

**EXECUTIVE SUMMARY  
FSLSO ONLINE SURVEY 2008**

**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, 2006, and 2007. 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>
Surplus Lines Agents	1027	244	23.8
Agency Submission Contacts	2337	307	13.1
Agency Accounting Contacts	732	172	23.5
IPC Submission Contacts	1069	153	14.3
Insurer Contacts	131	61	46.6
Totals	5296	937	17.7

The overall completion rate for 2008 is 4% lower than for 2007, which was slightly better than for 2006 and 2005. The response rate for Agency Submission Contacts was down from 2007, but the response rate for insurer contacts was substantially higher. Response rates for the other groups were approximately the same.

Appendix A displays the frequency distribution for each question is displayed. In the Appendix, individuals who selected “not used” or “unaware of service” 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.” Individuals who left a question blank are identified as “system missing.”

# FINDINGS

## SURPLUS LINES AGENTS

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

<b>Challenge</b>	<b>Percent</b>
Training qualified staff	55
Attracting new insurer markets	50
Retaining of insurer markets	37
Strangulation by regulation	37
Expansion of Citizens	31

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring marketplace to ensure fairness 93
  - Assisting agents & staff to comply with laws 97
  - Representing surplus lines industry 87
  - Providing information to stay abreast of issues 96
  - Providing educational opportunities 95
- 97% 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 98
  - Online assistance 99
  - Online information 96
  - Publications 98
  - Downloadable submission software 96
  - Software support or technical assistance 96
  - Educational offerings 93
  - Staff assistance 97
  - Legislative updates 93
  - Electronic bulletins 94
  - Electronic reports 94
  - Electronic invoices 96
  - Insurer financial data 94
  - Electronic, auto-filed quarterly affidavits 97
  - Online educational course registration 95
  - Agent report card 94
  - Surplus lines information portal (SLIP) 93
  - Compliance review program 93
  - FLSO website 95

- 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 95
  - Access to reports, e.g., monthly transactions 97
  - Ability to correct and edit previous transactions 96
  - Ability to submit policy transactions via web portal 96
  - Electronic, auto-filed quarterly tax affidavits 97
  - Ability to update contact information 97
  - Ability to update catastrophe contact information 96
  - Access to agent report card 97
  - Link to selected insurer financial data 95
  - Notification of news bulletins and alerts 96
  - Transactions in question reports 96
  - Immediate receipt of confirmation numbers 98
- Within the past 12 months, 16% had an FLSO submission filing that included a multi-state filing. Of those the approximate percentage of submission filings that included multi-state transactions were:
  - 1% to 5% 51
  - 6% to 10% 30
  - 11% to 15% 5
  - 16% + 14
- 92% said it would be very important (79%) or somewhat important (13%) to them to have the ability to file a multi-state risk policy with FLSO who would then distribute the appropriate information to other risk-participating state authorities.
- 62% said they were aware of federal legislation to regulate the placement and taxation of surplus lines policies
- 46% 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 82
  - Option to pay tax, etc., invoices electronically 72
  - A tutorial on how to use Market Data Reports 80
  - An off-site compliance review electronically 75
  - Online courses on loss mitigation discounts 77
  - Fewer steps for submitting in SLIP 83
  - An admitted market analysis report 78
  - A column for Combined Loss Ratio 77
  - Ability to correct erroneous submissions in SLIP 94
- Overall satisfaction for FLSO staff and services
  - Very satisfied 85
  - Somewhat satisfied 15

## 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	47
Receipt of policy information from insurer	45
Multi-state policy filings	28
Access to previously submitted data	20
Lack of information for rejected submissions	17

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring marketplace to ensure fairness 91
  - Assisting agents/staff to comply with laws 96
  - Representing Florida’s surplus lines industry 72
  - Providing information to stay abreast of industry 93
  - Providing educational opportunities 86
- 99% 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 98
  - Market Data Reports 96
  - List of eligible surplus lines insurers 99
  - Online assistance 97
  - Online information 95
  - Publications 97
  - Downloadable submission software 95
  - Software support 97
  - Educational offerings 90
  - Staff assistance 98
  - Electronic bulletins 96
  - Electronically transmitted reports 98
  - New invoice format 98
  - Certification of COAST 94
  - Online agent software tutorial 95
  - Agent report card 94
  - Surplus Lines Information Portal (SLIP) 94
  - Compliance review reports 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 92
  - Access to reports, e.g., monthly transactions 93

- Ability to correct and edit previous transactions 91
- Ability to submit policy transactions via web portal 98
- Electronic, auto-filed quarterly tax affidavits 98
- Ability to update contact information 94
- Access to agent report card 93
- Link to selected insurer financial data 94
- Within the past 12 months, 22% said they had an FLSO submission filing that included a multi-state filing. Of those, the approximate number of submission filings that included multi-state transactions were:
  - 1 to 5 43
  - 6 to 25 34
  - 26 to 50 13
  - More than 50 10
- Of those who had a multi-state filing, 87% said it would be very important (64%) of somewhat important (23%) to have the ability to file with FLSO and have FLSO distribute the appropriate information to the other risk-participating state authorities.
- 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 67
  - Off-site compliance review 73
  - Fewer steps for submitting in SLIP 77
- Overall satisfaction for staff and services of FLSO:
  - Very satisfied 82
  - Somewhat satisfied 17
  - Not very satisfied 1

## 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	49
Receipt of policy information from agents or their staff	41
Receipt of policy information from the insurer	33
Remittance of surplus lines taxes, fees, etc.	30
Multi-stage policy filings	26
Receipt of invoices and reports from agents or staff	23

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring marketplace 92
  - Information on industry issues 96
  - Providing educational opportunities 89
  - Assisting with collections of taxes, fees, etc. 87
  - Providing reports and invoices electronically 94
- 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:
  - FLSO website 97
  - Online assistance (FAQs, manuals, etc.) 95
  - Online information 94
  - Staff assistance with billing questions 97
  - Electronic bulletins 95
  - Electronic reports 97
  - Electronic invoices 96
  - Surplus Lines Information Portal (SLIP) 91
  - Monthly transaction reports 97
  - Correction reports 92
  - Detail reports 95
- Within the past 12 months, 19% said they had an FLSO submission filing that included a multi-state filing. Of those who had a multi-state filing, 77% said the percentage of their payments related to multi-state risk was 1% to 25%.
- 78% said it would very important or somewhat important to them to have the ability to submit multi-state payment to one entity rather than allocating payments to each state.

- 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 17
  - Concern for security in zip format 5
  - Unaware of the enrollment process 9
  - Detail reports not received/blocked for security 9
  - Reports and invoices sent in non-accessible format 8
  - Email routed to someone else in agency 8
- Items required for reconciliation of fees, taxes, assessments, and surcharges that are included on accounting reports include:
  - Submission confirmation number 30
  - Policy number 76
  - Submission date 38
  - Effective date 68
  - Coverage code 34
  - Transaction type 44
  - Insured name 75
  - Premium 77
  - Policy fees 72
- 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 79
  - Access to reports, e.g., monthly transactions 98
  - Ability to correct/edit previous transactions 93
  - Ability to submit through web portal 98
  - Electronic quarterly tax affidavits 97
  - Access to Agent Report Card 98
  - Notification of electronic bulletins 97
  - TIQ reports 97
  - 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 67
  - Access to payment history via SLIP 95
  - Ability to view & print invoices 92
  - Ability to correct erroneous submissions 96
- Overall satisfaction for staff and services of FLSO:
  - Very satisfied 83
  - Somewhat satisfied 16
  - Not very satisfied 1

## 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	61
Multi-state policy filings	50
Remittance of surplus lines taxes and fees	44
Receipt of policy information from the insurer	41
Receipt of policy information from agents or contacts	34

- FLSO services were ranked as very important or somewhat important by the percentages indicated:
  - Monitoring the marketplace to ensure fairness 96
  - Assisting agents to comply with laws 94
  - Representing the surplus lines industry 73
  - Providing information to stay abreast of issues 88
  - Providing educational opportunities 82
  - Assist with collection of taxes, fees, etc. 90
  - Providing educational tools 89
- 99% agreed that FLSOs mission statement was appropriate for the organization
- Within the past 12 months, 44% had an FLSO submission filing that included a multi-state filing. Of those the approximate percentage of submission filings that included multi-state risks were:
  - 1% to 25% 47
  - 26% to 50% 18
  - 51% to 75% 16
  - 76% + 19
- 95% said it would be either very important (85%) or somewhat important (10%) to them to have the ability to file multi-state transactions with one entity rather than filing the premium allocations with each state.
- 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
  - Insurer financial data 98
  - Online assistance 99
  - Online information 98
  - Publications 98
  - IPC submission process 100
  - Electronic invoices 99
  - FLSO website 100
  - Staff assistance 99
  - Legislative updates 90
  - Electronic bulletins (e-news) 93

- List of eligible insurers 97
- 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 100
  - Ability to receive invoices at time of policy filing 100
  - Ability to login to submission websites 99
  - Submission Confirmation and receipt emails 100
  - List of eligible insurers on step seven 98
  - Ability to edit policy data prior to submission 100
  - IPC FAQs 98
  - Ability to store and edit contact information 100
  - Ability to request a copy of an invoice on website 100
  - Ability to view & correct policy information 97
  - Ability to view paid & unpaid invoices 99
  - Back-out feature on submission website 100
  - IPC Procedures Manual 99
  - IPC Pre-submission worksheet 99
- 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 81
  - List of non-eligible insurers registered with NAIC 89
- Overall satisfaction of FLSO staff and services:
  - Very satisfied 83
  - Somewhat satisfied 17

## SURPLUS LINES INSURER CONTACTS

Surplus Lines Insurer Contacts were asked to identify the top 3 challenges their company faced.

<b>Challenge</b>	<b>Percent</b>
Dealing with different state regulations for compliance issues	79
Multi-state policy filings	41
Staying informed of legislative changes	41
<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 the marketplace to ensure fairness      93</li> <li>○ Assisting agents to comply with laws                      93</li> <li>○ Representing the surplus lines industry                      79</li> <li>○ Providing information to stay abreast of issues              93</li> </ul> </li> <li>• 95% agreed that FLSOs mission statement was appropriate for the organization</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>○ Market Data Reports    95</li> <li>○ Insurer financial data    89</li> <li>○ Online assistance    92</li> <li>○ Online information     92</li> <li>○ Publications    90</li> <li>○ Downloadable submission software                            85</li> <li>○ Software support     77</li> <li>○ Staff assistance    96</li> <li>○ Legislative updates    90</li> <li>○ Electronic bulletins    97</li> <li>○ Electronically transmitted reports                            89</li> <li>○ Surplus lines information portal (SLIP)                      94</li> <li>○ FLSO website     96</li> </ul> </li> <li>• 70% said a platform that would accept allocated premium distribution for a multi-state filing would be either very important (45%) or somewhat important (25%) to them.</li> <li>• 87% said the ability to file Annual Statements and Audit Reports electronically would be either very important (64%) or somewhat important (23%) to them.</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                            88</li> <li>○ Access to reports, e.g., individual policy reports            85</li> <li>○ Ability to track breaking news items                            96</li> <li>○ Retrieve newest software downloads                            89</li> <li>○ Ability to correct and edit previous transactions            93</li> </ul> </li> </ul>	

○ Ability to submit transactions through web portal	93
○ Ability to enter catastrophe contact information	96
○ Access to Insurer Financial Data	95
● Overall satisfaction of FLSO staff and services:	
○ Very satisfied	61
○ Somewhat satisfied	39

## **OBSERVATIONS AND ISSUES FOR CONSIDERATION**

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

- In general, ratings in 2008 are similar to 2007. In some instances, percentages change slightly up or down, but statistically there are no differences.
- As in previous years, 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.
- As previously suggested, 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 even though ratings did improve between 2007 and 2008. Based on other responses, we think these lower ratings, although still quite high in one sense, could be improved with more focus on more 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

## Frequency Tables: Surplus Lines Agents

What are the top five challenges your agency faces?

### Training qualified staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	133	54.5	100.0	100.0
Missing System	111	45.5		
Total	244	100.0		

### Assessment collection responsibilities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	36	14.8	100.0	100.0
Missing System	208	85.2		
Total	244	100.0		

### Attracting new insurer markets

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	121	49.6	100.0	100.0
Missing System	123	50.4		
Total	244	100.0		

### Retention of insurer markets

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	90	36.9	100.0	100.0
Missing System	154	63.1		
Total	244	100.0		

### Multi-state policy filings

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	71	29.1	100.0	100.0
Missing System	173	70.9		
Total	244	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	80	32.8	100.0	100.0
Missing System	164	67.2		
Total	244	100.0		

**Strangulation by regulation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	90	36.9	100.0	100.0
Missing System	154	63.1		
Total	244	100.0		

**Expansion of Citizens**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	75	30.7	100.0	100.0
Missing System	169	69.3		
Total	244	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	150	61.5	66.7	66.7
somewhat important	60	24.6	26.7	93.3
not very important	12	4.9	5.3	98.7
not at all important	3	1.2	1.3	100.0
Total	225	92.2	100.0	
Missing unaware of service	5	2.0		
System	14	5.7		
Total	19	7.8		
Total	244	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	176	72.1	77.9	77.9
	somewhat important	43	17.6	19.0	96.9
	not very important	5	2.0	2.2	99.1
	not at all important	2	.8	.9	100.0
	Total	226	92.6	100.0	
Missing	unaware of service	4	1.6		
	System	14	5.7		
	Total	18	7.4		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	111	45.5	50.5	50.5
	somewhat important	80	32.8	36.4	86.8
	not very important	22	9.0	10.0	96.8
	not at all important	7	2.9	3.2	100.0
	Total	220	90.2	100.0	
Missing	unaware of service	8	3.3		
	System	16	6.6		
	Total	24	9.8		
Total		244	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	147	60.2	65.3	65.3
	somewhat important	70	28.7	31.1	96.4
	not very important	6	2.5	2.7	99.1
	not at all important	2	.8	.9	100.0
	Total	225	92.2	100.0	
Missing	unaware of service	3	1.2		
	System	16	6.6		
	Total	19	7.8		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	132	54.1	58.9	58.9
	somewhat important	81	33.2	36.2	95.1
	not very important	11	4.5	4.9	100.0
	Total	224	91.8	100.0	
Missing	unaware of service	5	2.0		
	System	15	6.1		
	Total	20	8.2		
Total		244	100.0		

**The Service Office mission statement is, "To serve and protect our customers' interest by facilitating compliance and providing assistance and information regarding the Florida surplus lines marketplace". Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	224	91.8	96.6	96.6
	no	8	3.3	3.4	100.0
	Total	232	95.1	100.0	
Missing	System	12	4.9		
Total		244	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	94	38.5	57.3	57.3
	somewhat satisfied	67	27.5	40.9	98.2
	not very satisfied	3	1.2	1.8	100.0
	Total	164	67.2	100.0	
Missing	do not use	67	27.5		
	System	13	5.3		
	Total	80	32.8		
Total		244	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	169	69.3	79.3	79.3
	somewhat satisfied	40	16.4	18.8	98.1
	not very satisfied	3	1.2	1.4	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	213	87.3	100.0	
Missing	do not use	20	8.2		
	System	11	4.5		
	Total	31	12.7		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	120	49.2	58.5	58.5
	somewhat satisfied	82	33.6	40.0	98.5
	not very satisfied	2	.8	1.0	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	205	84.0	100.0	
Missing	do not use	28	11.5		
	System	11	4.5		
	Total	39	16.0		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	135	55.3	64.6	64.6
	somewhat satisfied	65	26.6	31.1	95.7
	not very satisfied	7	2.9	3.3	99.0
	not at all satisfied	2	.8	1.0	100.0
	Total	209	85.7	100.0	
Missing	do not use	20	8.2		
	System	15	6.1		
	Total	35	14.3		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	120	49.2	58.3	58.3
	somewhat satisfied	82	33.6	39.8	98.1
	not very satisfied	3	1.2	1.5	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	206	84.4	100.0	
Missing	do not use	27	11.1		
	System	11	4.5		
	Total	38	15.6		
Total		244	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	113	46.3	63.8	63.8
	somewhat satisfied	57	23.4	32.2	96.0
	not very satisfied	6	2.5	3.4	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	177	72.5	100.0	
Missing	do not use	52	21.3		
	System	15	6.1		
	Total	67	27.5		
Total		244	100.0		

**Software support or technical assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	135	55.3	70.7	70.7
	somewhat satisfied	49	20.1	25.7	96.3
	not very satisfied	6	2.5	3.1	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	191	78.3	100.0	
Missing	do not use	37	15.2		
	System	16	6.6		
	Total	53	21.7		
Total		244	100.0		

**Educational offerings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	98	40.2	51.3	51.3
	somewhat satisfied	80	32.8	41.9	93.2
	not very satisfied	11	4.5	5.8	99.0
	not at all satisfied	2	.8	1.0	100.0
	Total	191	78.3	100.0	
Missing	do not use	41	16.8		
	System	12	4.9		
	Total	53	21.7		
Total		244	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	176	72.1	80.4	80.4
	somewhat satisfied	36	14.8	16.4	96.8
	not very satisfied	7	2.9	3.2	100.0
	Total	219	89.8	100.0	
Missing	do not use	13	5.3		
	System	12	4.9		
	Total	25	10.2		
Total		244	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	110	45.1	53.1	53.1
	somewhat satisfied	82	33.6	39.6	92.8
	not very satisfied	14	5.7	6.8	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	207	84.8	100.0	
Missing	do not use	22	9.0		
	System	15	6.1		
	Total	37	15.2		
Total		244	100.0		

**Electronic bulletins (eNews/eAlerts)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	122	50.0	58.1	58.1
	somewhat satisfied	75	30.7	35.7	93.8
	not very satisfied	11	4.5	5.2	99.0
	not at all satisfied	2	.8	1.0	100.0
	Total	210	86.1	100.0	
Missing	do not use	19	7.8		
	System	15	6.1		
	Total	34	13.9		
Total		244	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	125	51.2	65.1	65.1
	somewhat satisfied	55	22.5	28.6	93.8
	not very satisfied	10	4.1	5.2	99.0
	not at all satisfied	2	.8	1.0	100.0
	Total	192	78.7	100.0	
Missing	do not use	33	13.5		
	System	19	7.8		
	Total	52	21.3		
Total		244	100.0		

**Electronically invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	116	47.5	65.5	65.5
	somewhat satisfied	53	21.7	29.9	95.5
	not very satisfied	7	2.9	4.0	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	177	72.5	100.0	
Missing	do not use	46	18.9		
	System	21	8.6		
	Total	67	27.5		
Total		244	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	102	41.8	59.0	59.0
	somewhat satisfied	60	24.6	34.7	93.6
	not very satisfied	9	3.7	5.2	98.8
	not at all satisfied	2	.8	1.2	100.0
	Total	173	70.9	100.0	
Missing	do not use	56	23.0		
	System	15	6.1		
	Total	71	29.1		
Total		244	100.0		

**Electronic, auto-filled quarterly affidavit**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	142	58.2	73.6	73.6
	somewhat satisfied	45	18.4	23.3	96.9
	not very satisfied	5	2.0	2.6	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	193	79.1	100.0	
Missing	do not use	36	14.8		
	System	15	6.1		
	Total	51	20.9		
Total		244	100.0		

**Online Educational Course Registration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	102	41.8	60.4	60.4
	somewhat satisfied	58	23.8	34.3	94.7
	not very satisfied	7	2.9	4.1	98.8
	not at all satisfied	2	.8	1.2	100.0
	Total	169	69.3	100.0	
Missing	do not use	58	23.8		
	System	17	7.0		
	Total	75	30.7		
Total		244	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	112	45.9	60.2	60.2
	somewhat satisfied	63	25.8	33.9	94.1
	not very satisfied	9	3.7	4.8	98.9
	not at all satisfied	2	.8	1.1	100.0
	Total	186	76.2	100.0	
Missing	do not use	41	16.8		
	System	17	7.0		
	Total	58	23.8		
Total		244	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	134	54.9	67.0	67.0
	somewhat satisfied	51	20.9	25.5	92.5
	not very satisfied	10	4.1	5.0	97.5
	not at all satisfied	5	2.0	2.5	100.0
	Total	200	82.0	100.0	
Missing	do not use	32	13.1		
	System	12	4.9		
	Total	44	18.0		
Total		244	100.0		

**Compliance Review Program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	120	49.2	61.5	61.5
	somewhat satisfied	62	25.4	31.8	93.3
	not very satisfied	12	4.9	6.2	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	195	79.9	100.0	
Missing	do not use	34	13.9		
	System	15	6.1		
	Total	49	20.1		
Total		244	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	148	60.7	67.9	67.9
	somewhat satisfied	60	24.6	27.5	95.4
	not very satisfied	9	3.7	4.1	99.5
	not at all satisfied	1	.4	.5	100.0
	Total	218	89.3	100.0	
Missing	do not use	11	4.5		
	System	15	6.1		
	Total	26	10.7		
Total		244	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	125	51.2	68.3	68.3
	somewhat satisfied	48	19.7	26.2	94.5
	not very satisfied	7	2.9	3.8	98.4
	not at all satisfied	3	1.2	1.6	100.0
	Total	183	75.0	100.0	
Missing	do not use	46	18.9		
	System	15	6.1		
	Total	61	25.0		
Total		244	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	126	51.6	72.0	72.0
	somewhat satisfied	43	17.6	24.6	96.6
	not very satisfied	4	1.6	2.3	98.9
	not at all satisfied	2	.8	1.1	100.0
	Total	175	71.7	100.0	
Missing	do not use	52	21.3		
	System	17	7.0		
	Total	69	28.3		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	115	47.1	66.1	66.1
	somewhat satisfied	52	21.3	29.9	96.0
	not very satisfied	5	2.0	2.9	98.9
	not at all satisfied	2	.8	1.1	100.0
	Total	174	71.3	100.0	
Missing	do not use	52	21.3		
	System	18	7.4		
	Total	70	28.7		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	131	53.7	75.3	75.3
	somewhat satisfied	36	14.8	20.7	96.0
	not very satisfied	6	2.5	3.4	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	174	71.3	100.0	
Missing	do not use	53	21.7		
	System	17	7.0		
	Total	70	28.7		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	139	57.0	78.1	78.1
	somewhat satisfied	34	13.9	19.1	97.2
	not very satisfied	2	.8	1.1	98.3
	not at all satisfied	3	1.2	1.7	100.0
	Total	178	73.0	100.0	
Missing	do not use	52	21.3		
	System	14	5.7		
	Total	66	27.0		
Total		244	100.0		

**Ability to update contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	132	54.1	71.0	71.0
	somewhat satisfied	49	20.1	26.3	97.3
	not very satisfied	1	.4	.5	97.8
	not at all satisfied	4	1.6	2.2	100.0
	Total	186	76.2	100.0	
Missing	do not use	42	17.2		
	System	16	6.6		
	Total	58	23.8		
Total	244	100.0			

**Ability to update mandatory catastrophe contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	112	45.9	66.7	66.7
	somewhat satisfied	49	20.1	29.2	95.8
	not very satisfied	7	2.9	4.2	100.0
	Total	168	68.9	100.0	
Missing	do not use	61	25.0		
	System	15	6.1		
	Total	76	31.1		
Total	244	100.0			

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	101	41.4	63.1	63.1
	somewhat satisfied	54	22.1	33.8	96.9
	not very satisfied	4	1.6	2.5	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	160	65.6	100.0	
Missing	do not use	68	27.9		
	System	16	6.6		
	Total	84	34.4		
Total	244	100.0			

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	90	36.9	58.8	58.8
	somewhat satisfied	55	22.5	35.9	94.8
	not very satisfied	8	3.3	5.2	100.0
	Total	153	62.7	100.0	
Missing	do not use	73	29.9		
	System	18	7.4		
	Total	91	37.3		
Total		244	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	110	45.1	61.1	61.1
	somewhat satisfied	63	25.8	35.0	96.1
	not very satisfied	6	2.5	3.3	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	180	73.8	100.0	
Missing	do not use	45	18.4		
	System	19	7.8		
	Total	64	26.2		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	93	38.1	61.2	61.2
	somewhat satisfied	53	21.7	34.9	96.1
	not very satisfied	4	1.6	2.6	98.7
	not at all satisfied	2	.8	1.3	100.0
	Total	152	62.3	100.0	
Missing	do not use	72	29.5		
	System	20	8.2		
	Total	92	37.7		
Total		244	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	133	54.5	76.4	76.4
	somewhat satisfied	37	15.2	21.3	97.7
	not very satisfied	3	1.2	1.7	99.4
	not at all satisfied	1	.4	.6	100.0
	Total	174	71.3	100.0	
Missing	do not use	51	20.9		
	System	19	7.8		
	Total	70	28.7		
Total		244	100.0		

**Within the past 12 months, have you had a FLSO submission filing that included a multi-state filing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	36	14.8	15.7	15.7
	no	194	79.5	84.3	100.0
	Total	230	94.3	100.0	
Missing	System	14	5.7		
Total		244	100.0		

**Approximately what percentage of your FLSO submission filings included multi-state transactions?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1% to 5%	19	7.8	51.4	51.4
	6% to 10%	11	4.5	29.7	81.1
	11% to 15%	2	.8	5.4	86.5
	16% +	5	2.0	13.5	100.0
	Total	37	15.2	100.0	
Missing	System	207	84.8		
Total		244	100.0		

**How important would it be to you to have the ability to file a multi-state risk policy one time, to the FLSO, who will distribute the appropriate information to the other risk-participating state authorities.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	30	12.3	78.9	78.9
	somewhat important	5	2.0	13.2	92.1
	not very important	3	1.2	7.9	100.0
	Total	38	15.6	100.0	
Missing	System	206	84.4		
Total		244	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	129	52.9	62.0	62.0
	no	79	32.4	38.0	100.0
	Total	208	85.2	100.0	
Missing	System	36	14.8		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	support	89	36.5	45.6	45.6
	oppose	106	43.4	54.4	100.0
	Total	195	79.9	100.0	
Missing	System	49	20.1		
Total		244	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	73	29.9	37.1	37.1
	somewhat important	88	36.1	44.7	81.7
	not very important	28	11.5	14.2	95.9
	not at all important	8	3.3	4.1	100.0
	Total	197	80.7	100.0	
Missing	do not use	14	5.7		
	System	33	13.5		
	Total	47	19.3		
Total		244	100.0		

**The option to pay tax, fee, and assessment invoices electronically via ACH transaction (non credit card transaction)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	71	29.1	40.1	40.1
	somewhat important	57	23.4	32.2	72.3
	not very important	38	15.6	21.5	93.8
	not at all important	11	4.5	6.2	100.0
	Total	177	72.5	100.0	
Missing	do not use	31	12.7		
	System	36	14.8		
	Total	67	27.5		
Total		244	100.0		

**A tutorial to understand how to use the Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	61	25.0	33.7	33.7
	somewhat important	80	32.8	44.2	77.9
	not very important	35	14.3	19.3	97.2
	not at all important	5	2.0	2.8	100.0
	Total	181	74.2	100.0	
Missing	do not use	26	10.7		
	System	37	15.2		
	Total	63	25.8		
Total		244	100.0		

**An off-site compliance review, in which the agent provides FLSO the requested policy documentation in an electronic format.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	60	24.6	32.8	32.8
	somewhat important	77	31.6	42.1	74.9
	not very important	40	16.4	21.9	96.7
	not at all important	6	2.5	3.3	100.0
	Total	183	75.0	100.0	
Missing	do not use	21	8.6		
	System	40	16.4		
	Total	61	25.0		
Total		244	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	85	34.8	46.2	46.2
	somewhat important	57	23.4	31.0	77.2
	not very important	35	14.3	19.0	96.2
	not at all important	7	2.9	3.8	100.0
	Total	184	75.4	100.0	
Missing	do not use	22	9.0		
	System	38	15.6		
	Total	60	24.6		
Total		244	100.0		

**Fewer steps for submitting in SLIP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	88	36.1	49.4	49.4
	somewhat important	59	24.2	33.1	82.6
	not very important	24	9.8	13.5	96.1
	not at all important	7	2.9	3.9	100.0
	Total	178	73.0	100.0	
Missing	do not use	30	12.3		
	System	36	14.8		
	Total	66	27.0		
Total		244	100.0		

**An admitted market analysis report, either conducted quarterly, semi-annually or annually that may suggest potential markets and/or competitive analyses in aggregate form.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	69	28.3	37.5	37.5
	somewhat important	74	30.3	40.2	77.7
	not very important	35	14.3	19.0	96.7
	not at all important	6	2.5	3.3	100.0
	Total	184	75.4	100.0	
Missing	do not use	20	8.2		
	System	40	16.4		
	Total	60	24.6		
Total		244	100.0		

**Provide a column for “Combined Loss Ratio” on the Insurer Financials Composite (Summary) Page**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	58	23.8	32.8	32.8
	somewhat important	78	32.0	44.1	76.8
	not very important	34	13.9	19.2	96.0
	not at all important	7	2.9	4.0	100.0
	Total	177	72.5	100.0	
Missing	do not use	30	12.3		
	System	37	15.2		
	Total	67	27.5		
Total		244	100.0		

**Ability to correct erroneous submissions through SLIP and have invoiced amount updated prior to subsequent billing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	109	44.7	61.6	61.6
	somewhat important	58	23.8	32.8	94.4
	not very important	8	3.3	4.5	98.9
	not at all important	2	.8	1.1	100.0
	Total	177	72.5	100.0	
Missing	do not use	32	13.1		
	System	35	14.3		
	Total	67	27.5		
Total		244	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	180	73.8	84.5	84.5
	somewhat satisfied	33	13.5	15.5	100.0
	Total	213	87.3	100.0	
Missing	do not use	2	.8		
	System	29	11.9		
	Total	31	12.7		
Total		244	100.0		

## Frequency Tables: Agency Submission Contacts

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	144	46.9	100.0	100.0
Missing System	163	53.1		
Total	307	100.0		

### Receipt of policy information from the insurer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	137	44.6	100.0	100.0
Missing System	170	55.4		
Total	307	100.0		

### Use of FLSO Reporting Software/SLIP

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	45	14.7	100.0	100.0
Missing System	262	85.3		
Total	307	100.0		

### Access to previously submitted data

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	60	19.5	100.0	100.0
Missing System	247	80.5		
Total	307	100.0		

### Multi-state policy filings

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	87	28.3	100.0	100.0
Missing System	220	71.7		
Total	307	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	12	3.9	100.0	100.0
Missing System	295	96.1		
Total	307	100.0		

**Lack of information for rejected submissions**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	51	16.6	100.0	100.0
Missing System	256	83.4		
Total	307	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	178	58.0	65.2	65.2
somewhat important	69	22.5	25.3	90.5
not very important	18	5.9	6.6	97.1
not at all important	8	2.6	2.9	100.0
Total	273	88.9	100.0	
Missing unaware of service	24	7.8		
System	10	3.3		
Total	34	11.1		
Total	307	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	200	65.1	73.3	73.3
somewhat important	61	19.9	22.3	95.6
not very important	9	2.9	3.3	98.9
not at all important	3	1.0	1.1	100.0
Total	273	88.9	100.0	
Missing unaware of service	22	7.2		
System	12	3.9		
Total	34	11.1		
Total	307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	107	34.9	41.0	41.0
	somewhat important	81	26.4	31.0	72.0
	not very important	55	17.9	21.1	93.1
	not at all important	18	5.9	6.9	100.0
	Total	261	85.0	100.0	
Missing	unaware of service	31	10.1		
	System	15	4.9		
	Total	46	15.0		
Total		307	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	173	56.4	63.1	63.1
	somewhat important	83	27.0	30.3	93.4
	not very important	12	3.9	4.4	97.8
	not at all important	6	2.0	2.2	100.0
	Total	274	89.3	100.0	
Missing	unaware of service	19	6.2		
	System	14	4.6		
	Total	33	10.7		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	155	50.5	56.6	56.6
	somewhat important	80	26.1	29.2	85.8
	not very important	27	8.8	9.9	95.6
	not at all important	12	3.9	4.4	100.0
	Total	274	89.3	100.0	
Missing	unaware of service	20	6.5		
	System	13	4.2		
	Total	33	10.7		
Total		307	100.0		

**The Service Office mission statement is, “To serve and protect our customers’ interest by facilitating compliance and providing assistance and information regarding the Florida surplus lines marketplace.” Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	286	93.2	98.6	98.6
	no	4	1.3	1.4	100.0
	Total	290	94.5	100.0	
Missing	System	17	5.5		
Total		307	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	214	69.7	73.3	73.3
	somewhat satisfied	71	23.1	24.3	97.6
	not very satisfied	6	2.0	2.1	99.7
	not at all satisfied	1	.3	.3	100.0
	Total	292	95.1	100.0	
Missing	do not use	6	2.0		
	System	9	2.9		
	Total	15	4.9		
Total		307	100.0		

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	80	26.1	51.3	51.3
	somewhat satisfied	70	22.8	44.9	96.2
	not very satisfied	5	1.6	3.2	99.4
	not at all satisfied	1	.3	.6	100.0
	Total	156	50.8	100.0	
Missing	do not use	134	43.6		
	System	17	5.5		
	Total	151	49.2		
Total		307	100.0		

**List of Eligible Surplus Lines Insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	187	60.9	75.1	75.1
	somewhat satisfied	59	19.2	23.7	98.8
	not very satisfied	2	.7	.8	99.6
	not at all satisfied	1	.3	.4	100.0
	Total	249	81.1	100.0	
Missing	do not use	46	15.0		
	System	12	3.9		
	Total	58	18.9		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	146	47.6	61.6	61.6
	somewhat satisfied	84	27.4	35.4	97.0
	not very satisfied	5	1.6	2.1	99.2
	not at all satisfied	2	.7	.8	100.0
	Total	237	77.2	100.0	
Missing	do not use	53	17.3		
	System	17	5.5		
	Total	70	22.8		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	158	51.5	63.7	63.7
	somewhat satisfied	77	25.1	31.0	94.8
	not very satisfied	11	3.6	4.4	99.2
	not at all satisfied	2	.7	.8	100.0
	Total	248	80.8	100.0	
Missing	do not use	42	13.7		
	System	17	5.5		
	Total	59	19.2		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	98	31.9	56.0	56.0
	somewhat satisfied	71	23.1	40.6	96.6
	not very satisfied	4	1.3	2.3	98.9
	not at all satisfied	2	.7	1.1	100.0
	Total	175	57.0	100.0	
Missing	do not use	108	35.2		
	System	24	7.8		
	Total	132	43.0		
Total		307	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	142	46.3	72.1	72.1
	somewhat satisfied	45	14.7	22.8	94.9
	not very satisfied	8	2.6	4.1	99.0
	not at all satisfied	2	.7	1.0	100.0
	Total	197	64.2	100.0	
Missing	do not use	93	30.3		
	System	17	5.5		
	Total	110	35.8		
Total		307	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	147	47.9	74.2	74.2
	somewhat satisfied	44	14.3	22.2	96.5
	not very satisfied	6	2.0	3.0	99.5
	not at all satisfied	1	.3	.5	100.0
	Total	198	64.5	100.0	
Missing	do not use	93	30.3		
	System	16	5.2		
	Total	109	35.5		
Total		307	100.0		

**Educational Offerings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	94	30.6	55.3	55.3
	somewhat satisfied	59	19.2	34.7	90.0
	not very satisfied	15	4.9	8.8	98.8
	not at all satisfied	2	.7	1.2	100.0
	Total	170	55.4	100.0	
Missing	do not use	117	38.1		
	System	20	6.5		
	Total	137	44.6		
Total		307	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	214	69.7	83.9	83.9
	somewhat satisfied	35	11.4	13.7	97.6
	not very satisfied	5	1.6	2.0	99.6
	not at all satisfied	1	.3	.4	100.0
	Total	255	83.1	100.0	
Missing	do not use	38	12.4		
	System	14	4.6		
	Total	52	16.9		
Total		307	100.0		

**Electronic bulletins**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	143	46.6	63.6	63.6
	somewhat satisfied	74	24.1	32.9	96.4
	not very satisfied	7	2.3	3.1	99.6
	not at all satisfied	1	.3	.4	100.0
	Total	225	73.3	100.0	
Missing	do not use	62	20.2		
	System	20	6.5		
	Total	82	26.7		
Total		307	100.0		

**Electronically transmitted reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	181	59.0	76.4	76.4
	somewhat satisfied	51	16.6	21.5	97.9
	not very satisfied	4	1.3	1.7	99.6
	not at all satisfied	1	.3	.4	100.0
	Total	237	77.2	100.0	
Missing	do not use	51	16.6		
	System	19	6.2		
	Total	70	22.8		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	172	56.0	72.6	72.6
	somewhat satisfied	59	19.2	24.9	97.5
	not very satisfied	3	1.0	1.3	98.7
	not at all satisfied	3	1.0	1.3	100.0
	Total	237	77.2	100.0	
Missing	do not use	52	16.9		
	System	18	5.9		
	Total	70	22.8		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	69	22.5	58.0	58.0
	somewhat satisfied	43	14.0	36.1	94.1
	not very satisfied	5	1.6	4.2	98.3
	not at all satisfied	2	.7	1.7	100.0
	Total	119	38.8	100.0	
Missing	do not use	166	54.1		
	System	22	7.2		
	Total	188	61.2		
Total		307	100.0		

**Online Agent Software Tutorial**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	77	25.1	57.0	57.0
	somewhat satisfied	51	16.6	37.8	94.8
	not very satisfied	4	1.3	3.0	97.8
	not at all satisfied	3	1.0	2.2	100.0
	Total	135	44.0	100.0	
Missing	do not use	149	48.5		
	System	23	7.5		
	Total	172	56.0		
Total		307	100.0		

**Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	103	33.6	59.2	59.2
	somewhat satisfied	60	19.5	34.5	93.7
	not very satisfied	7	2.3	4.0	97.7
	not at all satisfied	4	1.3	2.3	100.0
	Total	174	56.7	100.0	
Missing	do not use	111	36.2		
	System	22	7.2		
	Total	133	43.3		
Total		307	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	148	48.2	64.6	64.6
	somewhat satisfied	67	21.8	29.3	93.9
	not very satisfied	10	3.3	4.4	98.3
	not at all satisfied	4	1.3	1.7	100.0
	Total	229	74.6	100.0	
Missing	do not use	60	19.5		
	System	18	5.9		
	Total	78	25.4		
Total		307	100.0		

**Compliance Review Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	118	38.4	65.9	65.9
	somewhat satisfied	56	18.2	31.3	97.2
	not very satisfied	4	1.3	2.2	99.4
	not at all satisfied	1	.3	.6	100.0
	Total	179	58.3	100.0	
Missing	do not use	104	33.9		
	System	24	7.8		
	Total	128	41.7		
Total		307	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	144	46.9	62.3	62.3
	somewhat satisfied	69	22.5	29.9	92.2
	not very satisfied	15	4.9	6.5	98.7
	not at all satisfied	3	1.0	1.3	100.0
	Total	231	75.2	100.0	
Missing	do not use	60	19.5		
	System	16	5.2		
	Total	76	24.8		
Total		307	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	136	44.3	67.0	67.0
	somewhat satisfied	52	16.9	25.6	92.6
	not very satisfied	13	4.2	6.4	99.0
	not at all satisfied	2	.7	1.0	100.0
	Total	203	66.1	100.0	
Missing	do not use	88	28.7		
	System	16	5.2		
	Total	104	33.9		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	138	45.0	60.5	60.5
	somewhat satisfied	70	22.8	30.7	91.2
	not very satisfied	11	3.6	4.8	96.1
	not at all satisfied	9	2.9	3.9	100.0
	Total	228	74.3	100.0	
Missing	do not use	61	19.9		
	System	18	5.9		
	Total	79	25.7		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	188	61.2	76.4	76.4
	somewhat satisfied	53	17.3	21.5	98.0
	not very satisfied	4	1.3	1.6	99.6
	not at all satisfied	1	.3	.4	100.0
	Total	246	80.1	100.0	
Missing	do not use	46	15.0		
	System	15	4.9		
	Total	61	19.9		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	142	46.3	79.8	79.8
	somewhat satisfied	32	10.4	18.0	97.8
	not very satisfied	3	1.0	1.7	99.4
	not at all satisfied	1	.3	.6	100.0
	Total	178	58.0	100.0	
Missing	do not use	113	36.8		
	System	16	5.2		
	Total	129	42.0		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	121	39.4	67.2	67.2
	somewhat satisfied	49	16.0	27.2	94.4
	not very satisfied	8	2.6	4.4	98.9
	not at all satisfied	2	.7	1.1	100.0
	Total	180	58.6	100.0	
Missing	do not use	110	35.8		
	System	17	5.5		
	Total	127	41.4		
Total		307	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	79	25.7	54.5	54.5
	somewhat satisfied	56	18.2	38.6	93.1
	not very satisfied	9	2.9	6.2	99.3
	not at all satisfied	1	.3	.7	100.0
	Total	145	47.2	100.0	
Missing	do not use	143	46.6		
	System	19	6.2		
	Total	162	52.8		
Total		307	100.0		

**Link to selected insurer financial data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	76	24.8	57.1	57.1
	somewhat satisfied	49	16.0	36.8	94.0
	not very satisfied	7	2.3	5.3	99.2
	not at all satisfied	1	.3	.8	100.0
	Total	133	43.3	100.0	
Missing	do not use	154	50.2		
	System	20	6.5		
	Total	174	56.7		
Total		307	100.0		

**Within the past 12 months, have you had a FLSO submission filing that included a multi-state filing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	64	20.8	21.6	21.6
	no	232	75.6	78.4	100.0
	Total	296	96.4	100.0	
Missing	System	11	3.6		
Total		307	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	1 to 5	27	8.8	43.5	43.5
	6 to 25	21	6.8	33.9	77.4
	26 to 50	8	2.6	12.9	90.3
	50 +	6	2.0	9.7	100.0
	Total	62	20.2	100.0	
Missing	System	245	79.8		
Total		307	100.0		

**How important would it be to you to have the ability to file a multi-state risk policy one time, to the FLSO, who will distribute the appropriate information to the other risk-participating state authorities?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	40	13.0	64.5	64.5
	somewhat important	14	4.6	22.6	87.1
	not at all important	2	.7	3.2	90.3
	undecided	6	2.0	9.7	100.0
	Total	62	20.2	100.0	
Missing	System	245	79.8		
Total		307	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 via ACH transaction  
(non credit card transaction)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	75	24.4	38.1	38.1
	somewhat satisfied	57	18.6	28.9	67.0
	not very satisfied	43	14.0	21.8	88.8
	not at all satisfied	22	7.2	11.2	100.0
	Total	197	64.2	100.0	
Missing	do not use	62	20.2		
	System	48	15.6		
	Total	110	35.8		
Total		307	100.0		

**An off-site compliance review, in which the agent provides FLSO the requested policy documentation in an electronic format.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	70	22.8	36.8	36.8
	somewhat satisfied	68	22.1	35.8	72.6
	not very satisfied	40	13.0	21.1	93.7
	not at all satisfied	12	3.9	6.3	100.0
	Total	190	61.9	100.0	
Missing	do not use	68	22.1		
	System	49	16.0		
	Total	117	38.1		
Total		307	100.0		

**Fewer steps for submitting in SLIP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	101	32.9	44.3	44.3
	somewhat satisfied	75	24.4	32.9	77.2
	not very satisfied	35	11.4	15.4	92.5
	not at all satisfied	17	5.5	7.5	100.0
	Total	228	74.3	100.0	
Missing	do not use	34	11.1		
	System	45	14.7		
	Total	79	25.7		
Total		307	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	214	69.7	81.7	81.7
	somewhat satisfied	46	15.0	17.6	99.2
	not very satisfied	2	.7	.8	100.0
	Total	262	85.3	100.0	
Missing	do not use	5	1.6		
	System	40	13.0		
	Total	45	14.7		
Total		307	100.0		

## Frequency Tables: Agency Accounting Contacts

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	85	49.4	100.0	100.0
Missing System	87	50.6		
Total	172	100.0		

### Receipt of policy information from the insurer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	57	33.1	100.0	100.0
Missing System	115	66.9		
Total	172	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	70	40.7	100.0	100.0
Missing System	102	59.3		
Total	172	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	40	23.3	100.0	100.0
Missing System	132	76.7		
Total	172	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	52	30.2	100.0	100.0
Missing System	120	69.8		
Total	172	100.0		

**Multi-state policy filings**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	44	25.6	100.0	100.0
Missing System	128	74.4		
Total	172	100.0		

**Collections from the insured**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	38	22.1	100.0	100.0
Missing System	134	77.9		
Total	172	100.0		

**Reliability of FLSO software**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	26	15.1	100.0	100.0
Missing System	146	84.9		
Total	172	100.0		

**Reliability of your accounting software**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	22	12.8	100.0	100.0
Missing System	150	87.2		
Total	172	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	20	11.6	100.0	100.0
Missing System	152	88.4		
Total	172	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	97	56.4	62.6	62.6
	somewhat important	46	26.7	29.7	92.3
	not very important	10	5.8	6.5	98.7
	not at all important	2	1.2	1.3	100.0
	Total	155	90.1	100.0	
Missing	unaware of service	7	4.1		
	System	10	5.8		
	Total	17	9.9		
Total		172	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	95	55.2	61.3	61.3
	somewhat important	54	31.4	34.8	96.1
	not very important	4	2.3	2.6	98.7
	not at all important	2	1.2	1.3	100.0
	Total	155	90.1	100.0	
Missing	unaware of service	6	3.5		
	System	11	6.4		
	Total	17	9.9		
Total		172	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	54.1	60.0	60.0
	somewhat important	45	26.2	29.0	89.0
	not very important	13	7.6	8.4	97.4
	not at all important	4	2.3	2.6	100.0
	Total	155	90.1	100.0	
Missing	unaware of service	7	4.1		
	System	10	5.8		
	Total	17	9.9		
Total		172	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	100	58.1	63.7	63.7
	somewhat important	36	20.9	22.9	86.6
	not very important	15	8.7	9.6	96.2
	not at all important	6	3.5	3.8	100.0
	Total	157	91.3	100.0	
Missing	unaware of service	4	2.3		
	System	11	6.4		
	Total	15	8.7		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	110	64.0	68.3	68.3
	somewhat important	42	24.4	26.1	94.4
	not very important	8	4.7	5.0	99.4
	not at all important	1	.6	.6	100.0
	Total	161	93.6	100.0	
Missing	unaware of service	1	.6		
	System	10	5.8		
	Total	11	6.4		
Total		172	100.0		

**The Service Office mission statement is, "To serve and protect our customers' interest by facilitating compliance and providing assistance and information regarding the Florida surplus lines marketplace". Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	159	92.4	96.4	96.4
	no	6	3.5	3.6	100.0
	Total	165	95.9	100.0	
Missing	System	7	4.1		
Total		172	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	114	66.3	71.7	71.7
	somewhat satisfied	40	23.3	25.2	96.9
	not very satisfied	4	2.3	2.5	99.4
	not at all satisfied	1	.6	.6	100.0
	Total	159	92.4	100.0	
Missing	do not use	7	4.1		
	System	6	3.5		
	Total	13	7.6		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	79	45.9	55.2	55.2
	somewhat satisfied	57	33.1	39.9	95.1
	not very satisfied	6	3.5	4.2	99.3
	not at all satisfied	1	.6	.7	100.0
	Total	143	83.1	100.0	
Missing	do not use	21	12.2		
	System	8	4.7		
	Total	29	16.9		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	84	48.8	56.0	56.0
	somewhat satisfied	57	33.1	38.0	94.0
	not very satisfied	7	4.1	4.7	98.7
	not at all satisfied	2	1.2	1.3	100.0
	Total	150	87.2	100.0	
Missing	do not use	14	8.1		
	System	8	4.7		
	Total	22	12.8		
Total		172	100.0		

**Staff assistance with billing questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	131	76.2	84.0	84.0
	somewhat satisfied	20	11.6	12.8	96.8
	not very satisfied	4	2.3	2.6	99.4
	not at all satisfied	1	.6	.6	100.0
	Total	156	90.7	100.0	
Missing	do not use	12	7.0		
	System	4	2.3		
	Total	16	9.3		
Total		172	100.0		

**Electronic bulletins (E-news)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	84	48.8	56.0	56.0
	somewhat satisfied	58	33.7	38.7	94.7
	not very satisfied	7	4.1	4.7	99.3
	not at all satisfied	1	.6	.7	100.0
	Total	150	87.2	100.0	
Missing	do not use	15	8.7		
	System	7	4.1		
	Total	22	12.8		
Total		172	100.0		

**Electronic reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	111	64.5	70.3	70.3
	somewhat satisfied	42	24.4	26.6	96.8
	not very satisfied	4	2.3	2.5	99.4
	not at all satisfied	1	.6	.6	100.0
	Total	158	91.9	100.0	
Missing	do not use	8	4.7		
	System	6	3.5		
	Total	14	8.1		
Total		172	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	108	62.8	72.0	72.0
	somewhat satisfied	36	20.9	24.0	96.0
	not very satisfied	4	2.3	2.7	98.7
	not at all satisfied	2	1.2	1.3	100.0
	Total	150	87.2	100.0	
Missing	do not use	15	8.7		
	System	7	4.1		
	Total	22	12.8		
Total		172	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	102	59.3	68.0	68.0
	somewhat satisfied	35	20.3	23.3	91.3
	not very satisfied	9	5.2	6.0	97.3
	not at all satisfied	4	2.3	2.7	100.0
	Total	150	87.2	100.0	
Missing	do not use	15	8.7		
	System	7	4.1		
	Total	22	12.8		
Total		172	100.0		

**Monthly Transaction Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	114	66.3	70.8	70.8
	somewhat satisfied	42	24.4	26.1	96.9
	not very satisfied	3	1.7	1.9	98.8
	not at all satisfied	2	1.2	1.2	100.0
	Total	161	93.6	100.0	
Missing	do not use	4	2.3		
	System	7	4.1		
	Total	11	6.4		
Total		172	100.0		

**Correction Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	84	48.8	60.0	60.0
	somewhat satisfied	45	26.2	32.1	92.1
	not very satisfied	9	5.2	6.4	98.6
	not at all satisfied	2	1.2	1.4	100.0
	Total	140	81.4	100.0	
Missing	do not use	25	14.5		
	System	7	4.1		
	Total	32	18.6		
Total		172	100.0		

**Detail Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	102	59.3	68.9	68.9
	somewhat satisfied	38	22.1	25.7	94.6
	not very satisfied	5	2.9	3.4	98.0
	not at all satisfied	3	1.7	2.0	100.0
	Total	148	86.0	100.0	
Missing	do not use	17	9.9		
	System	7	4.1		
	Total	24	14.0		
Total		172	100.0		

**Within the past 12 months, have you had a FLSO submission filing that included a multi-state filing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	31	18.0	19.1	19.1
	no	131	76.2	80.9	100.0
	Total	162	94.2	100.0	
Missing	System	10	5.8		
Total		172	100.0		

**What percentage of your payments would be related to multi-state risks?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1% to 25%	23	13.4	76.7	76.7
	26% to 50%	2	1.2	6.7	83.3
	51% to 75%	2	1.2	6.7	90.0
	76% +	3	1.7	10.0	100.0
	Total	30	17.4	100.0	
Missing	System	142	82.6		
Total		172	100.0		

**How important would it be to you to have the ability to submit multi-state payments to one entity rather than allocating payments to each state?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	20	11.6	62.5	62.5
	somewhat important	5	2.9	15.6	78.1
	not very important	1	.6	3.1	81.3
	not at all important	2	1.2	6.3	87.5
	unaware of service	4	2.3	12.5	100.0
	Total	32	18.6	100.0	
Missing	System	140	81.4		
Total		172	100.0		

Which are the issues that may deter or prohibit you from taking advantage of the electronic invoicing service? Please check all that apply.

**Not aware of the service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	selected	29	16.9	100.0	100.0
Missing	System	143	83.1		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	selected	8	4.7	100.0	100.0
Missing	System	164	95.3		
Total		172	100.0		

**Unaware of the enrollment process**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	16	9.3	100.0	100.0
Missing System	156	90.7		
Total	172	100.0		

**Detail reports not received or blocked due to internal security measures**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	15	8.7	100.0	100.0
Missing System	157	91.3		
Total	172	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	13	7.6	100.0	100.0
Missing System	159	92.4		
Total	172	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	14	8.1	100.0	100.0
Missing System	158	91.9		
Total	172	100.0		

Which of the following items included on your accounting reports do you require for reconciliation of fees, taxes, assessments, and surcharges?

**Submission Confirmation Number**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	51	29.7	100.0	100.0
Missing System	121	70.3		
Total	172	100.0		

**Policy Number**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	131	76.2	100.0	100.0
Missing System	41	23.8		
Total	172	100.0		

**Submission Date**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	65	37.8	100.0	100.0
Missing System	107	62.2		
Total	172	100.0		

**Effective Date**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	117	68.0	100.0	100.0
Missing System	55	32.0		
Total	172	100.0		

**Coverage Code**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	58	33.7	100.0	100.0
Missing System	114	66.3		
Total	172	100.0		

**Transaction Type**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	75	43.6	100.0	100.0
Missing System	97	56.4		
Total	172	100.0		

**Insured Name**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	129	75.0	100.0	100.0
Missing System	43	25.0		
Total	172	100.0		

**Premium**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	132	76.7	100.0	100.0
Missing System	40	23.3		
Total	172	100.0		

**Policy Fees**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	124	72.1	100.0	100.0
Missing System	48	27.9		
Total	172	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	78	45.3	53.1	53.1
somewhat satisfied	38	22.1	25.9	78.9
not very satisfied	5	2.9	3.4	82.3
not at all satisfied	1	.6	.7	83.0
do not use	25	14.5	17.0	100.0
Total	147	85.5	100.0	
Missing System	25	14.5		
Total	172	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	81	47.1	65.9	65.9
	somewhat satisfied	40	23.3	32.5	98.4
	not very satisfied	1	.6	.8	99.2
	not at all satisfied	1	.6	.8	100.0
	Total	123	71.5	100.0	
Missing	do not use	23	13.4		
	System	26	15.1		
	Total	49	28.5		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	69	40.1	58.5	58.5
	somewhat satisfied	41	23.8	34.7	93.2
	not very satisfied	5	2.9	4.2	97.5
	not at all satisfied	3	1.7	2.5	100.0
	Total	118	68.6	100.0	
Missing	do not use	28	16.3		
	System	26	15.1		
	Total	54	31.4		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	87	50.6	73.7	73.7
	somewhat satisfied	28	16.3	23.7	97.5
	not very satisfied	1	.6	.8	98.3
	not at all satisfied	2	1.2	1.7	100.0
	Total	118	68.6	100.0	
Missing	do not use	25	14.5		
	System	29	16.9		
	Total	54	31.4		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	85	49.4	76.6	76.6
	somewhat satisfied	23	13.4	20.7	97.3
	not very satisfied	2	1.2	1.8	99.1
	not at all satisfied	1	.6	.9	100.0
	Total	111	64.5	100.0	
Missing	do not use	33	19.2		
	System	28	16.3		
	Total	61	35.5		
Total		172	100.0		

**Access to Agent Report Card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	60	34.9	61.9	61.9
	somewhat satisfied	35	20.3	36.1	97.9
	not very satisfied	2	1.2	2.1	100.0
	Total	97	56.4	100.0	
Missing	do not use	47	27.3		
	System	28	16.3		
	Total	75	43.6		
Total		172	100.0		

**Notification of electronic news bulletins and alerts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	64	37.2	56.6	56.6
	somewhat satisfied	45	26.2	39.8	96.5
	not very satisfied	4	2.3	3.5	100.0
	Total	113	65.7	100.0	
Missing	do not use	30	17.4		
	System	29	16.9		
	Total	59	34.3		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	53	30.8	55.8	55.8
	somewhat satisfied	39	22.7	41.1	96.8
	not very satisfied	2	1.2	2.1	98.9
	not at all satisfied	1	.6	1.1	100.0
	Total	95	55.2	100.0	
Missing	do not use	48	27.9		
	System	29	16.9		
	Total	77	44.8		
Total		172	100.0		

**Immediate receipt of confirmation numbers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	87	50.6	73.7	73.7
	somewhat satisfied	29	16.9	24.6	98.3
	not very satisfied	1	.6	.8	99.2
	not at all satisfied	1	.6	.8	100.0
	Total	118	68.6	100.0	
Missing	do not use	27	15.7		
	System	27	15.7		
	Total	54	31.4		
Total		172	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 via ACH transaction  
(non credit card transaction)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	37	21.5	35.2	35.2
	somewhat important	33	19.2	31.4	66.7
	not very important	23	13.4	21.9	88.6
	not at all important	12	7.0	11.4	100.0
	Total	105	61.0	100.0	
Missing	unaware of service	40	23.3		
	System	27	15.7		
	Total	67	39.0		
Total		172	100.0		

**Access to payment history via SLIP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	70	40.7	60.3	60.3
	somewhat important	40	23.3	34.5	94.8
	not very important	6	3.5	5.2	100.0
	Total	116	67.4	100.0	
Missing	unaware of service	28	16.3		
	System	28	16.3		
	Total	56	32.6		
Total		172	100.0		

**Ability to view and print invoices via SLIP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	67	39.0	56.8	56.8
	somewhat important	41	23.8	34.7	91.5
	not very important	9	5.2	7.6	99.2
	not at all important	1	.6	.8	100.0
	Total	118	68.6	100.0	
Missing	unaware of service	25	14.5		
	System	29	16.9		
	Total	54	31.4		
Total		172	100.0		

**Ability to correct erroneous submissions through SLIP and have invoiced amount updated prior to subsequent billing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	81	47.1	67.5	67.5
	somewhat important	34	19.8	28.3	95.8
	not very important	5	2.9	4.2	100.0
	Total	120	69.8	100.0	
Missing	unaware of service	24	14.0		
	System	28	16.3		
	Total	52	30.2		
Total		172	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	121	70.3	83.4	83.4
	somewhat satisfied	23	13.4	15.9	99.3
	not very satisfied	1	.6	.7	100.0
	Total	145	84.3	100.0	
Missing	do not use	3	1.7		
	System	24	14.0		
	Total	27	15.7		
Total		172	100.0		

## Frequency Tables: IPC Submission Contacts

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

### Receipt of policy information from the insurer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	62	40.5	100.0	100.0
Missing System	91	59.5		
Total	153	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	52	34.0	100.0	100.0
Missing System	101	66.0		
Total	153	100.0		

### Retention and access to insurer markets

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	26	17.0	100.0	100.0
Missing System	127	83.0		
Total	153	100.0		

### Maintaining relationship with insurers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	29	19.0	100.0	100.0
Missing System	124	81.0		
Total	153	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	67	43.8	100.0	100.0
Missing System	86	56.2		
Total	153	100.0		

**Multi-state policy filings**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	77	50.3	100.0	100.0
Missing System	76	49.7		
Total	153	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	93	60.8	100.0	100.0
Missing System	60	39.2		
Total	153	100.0		

**Collections from the insured**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	32	20.9	100.0	100.0
Missing System	121	79.1		
Total	153	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	28	18.3	100.0	100.0
Missing System	125	81.7		
Total	153	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	9	5.9	100.0	100.0
Missing System	144	94.1		
Total	153	100.0		

**Overwhelmed by regulation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	48	31.4	100.0	100.0
Missing System	105	68.6		
Total	153	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	79	51.6	59.8	59.8
somewhat important	47	30.7	35.6	95.5
not very important	2	1.3	1.5	97.0
not at all important	4	2.6	3.0	100.0
Total	132	86.3	100.0	
Missing unaware of service	15	9.8		
System	6	3.9		
Total	21	13.7		
Total	153	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	99	64.7	72.3	72.3
somewhat important	30	19.6	21.9	94.2
not very important	3	2.0	2.2	96.4
not at all important	5	3.3	3.6	100.0
Total	137	89.5	100.0	
Missing unaware of service	9	5.9		
System	7	4.6		
Total	16	10.5		
Total	153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	53	34.6	40.8	40.8
	somewhat important	42	27.5	32.3	73.1
	not very important	23	15.0	17.7	90.8
	not at all important	12	7.8	9.2	100.0
	Total	130	85.0	100.0	
Missing	unaware of service	17	11.1		
	System	6	3.9		
	Total	23	15.0		
Total		153	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	84	54.9	60.9	60.9
	somewhat important	38	24.8	27.5	88.4
	not very important	10	6.5	7.2	95.7
	not at all important	6	3.9	4.3	100.0
	Total	138	90.2	100.0	
Missing	unaware of service	9	5.9		
	System	6	3.9		
	Total	15	9.8		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	75	49.0	56.0	56.0
	somewhat important	35	22.9	26.1	82.1
	not very important	15	9.8	11.2	93.3
	not at all important	9	5.9	6.7	100.0
	Total	134	87.6	100.0	
Missing	unaware of service	13	8.5		
	System	6	3.9		
	Total	19	12.4		
Total		153	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	87	56.9	63.0	63.0
	somewhat important	37	24.2	26.8	89.9
	not very important	8	5.2	5.8	95.7
	not at all important	6	3.9	4.3	100.0
	Total	138	90.2	100.0	
Missing	unaware of service	8	5.2		
	System	7	4.6		
	Total	15	9.8		
Total		153	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	92	60.1	65.2	65.2
	somewhat important	33	21.6	23.4	88.7
	not very important	13	8.5	9.2	97.9
	not at all important	3	2.0	2.1	100.0
	Total	141	92.2	100.0	
Missing	unaware of service	6	3.9		
	System	6	3.9		
	Total	12	7.8		
Total		153	100.0		

**The Service Office mission statement is, “To serve and protect our customers’ interest by facilitating compliance and providing assistance and information regarding the Florida surplus lines marketplace”. Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	147	96.1	99.3	99.3
	no	1	.7	.7	100.0
	Total	148	96.7	100.0	
Missing	System	5	3.3		
Total		153	100.0		

**Within the past 12 months, have you had a FLSO submission filing that included a multi-state filing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	67	43.8	45.3	45.3
	no	81	52.9	54.7	100.0
	Total	148	96.7	100.0	
Missing	System	5	3.3		
Total		153	100.0		

**What percentage of your policy filings were multi-state risks?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1% to 25%	29	19.0	46.8	46.8
	26% to 50%	11	7.2	17.7	64.5
	51% to 75%	10	6.5	16.1	80.6
	76% +	12	7.8	19.4	100.0
	Total	62	40.5	100.0	
Missing	System	91	59.5		
Total		153	100.0		

**How important would it be to you to have the ability to file multi-state transactions with one entity rather than filing the premium allocations with each state?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	53	34.6	85.5	85.5
	somewhat important	6	3.9	9.7	95.2
	not very important	1	.7	1.6	96.8
	not at all important	1	.7	1.6	98.4
	undecided	1	.7	1.6	100.0
	Total	62	40.5	100.0	
Missing	System	91	59.5		
Total		153	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	27	17.6	50.9	50.9
	somewhat satisfied	25	16.3	47.2	98.1
	not very satisfied	1	.7	1.9	100.0
	Total	53	34.6	100.0	
Missing	do not use	76	49.7		
	System	24	15.7		
	Total	100	65.4		
Total		153	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	30	19.6	53.6	53.6
	somewhat satisfied	25	16.3	44.6	98.2
	not very satisfied	1	.7	1.8	100.0
	Total	56	36.6	100.0	
Missing	do not use	71	46.4		
	System	26	17.0		
	Total	97	63.4		
Total		153	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	87	56.9	79.1	79.1
	somewhat satisfied	22	14.4	20.0	99.1
	not very satisfied	1	.7	.9	100.0
	Total	110	71.9	100.0	
Missing	do not use	20	13.1		
	System	23	15.0		
	Total	43	28.1		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	76	49.7	74.5	74.5
	somewhat satisfied	24	15.7	23.5	98.0
	not very satisfied	2	1.3	2.0	100.0
	Total	102	66.7	100.0	
Missing	do not use	27	17.6		
	System	24	15.7		
	Total	51	33.3		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	33	21.6	51.6	51.6
	somewhat satisfied	30	19.6	46.9	98.4
	not very satisfied	1	.7	1.6	100.0
	Total	64	41.8	100.0	
Missing	do not use	63	41.2		
	System	26	17.0		
	Total	89	58.2		
Total		153	100.0		

**IPC Submission Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	97	63.4	80.8	80.8
	somewhat satisfied	23	15.0	19.2	100.0
	Total	120	78.4	100.0	
Missing	do not use	9	5.9		
	System	24	15.7		
	Total	33	21.6		
Total		153	100.0		

**Electronic invoices**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	105	68.6	84.7	84.7
	somewhat satisfied	18	11.8	14.5	99.2
	not at all satisfied	1	.7	.8	100.0
	Total	124	81.0	100.0	
Missing	do not use	7	4.6		
	System	22	14.4		
	Total	29	19.0		
Total		153	100.0		

**FLSO website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	100	65.4	78.1	78.1
	somewhat satisfied	28	18.3	21.9	100.0
	Total	128	83.7	100.0	
Missing	do not use	4	2.6		
	System	21	13.7		
	Total	25	16.3		
Total		153	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	82	53.6	80.4	80.4
	somewhat satisfied	19	12.4	18.6	99.0
	not very satisfied	1	.7	1.0	100.0
	Total	102	66.7	100.0	
Missing	do not use	26	17.0		
	System	25	16.3		
	Total	51	33.3		
Total		153	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	43	28.1	53.8	53.8
	somewhat satisfied	29	19.0	36.3	90.0
	not very satisfied	7	4.6	8.8	98.8
	not at all satisfied	1	.7	1.3	100.0
	Total	80	52.3	100.0	
Missing	do not use	45	29.4		
	System	28	18.3		
	Total	73	47.7		
Total		153	100.0		

**Electronic bulletins (eNews)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	47	30.7	58.8	58.8
	somewhat satisfied	27	17.6	33.8	92.5
	not very satisfied	5	3.3	6.3	98.8
	not at all satisfied	1	.7	1.3	100.0
	Total	80	52.3	100.0	
Missing	do not use	45	29.4		
	System	28	18.3		
	Total	73	47.7		
Total		153	100.0		

**List of eligible insurers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	74	48.4	69.8	69.8
	somewhat satisfied	29	19.0	27.4	97.2
	not very satisfied	1	.7	.9	98.1
	not at all satisfied	2	1.3	1.9	100.0
	Total	106	69.3	100.0	
Missing	do not use	23	15.0		
	System	24	15.7		
	Total	47	30.7		
Total		153	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	110	71.9	84.0	84.0
	somewhat satisfied	21	13.7	16.0	100.0
	Total	131	85.6	100.0	
Missing	do not use	3	2.0		
	System	19	12.4		
	Total	22	14.4		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	117	76.5	92.1	92.1
	somewhat satisfied	10	6.5	7.9	100.0
	Total	127	83.0	100.0	
Missing	do not use	6	3.9		
	System	20	13.1		
	Total	26	17.0		
Total		153	100.0		

**Ability to login to submission website rather than requesting a validation email each time you file**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	111	72.5	88.1	88.1
	somewhat satisfied	14	9.2	11.1	99.2
	not very satisfied	1	.7	.8	100.0
	Total	126	82.4	100.0	
Missing	do not use	5	3.3		
	System	22	14.4		
	Total	27	17.6		
Total		153	100.0		

**Submission confirmation and receipt confirmation emails**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	112	73.2	88.9	88.9
	somewhat satisfied	14	9.2	11.1	100.0
	Total	126	82.4	100.0	
Missing	do not use	5	3.3		
	System	22	14.4		
	Total	27	17.6		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	94	61.4	79.7	79.7
	somewhat satisfied	22	14.4	18.6	98.3
	not very satisfied	2	1.3	1.7	100.0
	Total	118	77.1	100.0	
Missing	do not use	12	7.8		
	System	23	15.0		
	Total	35	22.9		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	106	69.3	86.9	86.9
	somewhat satisfied	16	10.5	13.1	100.0
	Total	122	79.7	100.0	
Missing	do not use	11	7.2		
	System	20	13.1		
	Total	31	20.3		
Total		153	100.0		

**IPC Frequently Asked Questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	79	51.6	70.5	70.5
	somewhat satisfied	31	20.3	27.7	98.2
	not very satisfied	2	1.3	1.8	100.0
	Total	112	73.2	100.0	
Missing	do not use	21	13.7		
	System	20	13.1		
	Total	41	26.8		
Total		153	100.0		

**Ability to store and edit contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	95	62.1	84.1	84.1
	somewhat satisfied	18	11.8	15.9	100.0
	Total	113	73.9	100.0	
Missing	do not use	18	11.8		
	System	22	14.4		
	Total	40	26.1		
Total		153	100.0		

**Ability to request a copy of an invoice on the submission website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	98	64.1	87.5	87.5
	somewhat satisfied	14	9.2	12.5	100.0
	Total	112	73.2	100.0	
Missing	do not use	20	13.1		
	System	21	13.7		
	Total	41	26.8		
Total		153	100.0		

**Ability to view and correct policy information after it has been submitted (archive request feature on submission website)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	86	56.2	80.4	80.4
	somewhat satisfied	18	11.8	16.8	97.2
	not very satisfied	2	1.3	1.9	99.1
	not at all satisfied	1	.7	.9	100.0
	Total	107	69.9	100.0	
Missing	do not use	27	17.6		
	System	19	12.4		
	Total	46	30.1		
Total		153	100.0		

**Ability to view paid and unpaid invoices on the submission website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	73	47.7	79.3	79.3
	somewhat satisfied	18	11.8	19.6	98.9
	not very satisfied	1	.7	1.1	100.0
	Total	92	60.1	100.0	
Missing	do not use	37	24.2		
	System	24	15.7		
	Total	61	39.9		
Total		153	100.0		

**The back-out transaction feature on the 'View Paid/Processed Policies' link on the submission website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	68	44.4	82.9	82.9
	somewhat satisfied	14	9.2	17.1	100.0
	Total	82	53.6	100.0	
Missing	do not use	46	30.1		
	System	25	16.3		
	Total	71	46.4		
Total		153	100.0		

**IPC Procedures Manual**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	72	47.1	75.8	75.8
	somewhat satisfied	22	14.4	23.2	98.9
	not very satisfied	1	.7	1.1	100.0
	Total	95	62.1	100.0	
Missing	do not use	34	22.2		
	System	24	15.7		
	Total	58	37.9		
Total		153	100.0		

**IPC Pre-submission Worksheet**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	72	47.1	77.4	77.4
	somewhat satisfied	20	13.1	21.5	98.9
	not very satisfied	1	.7	1.1	100.0
	Total	93	60.8	100.0	
Missing	do not use	36	23.5		
	System	24	15.7		
	Total	60	39.2		
Total		153	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 via ACH transaction  
(non credit card transaction)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	46	30.1	46.9	46.9
	somewhat important	33	21.6	33.7	80.6
	not very important	16	10.5	16.3	96.9
	not at all important	3	2.0	3.1	100.0
	Total	98	64.1	100.0	
Missing	unaware of service	33	21.6		
	System	22	14.4		
	Total	55	35.9		
Total		153	100.0		

**A list of non-eligible insurers registered with the NAIC provided on step seven of the IPC Submission Website, in addition to the current list of eligible insurers (this proposed change would allow IPC customers to select the insurer from the NAIC list rather than manually entering the insurer information)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	68	44.4	61.3	61.3
	somewhat important	31	20.3	27.9	89.2
	not very important	11	7.2	9.9	99.1
	not at all important	1	.7	.9	100.0
	Total	111	72.5	100.0	
Missing	unaware of service	19	12.4		
	System	23	15.0		
	Total	42	27.5		
Total		153	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	110	71.9	82.7	82.7
	somewhat satisfied	23	15.0	17.3	100.0
	Total	133	86.9	100.0	
Missing	System	20	13.1		
Total		153	100.0		

## Frequency Tables: Insurer Contacts

What are the top three challenges your company faces?

### Multi-state policy filings

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	25	41.0	100.0	100.0
Missing System	36	59.0		
Total	61	100.0		

### Dealing with different state regulations for compliance issues

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	48	78.7	100.0	100.0
Missing System	13	21.3		
Total	61	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	23	37.7	100.0	100.0
Missing System	38	62.3		
Total	61	100.0		

### Finding, training and keeping qualified staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	7	11.5	100.0	100.0
Missing System	54	88.5		
Total	61	100.0		

### Staying informed of legislative changes

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	25	41.0	100.0	100.0
Missing System	36	59.0		
Total	61	100.0		

**Overwhelmed by regulation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid selected	20	32.8	100.0	100.0
Missing System	41	67.2		
Total	61	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	31	50.8	56.4	56.4
somewhat important	20	32.8	36.4	92.7
not very important	2	3.3	3.6	96.4
not at all important	2	3.3	3.6	100.0
Total	55	90.2	100.0	
Missing unaware of service	4	6.6		
System	2	3.3		
Total	6	9.8		
Total	61	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid very important	42	68.9	75.0	75.0
somewhat important	10	16.4	17.9	92.9
not very important	2	3.3	3.6	96.4
not at all important	2	3.3	3.6	100.0
Total	56	91.8	100.0	
Missing unaware of service	4	6.6		
System	1	1.6		
Total	5	8.2		
Total	61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	18	29.5	32.1	32.1
	somewhat important	26	42.6	46.4	78.6
	not very important	7	11.5	12.5	91.1
	not at all important	5	8.2	8.9	100.0
	Total	56	91.8	100.0	
Missing	unaware of service	3	4.9		
	System	2	3.3		
	Total	5	8.2		
Total		61	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	41	67.2	70.7	70.7
	somewhat important	13	21.3	22.4	93.1
	not very important	3	4.9	5.2	98.3
	not at all important	1	1.6	1.7	100.0
	Total	58	95.1	100.0	
Missing	unaware of service	2	3.3		
	System	1	1.6		
	Total	3	4.9		
Total		61	100.0		

**The Service Office mission statement is, "To serve and protect our customers' interest by facilitating compliance and providing assistance and information regarding the Florida surplus lines marketplace". Do you believe this is an appropriate mission for the Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	55	90.2	94.8	94.8
	no	3	4.9	5.2	100.0
	Total	58	95.1	100.0	
Missing	System	3	4.9		
Total		61	100.0		

For each of the following services you have used within the past 12 months, please indicate how satisfied you are with the service.

**Market Data Reports**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	9	14.8	47.4	47.4
	somewhat satisfied	9	14.8	47.4	94.7
	not very satisfied	1	1.6	5.3	100.0
	Total	19	31.1	100.0	
Missing	do not use	38	62.3		
	System	4	6.6		
	Total	42	68.9		
Total		61	100.0		

**Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	11	18.0	42.3	42.3
	somewhat satisfied	12	19.7	46.2	88.5
	not very satisfied	2	3.3	7.7	96.2
	not at all satisfied	1	1.6	3.8	100.0
	Total	26	42.6	100.0	
Missing	do not use	31	50.8		
	System	4	6.6		
	Total	35	57.4		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	15	24.6	40.5	40.5
	somewhat satisfied	19	31.1	51.4	91.9
	not very satisfied	3	4.9	8.1	100.0
	Total	37	60.7	100.0	
Missing	do not use	17	27.9		
	System	7	11.5		
	Total	24	39.3		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	15	24.6	38.5	38.5
	somewhat satisfied	21	34.4	53.8	92.3
	not very satisfied	3	4.9	7.7	100.0
	Total	39	63.9	100.0	
Missing	do not use	17	27.9		
	System	5	8.2		
	Total	22	36.1		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	15	24.6	37.5	37.5
	somewhat satisfied	21	34.4	52.5	90.0
	not very satisfied	4	6.6	10.0	100.0
	Total	40	65.6	100.0	
Missing	do not use	17	27.9		
	System	4	6.6		
	Total	21	34.4		
Total		61	100.0		

**Downloadable submission software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	16	26.2	48.5	48.5
	somewhat satisfied	12	19.7	36.4	84.8
	not very satisfied	2	3.3	6.1	90.9
	not at all satisfied	3	4.9	9.1	100.0
	Total	33	54.1	100.0	
Missing	do not use	23	37.7		
	System	5	8.2		
	Total	28	45.9		
Total		61	100.0		

**Software Support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	14	23.0	46.7	46.7
	somewhat satisfied	9	14.8	30.0	76.7
	not very satisfied	4	6.6	13.3	90.0
	not at all satisfied	3	4.9	10.0	100.0
	Total	30	49.2	100.0	
Missing	do not use	26	42.6		
	System	5	8.2		
	Total	31	50.8		
Total		61	100.0		

**Staff assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	34	55.7	69.4	69.4
	somewhat satisfied	13	21.3	26.5	95.9
	not very satisfied	2	3.3	4.1	100.0
	Total	49	80.3	100.0	
Missing	do not use	8	13.1		
	System	4	6.6		
	Total	12	19.7		
Total		61	100.0		

**Legislative Updates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	15	24.6	39.5	39.5
	somewhat satisfied	19	31.1	50.0	89.5
	not very satisfied	4	6.6	10.5	100.0
	Total	38	62.3	100.0	
Missing	do not use	19	31.1		
	System	4	6.6		
	Total	23	37.7		
Total		61	100.0		

**Electronic bulletins (eNews)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	17	27.9	43.6	43.6
	somewhat satisfied	21	34.4	53.8	97.4
	not very satisfied	1	1.6	2.6	100.0
	Total	39	63.9	100.0	
Missing	do not use	17	27.9		
	System	5	8.2		
	Total	22	36.1		
Total		61	100.0		

**Electronically transmitted reports (generated in SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	9	14.8	34.6	34.6
	somewhat satisfied	14	23.0	53.8	88.5
	not very satisfied	1	1.6	3.8	92.3
	not at all satisfied	2	3.3	7.7	100.0
	Total	26	42.6	100.0	
Missing	do not use	30	49.2		
	System	5	8.2		
	Total	35	57.4		
Total		61	100.0		

**Surplus Lines Information Portal (SLIP)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	11	18.0	31.4	31.4
	somewhat satisfied	22	36.1	62.9	94.3
	not very satisfied	1	1.6	2.9	97.1
	not at all satisfied	1	1.6	2.9	100.0
	Total	35	57.4	100.0	
Missing	do not use	21	34.4		
	System	5	8.2		
	Total	26	42.6		
Total		61	100.0		

**FLSO Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	25	41.0	45.5	45.5
	somewhat satisfied	28	45.9	50.9	96.4
	not very satisfied	1	1.6	1.8	98.2
	not at all satisfied	1	1.6	1.8	100.0
	Total	55	90.2	100.0	
Missing	do not use	2	3.3		
	System	4	6.6		
	Total	6	9.8		
Total		61	100.0		

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

**A platform that would accept allocated premium distribution for a multi-state filing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	24	39.3	45.3	45.3
	somewhat important	13	21.3	24.5	69.8
	not very important	4	6.6	7.5	77.4
	not at all important	1	1.6	1.9	79.2
	would not use	11	18.0	20.8	100.0
	Total	53	86.9	100.0	
Missing	System	8	13.1		
Total		61	100.0		

**Ability to file Annual Statements and Audit Reports electronically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	36	59.0	64.3	64.3
	somewhat important	13	21.3	23.2	87.5
	not at all important	1	1.6	1.8	89.3
	unaware of service	6	9.8	10.7	100.0
	Total	56	91.8	100.0	
Missing	System	5	8.2		
Total		61	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	17	27.9	50.0	50.0
	somewhat satisfied	13	21.3	38.2	88.2
	not very satisfied	3	4.9	8.8	97.1
	not at all satisfied	1	1.6	2.9	100.0
	Total	34	55.7	100.0	
Missing	do not use	24	39.3		
	System	3	4.9		
	Total	27	44.3		
Total		61	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	7	11.5	26.9	26.9
	somewhat satisfied	15	24.6	57.7	84.6
	not very satisfied	3	4.9	11.5	96.2
	not at all satisfied	1	1.6	3.8	100.0
	Total	26	42.6	100.0	
Missing	do not use	30	49.2		
	System	5	8.2		
	Total	35	57.4		
Total		61	100.0		

**Track late-breaking news items**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	7	11.5	28.0	28.0
	somewhat satisfied	17	27.9	68.0	96.0
	not very satisfied	1	1.6	4.0	100.0
	Total	25	41.0	100.0	
Missing	do not use	28	45.9		
	System	8	13.1		
	Total	36	59.0		
Total		61	100.0		

**Retrieve the newest software downloads**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	12	19.7	46.2	46.2
	somewhat satisfied	11	18.0	42.3	88.5
	not very satisfied	3	4.9	11.5	100.0
	Total	26	42.6	100.0	
Missing	do not use	28	45.9		
	System	7	11.5		
	Total	35	57.4		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	11	18.0	36.7	36.7
	somewhat satisfied	17	27.9	56.7	93.3
	not very satisfied	2	3.3	6.7	100.0
	Total	30	49.2	100.0	
Missing	do not use	27	44.3		
	System	4	6.6		
	Total	31	50.8		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	11	18.0	36.7	36.7
	somewhat satisfied	17	27.9	56.7	93.3
	not very satisfied	1	1.6	3.3	96.7
	not at all satisfied	1	1.6	3.3	100.0
	Total	30	49.2	100.0	
Missing	do not use	27	44.3		
	System	4	6.6		
	Total	31	50.8		
Total		61	100.0		

**Ability to enter catastrophe contact information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	12	19.7	44.4	44.4
	somewhat satisfied	14	23.0	51.9	96.3
	not very satisfied	1	1.6	3.7	100.0
	Total	27	44.3	100.0	
Missing	do not use	28	45.9		
	System	6	9.8		
	Total	34	55.7		
Total		61	100.0		

**Access to Insurer Financial Data**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	8	13.1	42.1	42.1
	somewhat satisfied	10	16.4	52.6	94.7
	not very satisfied	1	1.6	5.3	100.0
	Total	19	31.1	100.0	
Missing	do not use	35	57.4		
	System	7	11.5		
	Total	42	68.9		
Total		61	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	35	57.4	61.4	61.4
	somewhat satisfied	22	36.1	38.6	100.0
	Total	57	93.4	100.0	
Missing	do not use	3	4.9		
	System	1	1.6		
	Total	4	6.6		
Total		61	100.0		