not Use	21	42.0		
	System	2	4.0		
	Total	23	46.0		
Total		50	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	23	46.0	47.9	47.9
	Somewhat Satisfied	22	44.0	45.8	93.8
	Not Very Satisfied	3	6.0	6.3	100.0
	Total	48	96.0	100.0	
Missing	Do Not Use	2	4.0		
Total		50	100.0		

Which of the following services have you used within the past 12 months?

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	6	12.0	100.0	100.0
Missing	System	44	88.0		
Total		50	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	12	24.0	100.0	100.0
Missing	System	38	76.0		
Total		50	100.0		

**Online Assistance (FAQ's, Manuals, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	46.0	100.0	100.0
Missing	System	27	54.0		
Total		50	100.0		

**Other Online Information (statutes information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	21	42.0	100.0	100.0
Missing	System	29	58.0		
Total		50	100.0		

**Publications (Advisor, Annual Report, brochures, Insurer Procedures Manual)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	19	38.0	100.0	100.0
Missing	System	31	62.0		
Total		50	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	37	74.0	100.0	100.0
Missing	System	13	26.0		
Total		50	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	24	48.0	100.0	100.0
Missing	System	26	52.0		
Total		50	100.0		

### Educational Offerings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	2	4.0	100.0	100.0
Missing	System	48	96.0		
Total		50	100.0		

### Staff assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	33	66.0	100.0	100.0
Missing	System	17	34.0		
Total		50	100.0		

### Legislative Updates

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	16	32.0	100.0	100.0
Missing	System	34	68.0		
Total		50	100.0		

### Electronic bulletins

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	26	52.0	100.0	100.0
Missing	System	24	48.0		
Total		50	100.0		

### Electronically transmitted reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	46.0	100.0	100.0
Missing	System	27	54.0		
Total		50	100.0		

**SLSO is considering changing the policy filing requirement to require the submission of only "expired policies" on a quarterly basis, thereby, eliminating all endorsement filings. How important would this change be to you, in terms of making your filing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	23	46.0	53.5	53.5
	Somewhat Important	12	24.0	27.9	81.4
	Not Very Important	3	6.0	7.0	88.4
	Not at all Important	5	10.0	11.6	100.0
	Total	43	86.0	100.0	
Missing	Unaware of Service	6	12.0		
	System	1	2.0		
	Total	7	14.0		
Total		50	100.0		

How satisfied are you with the following functions or features that are provided via the new Insurer Surplus Lines Insurance Portal (SLIP)?

**Access to previously submitted data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	8	16.0	33.3	33.3
	Somewhat Satisfied	12	24.0	50.0	83.3
	Not Very Satisfied	4	8.0	16.7	100.0
	Total	24	48.0	100.0	
Missing	Do Not Use	23	46.0		
	System	3	6.0		
	Total	26	52.0		
Total		50	100.0		

**Access to reports such as Individual Policy Reports, Activity Summary Reports and Submission Responses Report**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	6	12.0	30.0	30.0
	Somewhat Satisfied	11	22.0	55.0	85.0
	Not Very Satisfied	1	2.0	5.0	90.0
	Not at all Satisfied	2	4.0	10.0	100.0
	Total	20	40.0	100.0	
Missing	Do Not Use	27	54.0		
	System	3	6.0		
	Total	30	60.0		
Total		50	100.0		

**Track late-breaking news items**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	5	10.0	31.3	31.3
	Somewhat Satisfied	9	18.0	56.3	87.5
	Not Very Satisfied	2	4.0	12.5	100.0
	Total	16	32.0	100.0	
Missing	Do Not Use	31	62.0		
	System	3	6.0		
	Total	34	68.0		
Total		50	100.0		

**Retrieve the newest software downloads**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	7	14.0	29.2	29.2
	Somewhat Satisfied	14	28.0	58.3	87.5
	Not Very Satisfied	3	6.0	12.5	100.0
	Total	24	48.0	100.0	
Missing	Do Not Use	21	42.0		
	System	5	10.0		
	Total	26	52.0		
Total		50	100.0		

**Ability to correct and edit previously submitted policy transactions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	9	18.0	37.5	37.5
	Somewhat Satisfied	9	18.0	37.5	75.0
	Not Very Satisfied	4	8.0	16.7	91.7
	Not at all Satisfied	2	4.0	8.3	100.0
	Total	24	48.0	100.0	
Missing	Do Not Use	23	46.0		
	System	3	6.0		
	Total	26	52.0		
Total		50	100.0		

**Ability to submit policy transactions directly through the web portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	9	18.0	45.0	45.0
	Somewhat Satisfied	10	20.0	50.0	95.0
	Not Very Satisfied	1	2.0	5.0	100.0
	Total	20	40.0	100.0	
Missing	Do Not Use	26	52.0		
	System	4	8.0		
	Total	30	60.0		
Total		50	100.0		

Please indicate how important each of the following proposed services would be to your business.

**The ability to update mandatory catastrophe contact information electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	36.4	36.4
	Somewhat Important	18	36.0	40.9	77.3
	Not Very Important	8	16.0	18.2	95.5
	Not at all Important	2	4.0	4.5	100.0
	Total	44	88.0	100.0	
Missing	Unaware of Service	6	12.0		
Total		50	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	15	30.0	34.9	34.9
	Somewhat Important	20	40.0	46.5	81.4
	Not Very Important	6	12.0	14.0	95.3
	Not at all Important	2	4.0	4.7	100.0
	Total	43	86.0	100.0	
Missing	Unaware of Service	6	12.0		
	System	1	2.0		
	Total	7	14.0		
Total		50	100.0		

**n Insurer Report Card, for your internal use in monitoring your company's compliance in comparison to all Surplus Lines insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	13	26.0	30.2	30.2
	Somewhat Important	18	36.0	41.9	72.1
	Not Very Important	9	18.0	20.9	93.0
	Not at all Important	3	6.0	7.0	100.0
	Total	43	86.0	100.0	
Missing	Unaware of Service	7	14.0		
Total		50	100.0		

**A Florida surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	7	14.0	17.9	17.9
	Somewhat Important	20	40.0	51.3	69.2
	Not Very Important	7	14.0	17.9	87.2
	Not at all Important	5	10.0	12.8	100.0
	Total	39	78.0	100.0	
Missing	Unaware of Service	10	20.0		
	System	1	2.0		
	Total	11	22.0		
Total		50	100.0		

**An online tutorial for the Insurer Surplus Lines Insurance Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	32.0	37.2	37.2
	Somewhat Important	23	46.0	53.5	90.7
	Not Very Important	1	2.0	2.3	93.0
	Not at all Important	3	6.0	7.0	100.0
	Total	43	86.0	100.0	
Missing	Unaware of Service	7	14.0		
Total		50	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	24	48.0	50.0	50.0
	Somewhat Satisfied	21	42.0	43.8	93.8
	Not Very Satisfied	3	6.0	6.3	100.0
	Total	48	96.0	100.0	
Missing	Do Not Use	2	4.0		
Total		50	100.0		

## Frequency Tables: IPC Submission Contacts 2007

What are the top five challenges you face in your daily operations?

### Attracting and retaining customers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	112	39.4	100.0	100.0
Missing	System	172	60.6		
Total		284	100.0		

### Receipt of policy information from the insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	110	38.7	100.0	100.0
Missing	System	174	61.3		
Total		284	100.0		

### Receipt of policy information from agent or submission contact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	84	29.6	100.0	100.0
Missing	System	200	70.4		
Total		284	100.0		

### Retention and access to insurer markets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	73	25.7	100.0	100.0
Missing	System	211	74.3		
Total		284	100.0		

### Maintaining relationship with insurers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	47	16.5	100.0	100.0
Missing	System	237	83.5		
Total		284	100.0		

**Remittance of surplus lines taxes, fees, assessments, and surcharges**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	122	43.0	100.0	100.0
Missing	System	162	57.0		
Total		284	100.0		

**Multi-state policy filings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	144	50.7	100.0	100.0
Missing	System	140	49.3		
Total		284	100.0		

**Dealing with different state regulations for compliance issues**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	176	62.0	100.0	100.0
Missing	System	108	38.0		
Total		284	100.0		

**Collections from the insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	54	19.0	100.0	100.0
Missing	System	230	81.0		
Total		284	100.0		

**Premium allocation information from insurer/agent/insured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	67	23.6	100.0	100.0
Missing	System	217	76.4		
Total		284	100.0		

**Assuring necessary technology available for office and staff to facilitate receipt of electronic reports from FLSO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	13	4.6	100.0	100.0
Missing	System	271	95.4		
Total		284	100.0		

**Overwhelmed by regulation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	70	24.6	100.0	100.0
Missing	System	214	75.4		
Total		284	100.0		

Please indicate how important each of the following FLSO services are to your business.

**Monitoring the marketplace to ensure fairness and conformity with laws and regulations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	141	49.6	58.8	58.8
	Somewhat Important	72	25.4	30.0	88.8
	Not Very Important	16	5.6	6.7	95.4
	Not at all Important	11	3.9	4.6	100.0
Total		240	84.5	100.0	
Missing	Unaware of Service	35	12.3		
	System	9	3.2		
	Total	44	15.5		
Total		284	100.0		

**Assisting agents and staff to comply with laws and regulations by providing advice and counsel**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	174	61.3	70.7	70.7
	Somewhat Important	53	18.7	21.5	92.3
	Not Very Important	11	3.9	4.5	96.7
	Not at all Important	8	2.8	3.3	100.0
	Total	246	86.6	100.0	
Missing	Unaware of Service	29	10.2		
	System	9	3.2		
	Total	38	13.4		
Total		284	100.0		

**Representing Florida's surplus lines insurance industry at national and state policymaking forums**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	69	24.3	31.5	31.5
	Somewhat Important	65	22.9	29.7	61.2
	Not Very Important	61	21.5	27.9	89.0
	Not at all Important	24	8.5	11.0	100.0
	Total	219	77.1	100.0	
Missing	Unaware of Service	56	19.7		
	System	9	3.2		
	Total	65	22.9		
Total		284	100.0		

**Providing information to help you stay abreast of industry issues and make sound and effective business decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	137	48.2	55.7	55.7
	Somewhat Important	82	28.9	33.3	89.0
	Not Very Important	13	4.6	5.3	94.3
	Not at all Important	14	4.9	5.7	100.0
	Total	246	86.6	100.0	
Missing	Unaware of Service	28	9.9		
	System	10	3.5		
	Total	38	13.4		
Total		284	100.0		

**Providing educational opportunities to heighten the level of professionalism of agents and staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	93	32.7	39.7	39.7
	Somewhat Important	92	32.4	39.3	79.1
	Not Very Important	29	10.2	12.4	91.5
	Not at all Important	20	7.0	8.5	100.0
	Total	234	82.4	100.0	
Missing	Unaware of Service	41	14.4		
	System	9	3.2		
	Total	50	17.6		
Total		284	100.0		

**Assist with the collection and reconciliation of appropriate taxes, fees, assessments and surcharges to ensure compliance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	155	54.6	60.3	60.3
	Somewhat Important	72	25.4	28.0	88.3
	Not Very Important	19	6.7	7.4	95.7
	Not at all Important	11	3.9	4.3	100.0
	Total	257	90.5	100.0	
Missing	Unaware of Service	19	6.7		
	System	8	2.8		
	Total	27	9.5		
Total		284	100.0		

**Providing educational tools (i.e. manuals, worksheets, FAQ) to assist IPC customers in the filing and payment of taxes, fees, assessments, and surcharges**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	138	48.6	54.8	54.8
	Somewhat Important	77	27.1	30.6	85.3
	Not Very Important	21	7.4	8.3	93.7
	Not at all Important	16	5.6	6.3	100.0
	Total	252	88.7	100.0	
Missing	Unaware of Service	22	7.7		
	System	10	3.5		
	Total	32	11.3		
Total		284	100.0		

**The Service Office mission statement is, “To protect public revenues by facilitating compliance and serve as a source of information and assistance concerning the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Off**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	262	92.3	96.0	96.0
	no	11	3.9	4.0	100.0
	Total	273	96.1	100.0	
Missing	System	11	3.9		
Total		284	100.0		

For each of the following services/products you use, please indicate how satisfied you are with the service/product.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	41	14.4	45.1	45.1
	Somewhat Satisfied	42	14.8	46.2	91.2
	Not Very Satisfied	7	2.5	7.7	98.9
	Not at all Satisfied	1	.4	1.1	100.0
	Total	91	32.0	100.0	
Missing	Do Not Use	180	63.4		
	System	13	4.6		
	Total	193	68.0		
Total		284	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	20.1	50.4	50.4
	Somewhat Satisfied	47	16.5	41.6	92.0
	Not Very Satisfied	9	3.2	8.0	100.0
	Total	113	39.8	100.0	
Missing	Do Not Use	156	54.9		
	System	15	5.3		
	Total	171	60.2		
Total		284	100.0		

**Online Assistance (FAQ's, IPC Procedures Manual, IPC Pre-submission Worksheet, Complaint/Suggestion form)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	153	53.9	66.5	66.5
	Somewhat Satisfied	65	22.9	28.3	94.8
	Not Very Satisfied	8	2.8	3.5	98.3
	Not at all Satisfied	4	1.4	1.7	100.0
	Total	230	81.0	100.0	
Missing	Do Not Use	47	16.5		
	System	7	2.5		
	Total	54	19.0		
Total		284	100.0		

**Online Information (statute/licensing information, documents, search tools)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	45.8	60.7	60.7
	Somewhat Satisfied	72	25.4	33.6	94.4
	Not Very Satisfied	9	3.2	4.2	98.6
	Not at all Satisfied	3	1.1	1.4	100.0
	Total	214	75.4	100.0	
Missing	Do Not Use	62	21.8		
	System	8	2.8		
	Total	70	24.6		
Total		284	100.0		

**Publications (Advisor, Annual Report, brochures)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	48	16.9	42.9	42.9
	Somewhat Satisfied	50	17.6	44.6	87.5
	Not Very Satisfied	13	4.6	11.6	99.1
	Not at all Satisfied	1	.4	.9	100.0
	Total	112	39.4	100.0	
Missing	Do Not Use	160	56.3		
	System	12	4.2		
	Total	172	60.6		
Total		284	100.0		

**IPC Submission Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	192	67.6	78.7	78.7
	Somewhat Satisfied	43	15.1	17.6	96.3
	Not Very Satisfied	8	2.8	3.3	99.6
	Not at all Satisfied	1	.4	.4	100.0
	Total	244	85.9	100.0	
Missing	Do Not Use	32	11.3		
	System	8	2.8		
	Total	40	14.1		
Total		284	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	206	72.5	83.4	83.4
	Somewhat Satisfied	37	13.0	15.0	98.4
	Not Very Satisfied	3	1.1	1.2	99.6
	Not at all Satisfied	1	.4	.4	100.0
	Total	247	87.0	100.0	
Missing	Do Not Use	32	11.3		
	System	5	1.8		
	Total	37	13.0		
Total		284	100.0		

**FLSO website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	203	71.5	77.2	77.2
	Somewhat Satisfied	49	17.3	18.6	95.8
	Not Very Satisfied	9	3.2	3.4	99.2
	Not at all Satisfied	2	.7	.8	100.0
	Total	263	92.6	100.0	
Missing	Do Not Use	13	4.6		
	System	8	2.8		
	Total	21	7.4		
Total		284	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	158	55.6	73.1	73.1
	Somewhat Satisfied	43	15.1	19.9	93.1
	Not Very Satisfied	9	3.2	4.2	97.2
	Not at all Satisfied	6	2.1	2.8	100.0
	Total	216	76.1	100.0	
Missing	Do Not Use	59	20.8		
	System	9	3.2		
	Total	68	23.9		
Total		284	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	67	23.6	44.7	44.7
	Somewhat Satisfied	73	25.7	48.7	93.3
	Not Very Satisfied	5	1.8	3.3	96.7
	Not at all Satisfied	5	1.8	3.3	100.0
	Total	150	52.8	100.0	
Missing	Do Not Use	120	42.3		
	System	14	4.9		
	Total	134	47.2		
Total		284	100.0		

**Electronic bulletins (enews)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	77	27.1	50.7	50.7
	Somewhat Satisfied	61	21.5	40.1	90.8
	Not Very Satisfied	9	3.2	5.9	96.7
	Not at all Satisfied	5	1.8	3.3	100.0
	Total	152	53.5	100.0	
Missing	Do Not Use	121	42.6		
	System	11	3.9		
	Total	132	46.5		
Total		284	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	147	51.8	68.1	68.1
	Somewhat Satisfied	55	19.4	25.5	93.5
	Not Very Satisfied	9	3.2	4.2	97.7
	Not at all Satisfied	5	1.8	2.3	100.0
	Total	216	76.1	100.0	
Missing	Do Not Use	60	21.1		
	System	8	2.8		
	Total	68	23.9		
Total		284	100.0		

How satisfied are you with the following functions or features that are provided via the IPC Submission Process?

**Ease of filing system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	209	73.6	78.0	78.0
	Somewhat Satisfied	53	18.7	19.8	97.8
	Not Very Satisfied	3	1.1	1.1	98.9
	Not at all Satisfied	3	1.1	1.1	100.0
	Total	268	94.4	100.0	
Missing	Do Not Use	9	3.2		
	System	7	2.5		
	Total	16	5.6		
Total		284	100.0		

**Ability to receive invoices at the time of the policy filing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	226	79.6	85.0	85.0
	Somewhat Satisfied	34	12.0	12.8	97.7
	Not Very Satisfied	3	1.1	1.1	98.9
	Not at all Satisfied	3	1.1	1.1	100.0
	Total	266	93.7	100.0	
Missing	Do Not Use	10	3.5		
	System	8	2.8		
	Total	18	6.3		
Total		284	100.0		

**Ability to reuse contact information within the same filing session**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	206	72.5	83.1	83.1
	Somewhat Satisfied	34	12.0	13.7	96.8
	Not Very Satisfied	6	2.1	2.4	99.2
	Not at all Satisfied	2	.7	.8	100.0
	Total	248	87.3	100.0	
Missing	Do Not Use	27	9.5		
	System	9	3.2		
	Total	36	12.7		
Total		284	100.0		

**Submission confirmation and receipt confirmation emails**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	221	77.8	84.0	84.0
	Somewhat Satisfied	40	14.1	15.2	99.2
	Not Very Satisfied	1	.4	.4	99.6
	Not at all Satisfied	1	.4	.4	100.0
	Total	263	92.6	100.0	
Missing	Do Not Use	12	4.2		
	System	9	3.2		
	Total	21	7.4		
Total		284	100.0		

**List of eligible insurers on step seven of submission process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	189	66.5	75.9	75.9
	Somewhat Satisfied	42	14.8	16.9	92.8
	Not Very Satisfied	13	4.6	5.2	98.0
	Not at all Satisfied	5	1.8	2.0	100.0
	Total	249	87.7	100.0	
Missing	Do Not Use	25	8.8		
	System	10	3.5		
	Total	35	12.3		
Total		284	100.0		

**Ability to edit policy data prior to submitting**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	209	73.6	82.0	82.0
	Somewhat Satisfied	39	13.7	15.3	97.3
	Not Very Satisfied	5	1.8	2.0	99.2
	Not at all Satisfied	2	.7	.8	100.0
	Total	255	89.8	100.0	
Missing	Do Not Use	20	7.0		
	System	9	3.2		
	Total	29	10.2		
Total		284	100.0		

**IPC Frequently Asked Questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	148	52.1	66.1	66.1
	Somewhat Satisfied	58	20.4	25.9	92.0
	Not Very Satisfied	14	4.9	6.3	98.2
	Not at all Satisfied	4	1.4	1.8	100.0
	Total	224	78.9	100.0	
Missing	Do Not Use	50	17.6		
	System	10	3.5		
	Total	60	21.1		
Total		284	100.0		

Please indicate how important each of the following proposed services would be to your business.

**Ability to view and correct policy information after it has been submitted**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	190	66.9	74.2	74.2
	Somewhat Important	55	19.4	21.5	95.7
	Not Very Important	9	3.2	3.5	99.2
	Not at all Important	2	.7	.8	100.0
	Total	256	90.1	100.0	
Missing	Do Not Use	22	7.7		
	System	6	2.1		
	Total	28	9.9		
Total		284	100.0		

**Ability to view paid and unpaid invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	172	60.6	68.8	68.8
	Somewhat Important	63	22.2	25.2	94.0
	Not Very Important	12	4.2	4.8	98.8
	Not at all Important	3	1.1	1.2	100.0
	Total	250	88.0	100.0	
Missing	Do Not Use	27	9.5		
	System	7	2.5		
	Total	34	12.0		
Total		284	100.0		

**Consolidated statements of all outstanding tax, fee, assessment, and surcharge invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	145	51.1	62.0	62.0
	Somewhat Important	68	23.9	29.1	91.0
	Not Very Important	19	6.7	8.1	99.1
	Not at all Important	2	.7	.9	100.0
	Total	234	82.4	100.0	
Missing	Do Not Use	44	15.5		
	System	6	2.1		
	Total	50	17.6		
Total		284	100.0		

**The option to pay tax, fee, assessment, and surcharge invoices electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	111	39.1	50.2	50.2
	Somewhat Important	62	21.8	28.1	78.3
	Not Very Important	39	13.7	17.6	95.9
	Not at all Important	9	3.2	4.1	100.0
	Total	221	77.8	100.0	
Missing	Do Not Use	55	19.4		
	System	8	2.8		
	Total	63	22.2		
Total		284	100.0		

**Organize or segment website by customer type (agent, consumer, insurer, IPC, etc.) to facilitate navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	96	33.8	43.4	43.4
	Somewhat Important	78	27.5	35.3	78.7
	Not Very Important	40	14.1	18.1	96.8
	Not at all Important	7	2.5	3.2	100.0
	Total	221	77.8	100.0	
Missing	Do Not Use	53	18.7		
	System	10	3.5		
	Total	63	22.2		
Total		284	100.0		

**Training or educational offerings provided by WebEx or similar computer service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	21.5	32.6	32.6
	Somewhat Important	79	27.8	42.2	74.9
	Not Very Important	38	13.4	20.3	95.2
	Not at all Important	9	3.2	4.8	100.0
	Total	187	65.8	100.0	
Missing	Do Not Use	88	31.0		
	System	9	3.2		
	Total	97	34.2		
Total		284	100.0		

**A surplus lines insurance symposium on current events by industry experts and leaders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	61	21.5	33.2	33.2
	Somewhat Important	63	22.2	34.2	67.4
	Not Very Important	46	16.2	25.0	92.4
	Not at all Important	14	4.9	7.6	100.0
	Total	184	64.8	100.0	
Missing	Do Not Use	90	31.7		
	System	10	3.5		
	Total	100	35.2		
Total		284	100.0		

**What is your overall satisfaction rating of the staff and services of FLSO?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	218	76.8	79.9	79.9
	Somewhat Satisfied	47	16.5	17.2	97.1
	Not Very Satisfied	4	1.4	1.5	98.5
	Not at all Satisfied	4	1.4	1.5	100.0
	Total	273	96.1	100.0	
Missing	Do Not Use	6	2.1		
	System	5	1.8		
	Total	11	3.9		
Total		284	100.0		