



Florida Surplus Lines Service Office 2010 IPC Customer Survey Results

We would like to thank all of the IPC customers who participated in the 2010 annual IPC Submission Contact survey. Customer comments and suggestions are extremely valuable to FSLSO and the IPC department would like to take this opportunity to address several customer responses we received this year.

During the fourth quarter of 2010, the FSLSO will be releasing SLIP-IPC, a new filing program for IPC customers that features many of the suggested programmatic enhancements voiced in this year's annual survey. We are excited for SLIP-IPC's release during the later part of this year and look forward to assisting any customer needs throughout the transitional period.

Below is some of the customer feedback we received from the 2010 customer survey and how we will be addressing these requests:

1. Some IPC filers found it difficult to know what premium amount to enter when filing a cancellation or return premium endorsement with our office. Please visit our website FAQs for instructions on how to complete the Total Policy Premium and Florida Allocated Premium fields (<http://www.fslso.com/faq/index.aspx?id=213>). When filing an endorsement, enter the additional or return premium amount in the Florida Allocated Premium field. For negative endorsements (return premium and cancellation), the premium amounts must be entered as a negative number by using either a negative sign or parentheses.
2. Several IPC customers found it difficult to match policy number to the new-business filing when entering an endorsement or found it cumbersome to re-enter the policy information each time a renewal or endorsement is filed. SLIP-IPC allows users to select a new business or renewal filing and use the policy data filed originally to submit a subsequent endorsement, which will alleviate the need for re-entering policy information.
3. A number of IPC filers found it difficult to distinguish between policy effective date, transaction effective date, and issue date when filing an endorsement. ***The current procedures for completing these fields are addressed in our website FAQ*** <http://www.fslso.com/faq/index.aspx?id=250>. Upon the conversion to SLIP-IPC, the fields will be entered with the following data:
 - a. Policy Effective Date - the effective date of the new business policy (only required on new business filings)
 - b. Transaction Effective Date - the effective date of the endorsement
 - c. Issue Date - the date the policy or endorsement was issued by the carrier
4. Several IPC customers found it cumbersome to back-out and re-enter a transaction if the policy number or insurer was incorrect. In SLIP-IPC, certain policy fields, including policy number and insurer, are editable. Allowing non-financial data elements to be edited will reduce the number of archive requests (transaction removal prior to invoices being paid) and back-out and correction transactions (transaction reversal after invoices have been paid).

5. Currently, insurers that are not listed on Florida's Eligible Insurers List must be manually entered into our system by the IPC filer. However, SLIP-IPC users can simply select "Other Insurer" from a drop-down list if the insurer is ineligible.
6. Although our office does not have the ability to accept one check for multiple payees, we are hopeful that the implementation of an electronic payment option at the end of 2010 will help to speed and simplify that payment process. Following the addition of the Electronic Payments module, SLIP-IPC users will be able to login to their SLIP account and select invoices for payment. The user will be able to select invoices for multiple payees in one transaction on the Electronic Payments screen, and there will be subsequent ACH transactions drafted from the user's bank account(s). This will eliminate the need for issuing and mailing of paper checks by IPC customers.
7. Maintaining compliance for different state regulations can be difficult so our office would like to provide the following web address, which offers surplus lines information by state.
 - a. <http://surplusmanual.eapdlaw.com/>
8. Additionally, a helpful tool in determining premium allocations for multi-state filings can be found on our website at <http://www.fslso.com/professionals/multistateriskallocation.pdf>.

Thank you again for taking the time to complete our annual customer survey. Your input and feedback is greatly appreciated. Please feel free to provide feedback for improvements throughout the year by contacting our IPC department at ipc@fslso.com , or by dialing 800.562.4496 and selecting option 5.