

**Florida Surplus Lines Service Office**

2000

**Annual Report**

# Board

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# FSLSO Staff

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## Florida Surplus Lines Service Office

**GARY PULLEN**, Executive Director

**CAROLYN DANIELS**, Assistant Director, Agent Relations

**SEAN FISHER**, Assistant Director, Outreach & Education

**MARK SHEALY**, Chief Financial Officer

**JIM DAY**, Database/Network Administrator

**KRISTEN BERTAGNOLLI**, Office Manager

**AMY BOGNER**, Public Information Specialist

**CATHY DURRANCE**, Variance Analyst

**JAMES FARMER**, Systems Programmer/Webmaster

**LISA FRENCH**, Insurance Analyst

**ERIC GIPSON**, Insurance Specialist

**FELICIA HARRIS**, Review Analyst

**JASON HAYNIE**, Accounting Assistant

**TERI LITTLEFIELD**, Senior Variance Analyst

**MATT WESTER**, Senior Insurance Analyst

# Chairman's Message



etermined to be the defining resource for surplus lines information in the state of Florida, the FLSO accomplished many projects related to its goals in the year 2000.

As the new incoming FLSO Chairman, I would like to take this opportunity to extend my appreciation to Bill Rambo, whose tenure as FLSO's Chairman has come to a close, but who was recently appointed Chairman Emeritus in October. His commitment and visionary foresight helped the FLSO to break new ground in technology via data submissions and led to other programs promoting the surplus lines industry.

As we progress and increase our visibility in the surplus lines industry, monumental tasks no longer seem impossible. We have undertaken an enormous responsibility of providing leadership, integrity and service to our customers and members. These responsibilities offer the FLSO the opportunity to pursue new methods of communicating effectively while maintaining excellent customer service. In this regard, we are proud of how our staff's initiative and action lead to problem-solving ideas. Many of these are evident in our everyday operations.

The FLSO focus is to provide better services through the use of technology, a general access to information, an enhancement of its internal operations and an increase in provisions for educational programs. There is no doubt that technology has become such a vital aspect in the notable success of FLSO's development that its benefits continue to surface and expand in scope. Admittedly, FLSO's technological advances surpass the standard norms of other state's stamping offices by its one-of-a-kind "paperless" process.

As you peruse our 2000 Annual Report, realize that we are fulfilling our obligations to the surplus lines industry in Florida with one-third of the workforce of other state stamping offices. With this perspective, you can fully understand the tenacity in which our staff and Board of Governors give to every demand and project. Exceptional quality of work is the standard at the FLSO.

The dedicated FLSO team inspires positive change in the surplus lines industry and is affiliated with so many of the wonderful programs instituted in the past year. I wish to congratulate and thank last year's Board of Governors, who freely contributed their time and effort.

I look forward to the wonderful opportunity of serving the FLSO and Florida's surplus lines industry in the coming year. Thank you for allowing me to serve as Chairman for your Florida Surplus Lines Service Office.

David Holcombe,  
Chairman

# Director's Message

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For the year 2000, the Florida Surplus Lines Service Office accomplished a variety of tasks related to technology, agent compliance and education. These endeavors helped FSLSO to complete its important responsibilities of serving Florida's surplus lines insurance industry.

Under the guidance of new leadership in David Holcombe, Chairman, we are excited and enthusiastic about achieving even more in the coming year. However, I would also like to send my warmest regards to outgoing Chairman, Bill Rambo, whose direction proved vital in moving FSLSO into the new millennium. He will continue to be a resource to the FSLSO in the capacity of Chairman Emeritus.

Through automation, our continual enhancements only benefit our operational and service successes. We are able to provide pertinent information to the Florida Department of Insurance and supply surplus lines market information to other interested parties. Last October, an enhanced version of the submission software was unveiled making it easier for our users to submit transactions.

Promoting credibility and encouraging member compliance, the FSLSO established and implemented an Agent Compliance Review Program. Aimed at ensuring compliance relative to the sales of surplus lines contracts, the program provides educational assistance where needed.

A proactive approach towards the education of our customers and members, the FSLSO expanded its list of valuable educational resources, such as videos, brochures, and a state-wide continuing education seminar offered free to our member agents.

The year 2001 is looked upon with both enthusiasm and anticipation regarding the increase and improvement in services we can provide to the industry and our customers. In an industry that may further be complicated by possible federal regulations, the FSLSO is working to promote a foundation for uniformity in managing those resources. We are continuing to re-evaluate our distribution methods to provide innovative methods for accessing market information, matching the right users with the right information.

We have accomplished many things together in the past three years, but our goals propel us forward as we attempt to exceed expectations. Our mission to promote a stable and financially strong surplus lines insurance market is at the heart of everything we do here at FSLSO.

Finally, your suggestions to improve our services and programs lend credibility to the concept of teamwork. With your help, we can fulfill our obligations to you and the industry, making Florida's surplus lines market the best in the nation.

Gary D. Pullen  
Executive Director



# Mission

The FLSLO will promote a stable, efficient and financially strong surplus lines insurance market in Florida.

# Goals

- Protect consumers seeking insurance in this state.
- Permit surplus lines insurance to be placed with approved surplus lines insurers.
- Maintain a self-regulating organization that will promote and permit orderly access to surplus lines insurance in Florida.
- Enhance the number and types of insurance products available to consumers in Florida.
- Provide a source of advice and counsel for the benefit of consumers, surplus lines agents, insurers and government agencies, concerning the operation of the surplus lines insurance market.
- Protect the revenues of the state.

- Florida ranks 3rd nationally in the volume of total surplus lines premiums written.
- There are 162 eligible surplus lines insurers, 42 alien insurers and 120 foreign insurers in Florida.
- FLSLO was established by the Florida Legislature on Oct. 1, 1997, under the "Dana Roehrig Act."
- Quarterly newsletter is The Advisor
- Internet Address: [www.fslso.com](http://www.fslso.com)
  - 30,609 visitor sessions to Web site in 2000
  - Offers free downloadable files (news releases, bulletins, forms, market and trend reports, Florida Statutes, etc.)
  - FAQ (frequently asked questions) section
  - Online Agent Software Tutorial
  - First and only state to implement electronic collection of policy data from surplus lines agents and insurers
- Received:

• 21,054 Internet submissions	• 1,130 Diskette submissions
1 <sup>st</sup> quarter - 5,004	1 <sup>st</sup> quarter - 355
2 <sup>nd</sup> quarter - 5,247	2 <sup>nd</sup> quarter - 283
3 <sup>rd</sup> quarter - 5,397	3 <sup>rd</sup> quarter - 291
4 <sup>th</sup> quarter - 5,406	4 <sup>th</sup> quarter - 201

  - 976,116 transactions from member agents in 2000
  - On average, 85 submissions per day
- Processed 703,007 policies in 2000
- Has 15 employees with more than 150 combined years of insurance experience
- Total reported taxes by member agents - \$48,592,286
- Permanent office in Tallahassee
- Toll-free assistance: 1-800-562-4496

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# Services

## REPRESENTATION



All surplus lines agents in Florida are members of the FLSO as a condition of holding a surplus lines agent's license. For this reason, it is important that all of our members, as well as others in the surplus lines industry, receive the best possible representation from this office.

The FLSO accomplishes this task through affiliations with prominent organizations, such as the National Association of Professional Surplus Lines Offices (NAPSLO), American Association of Managing General Agents (AAMGA), National Association of Insurance Commissioners (NAIC), and the Florida Surplus Lines Association (FSLA).

The FLSO is recognized as a valuable resource of information and expertise, as noted by our involvement on issues affecting the surplus lines industry with the Florida Legislature and other regulatory agencies. No legislative revisions applicable to the FLSO were adopted in the year 2000, but work continued on issues, such as the reporting of Independently Procured Coverage (IPC) and the proactive stance FLSO has taken on defining manual procedures to review and report identified premiums. These issues will be addressed in the 2001 Legislative session.

The relationship with the Florida Department of Insurance (DOI) has afforded the FLSO with the opportunity to consult on numerous state public policy issues affecting the surplus lines community. By sharing and contributing information to legislative staff and leaders in the industry, such as research on nursing home liability coverage, the FLSO is able to indirectly have an impact on issues affecting the insurance industry as a whole. This information was used to demonstrate the availability and cost of coverage to a market that has diminished in capacity. Influencing new or emerging markets could be advantageous to the surplus lines industry.

Another example of representation through information sharing is the FLSO's Quarterly Supplemental Reports (QUASR) system. It was created in direct response to a request from regulators to help monitor the residential property insurance market in Florida. FLSO's QUASR offers surplus lines supplemental residential market information that was not previously available. Reports are supplied to regulators on a quarterly basis reflecting this information.

At local and national events and with other insurance organizations, the FLSO is a visible source of information regarding surplus lines insurance. In 2000, the FLSO participated in conferences hosted by NAPSLO, NAIC, FSLA, the Florida Association of Insurance Agents (FAIA), Florida Council of the National Association of Insurance Women (NAIW) and a statewide industry conference hosted by Insurance News, a weekly insurance trade publication.

In conjunction with other state's surplus lines associations, the FLSO addressed the leaders at the NAIC concerning the proposed "NAIC Producer Licensing Model Act" and the conflicts surplus lines agents will experience as a result if this Act is adopted. As a collective group, all efforts are focused on the surplus lines non-resident licensing issue and how it pertains to the multi-state licensing environment. Eventually, this Act will have a direct bearing on Florida's future and advance action speaks volumes about FLSO's commitment level to the surplus lines industry.



## TECHNOLOGY

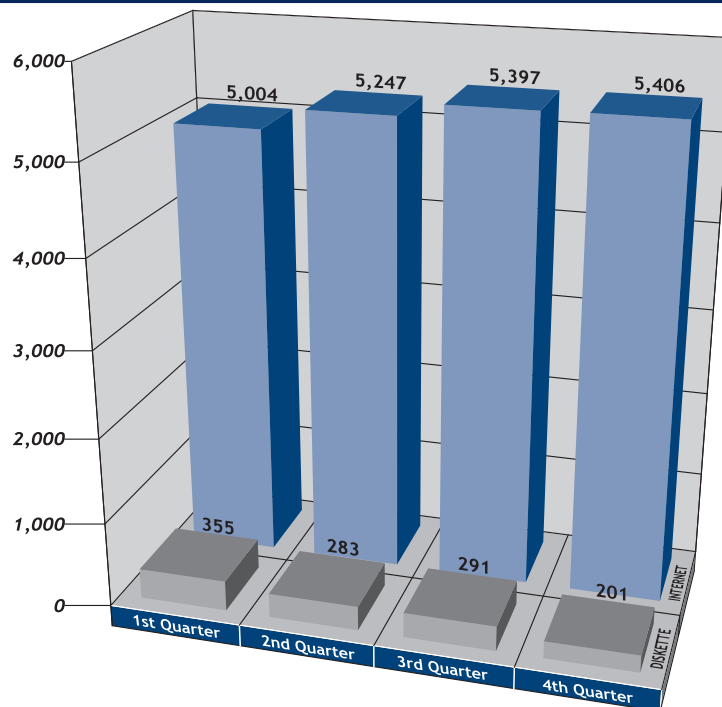
**P**roudly, Florida is the first and only state to implement electronic collection of policy data from surplus lines agents and insurers. As we strive to perfect the “paperless office” concept through innovative submission software, the FLSO is determined to provide exceptional service via this electronic format. A forward progression into developing products utilizing the information superhighway continues to positively impact the cost-effectiveness of this process. For 2000, the FLSO processed 703,007 policies representing 976,116 transactions. Compared to 1999’s figures for diskette and Internet submissions, there was an overall increase of 1,698 Internet submissions and a 520 reduction in diskette submissions for 2000. These figures clearly demonstrate the increased conversion of businesses to electronic media. Effective Oct. 1, 2000, all insurers, agents and adjusters were required to begin using the new 2.0 version of the submission software. Approximately 1,000 compact disks were mailed to users and an estimated 200 applications were downloaded via the FLSO Web site.

In an effort to improve the efficiency of the submission software, effective business rules were programmed into the software as a means to identify and eliminate reporting errors. Verification of agent licensure and approved companies are among examples of the many business rules put into place. Additionally, a 21-day filing rule was incorporated into the submission software to account for and recognize late filings.

Users attempting to file submissions after Oct. 1 utilizing the previous software version could receive a rejection for all files submitted. As a precautionary measure and to prepare

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### Diskette and Internet Submissions





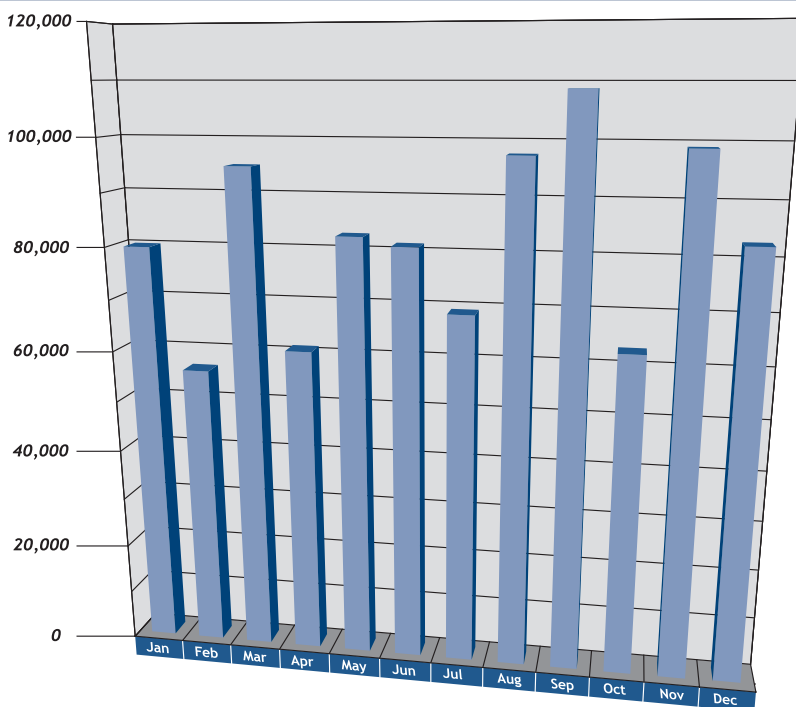
for this potential disruption to service, a successful awareness campaign targeting the release of the software was developed. Through eNews bulletins, *The Advisor* newsletter and the teleconference video training, FLSO was able to effectively promote the Oct. 1 deadline in advance and minimize the risks to all users. As Oct. 1 arrived and the transition phase began, the Information Technology staff stood ready to assist anyone who experienced problems with the software or needed help with installation. Due to the awareness campaign and professional assistance offered by staff members, the deadline passed and users experienced a smooth transition. The submission software release also provided the data foundation for FLSO's QUASR and various market and trend reports for availability via the FLSO Web site in 2001.

Looking ahead to the future, the Information Technology staff developed a three-year Strategic Plan to identify and assess FLSO's technology needs. This plan summarizes how the technology section will react to an ever-changing business environment and the proactive measures being taken to help FLSO flourish for many years to come. It includes a review of the FLSO's organizational mission and vision statements, as well as an environmental scan of potential threats and opportunities. Four key strategic areas addressing this plan involve research and development, education, information, and operations.

Aside from new electronic offerings, the FLSO still provides access via its Web site to the Software User's Manual, market trends, Florida Statutes, FAQ (frequently asked questions), exportable submission file formats, eNews bulletins, archived *Advisor* newsletters, news releases, forms and much more.



## Transactions Processed per Month



MONTH	TRANSACTIONS
JAN	79,858
FEB	56,284
MAR	94,989
APR	60,943
MAY	82,748
JUN	81,146
JUL	69,100
AUG	97,494
SEP	108,706
OCT	63,078
NOV	98,985
DEC	82,785
<b>TOTAL</b>	<b>976,116</b>

## EDUCATION



he FLSO offered a wide variety of educational opportunities, programs and materials in 2000. An expansion of these services will be realized in the coming years as plans for education increase in focus.

In September of 2000, the FLSO contracted with FAIA to co-produce a professional video containing the information necessary for continuing education requirements and offered it in 10 locations statewide. More than 370 attendees participated in this video training. Numerous issues were discussed pertaining to the agent software, Surplus Lines Law, and common submission filing errors. This training was offered free to member agents and their staff members. Overall, the training received complimentary evaluations from those who attended, which will be useful for improving next year's continuing education course.

A diligent educational effort resulted in the development of such items as the agents' compliance brochure, a conference display booth, Surplus Lines Exam Study Manual, "Insuring the Uninsurable" consumer video and a speaker's bureau. Combined with the existing products presently available, these newly developed resources provide additional tools promoting and educating the surplus lines marketplace in Florida.

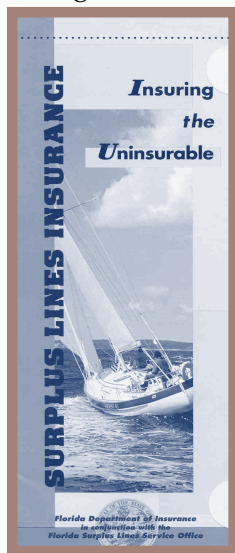


Increasing awareness of the Surplus Lines Law led to an initiative for the FLSO to expand the study guide for state surplus lines license examinations. Adopting course material from the Insurance Institute of America, along with a comprehensive review of Florida's Surplus Lines Law, this study guide was completed by the FLSO in Dec. 2000. A volunteer agent committee reviewed and edited the study guide prior to its submission to DOI. Once DOI has finalized the study guide, the license exam will

be revised to include questions from the new material and the study guides will be published for distribution to prospective licensees.

The 2000 inaugural debut of the conference display booth at several different conferences elicited positive responses from both members and non-members. Conference attendees were able to visit, obtain informational literature and personally speak with our staff members at three separate sites - the Insurance Super Show, Florida Association of Insurance Agent's Conference and the Florida Council of the National Association of Insurance Women's Conference. Educational items designed to create awareness of FLSO and its services were distributed free of charge during these conferences.

The FLSO provided information related to the surplus lines industry by issuing press releases and news articles to the Florida Underwriter, Insurance News, Unite, Agents Confidential, Professional Agent Magazine, Professional Insurance Agent's newsletter and the Agent Intercom. Speeches relevant to surplus lines agents, the industry and consumers were written and provided on CD-ROMs to the DOI's Consumer Services Division for distribution to their statewide field offices, in hopes of gaining more outreach opportunities on the topic of surplus lines insurance.



**...the Agent Compliance Review program was unveiled as an opportunity to both educate and inform members of the laws pertaining to the surplus lines industry.**

Early in November, FLSO's Agent Compliance Review program was unveiled as an opportunity to both educate and inform members of the laws pertaining to the surplus lines industry. Contracted analysts visit member agents and review a number of policies facilitating compliance with the law. As it expands in scope, every member agent will be visited and undergo this interaction with our analysts. For those already reviewed, it has been a positive and rewarding experience.

The FLSO continued to update and offer its educational offerings and still provides the following materials: *The Advisor* newsletter, "Insuring the Uninsurable" brochure and video, and the Surplus Lines Agent's Procedures Manual.

## INFORMATION



ommunication of information plays an important role at the FLSO, and equally important, is the distribution of that information. Information is given in various formats, therefore, the FLSO is always cognizant of the fact that any information distributed should be both reliable and accurate.

DOI specifically requested information from the FLSO to assist in providing a clearer picture of the residential property insurance market in Florida. Programming changes were made in the FLSO Management System and agent software to facilitate the collection and reporting of the QUASR data. The following categories added increased functionality to QUASR: county of risk, coverage type, policies in force, policies cancelled, new policies written, policies that exclude wind coverage, total dollar value of structural exposure under policies that include wind coverage, and total premiums written. With this supplemental market information on policies, trending of the historical data is available for further analysis and review.

## MARKETPLACE MONITORING



uilding credibility within and for the surplus lines industry remains a top priority for the FLSO. By monitoring the surplus lines marketplace through the agent and insurer data submissions, we can facilitate compliance with the laws and rules governing Florida's surplus lines community.

Assessing market information is performed through the receipt and review of policy transactions, policy record maintenance, and tax verification and collection. All of these functions are the primary responsibilities of the FLSO Management System. This system is the foundation from which the FLSO performs its everyday activities, such as receiving information submitted by agents and insurers, analyzing and creating reports, accepting or rejecting submissions, sending confirmation responses, and performing numerous other tasks vital to the performance of this office.

Technology is certainly a key component in maintaining our leadership position in the industry. Although technology is used for data collection, another useful feature emerged as a result of this process. The FLSO established a precedent with the introduction of variance reporting. An experienced staff was hired to begin discerning variances in the data submissions collected from agents and insurers. Enhancing regulatory performance surfaces as the resulting benefit of the variance analysis reporting. Now, Florida stands alone nationally as the only surplus lines office capable of accomplishing this impressive technological feat. This is one of our most impressive achievements for the year 2000.

A closer inspection of all submitted insurer and agent policy information is conducted to find variances and disparity relevant to the reported information. It also provides additional verification that all taxes and service fees have been paid to the correct source.

Three components are used by the Management System when matching insurer and agent policy submissions. They are policy number, effective date and premium amount. If these three components do not correlate, then a variance is detected with the data. Many of these variances are minimal and the party submitting the information is contacted and asked to correct the erroneous data. However, some variances require further investigation and review. If the variance is substantial, it may occur because of unreported premiums, taxes or service fees. In this case, action is taken to obtain the missing data or funds.

**Exceptional attention to detail by the variance staff uncovered a \$5 million discrepancy in unreported premiums resulting in the collection of more than \$300,000 in taxes and interest in 2000.**

Exceptional attention to detail by the variance staff uncovered a \$5 million discrepancy in unreported premiums resulting in the collection of more than \$300,000 in taxes and interest in 2000. These efforts continue to ensure fairness and conformity with the law by all parties involved in a surplus lines transaction.

## ASSISTANCE



As evidenced by the 30,609 visits to our Internet Web site in 2000, notwithstanding the calls received by our staff, assistance is recognized by FLSO as the epitome of quality customer service.

Florida ranks third nationally in the volume of surplus lines placements and still only maintains one-third of the comparable workforce of other state's stamping offices. Fifteen qualified and experienced staff members have more than 150 years in the insurance field, thus conveying a high level of expertise.

Assistance is provided in numerous ways. For example, all members receive a monthly transaction report denoting a detailed list of their submissions to the FLSO. These reports provide agency staff with the assistance of reconciliation of tax and fee payments. Interaction and assistance may be conducted through a toll-free phone service or through the FLSO Web site, which contains a vast amount of information and allows users to access staff members via e-mail. The FLSO stresses the accessibility and friendliness of its staff in helping those who seek our assistance.

When a new surplus lines agent is confirmed by the FLSO, we feel the next step is important and that our initial contact with the agent should be meaningful and worthwhile. The new agent receives a packet from the FLSO containing vital information necessary for them to properly perform their duties. This includes information on the FLSO, an Agent's Procedures Manual, copy of the Agent Software program and where they can find assistance and locate various materials.

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All of these services comprise the various ways in which we provide assistance and fulfill our mission.

**"Serving Florida's Surplus Lines Community"**

# Finance



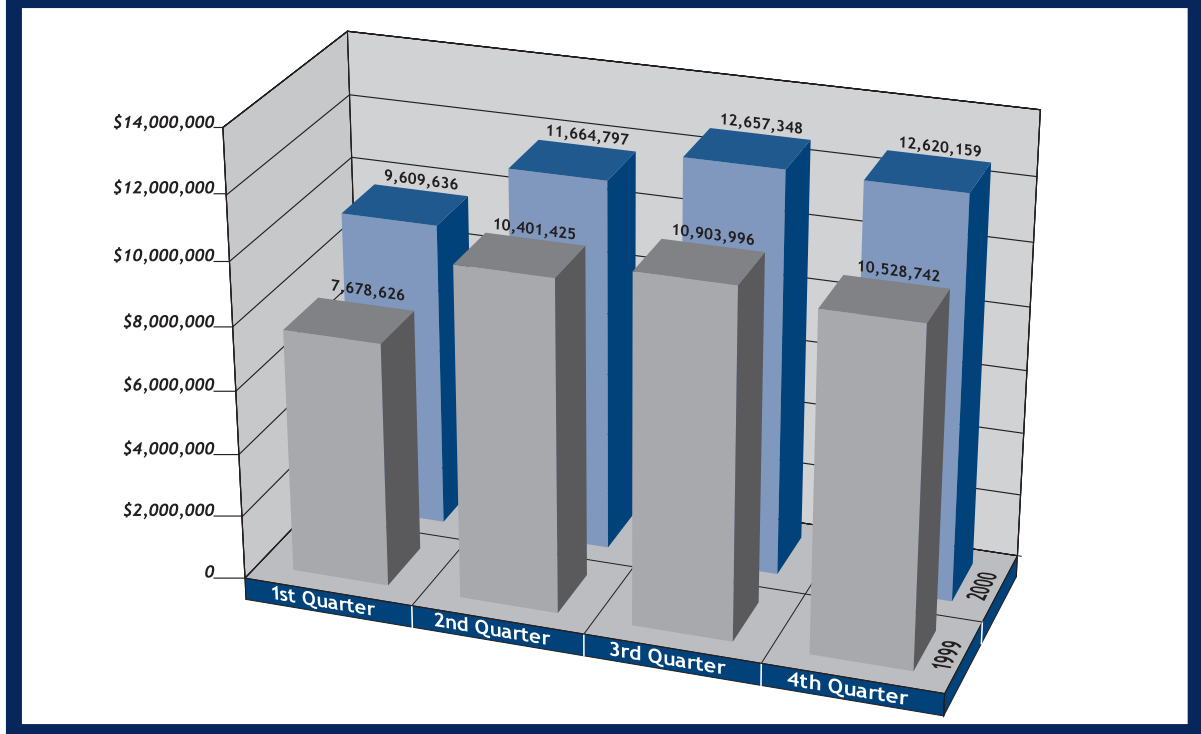
The FLSO experienced another successful year of operations during fiscal year 2000. The Service Office received, reported and billed premium subject to taxes and fees in the amounts of \$46,551,940 and \$2,939,262 respectively, for the year ending Dec. 31, 2000. The following graphs represent what was billed with respect to the taxes and fees on a quarterly basis during 2000.

During the year ending December 31, 2000, the FLSO generated \$2,966,817 in revenues, an increase of \$460,523 more than in the previous year. With respect to the operating expenses, the Service Office spent \$2,003,076 during the year ending December 31, 2000, an increase of \$472,041 more than the 1999 amount of \$1,531,035.

Revenues and expenditures created an increase in net assets of \$963,741 for the year ending December 31, 2000. This increase compares favorably against the change in net assets reported in 1999 of \$975,259. The net assets represent a drastic change from the financial position as of January 1, 1999, with a deficit of \$345,684 to the year-end 2000 position with a surplus of \$1,593,316. These two years also reflect another important



## FLSO Generated Taxes

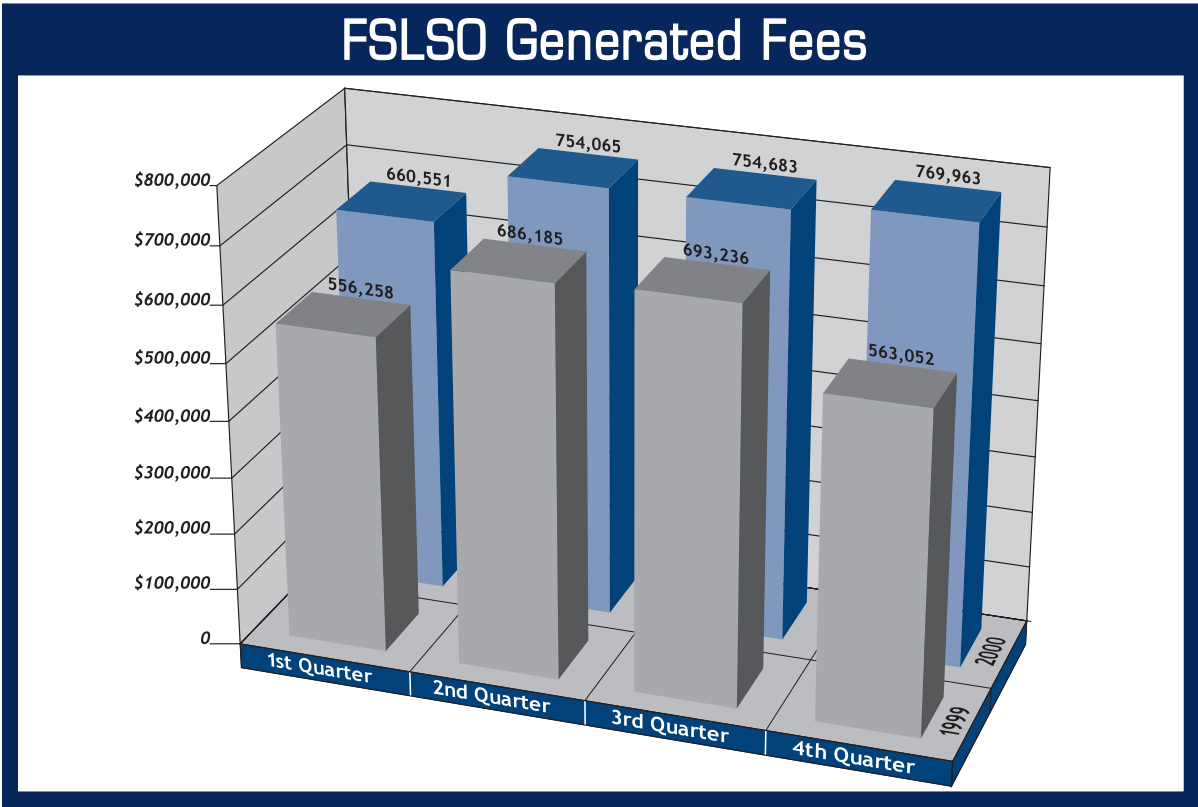


change in the FLSO's status, as it began as a start-up dependent entity in the beginning of 1999 to a healthy stand-alone association by the end of 2000. It is our belief that a strong surplus lines market and frugal management are the major factors contributing to this accomplishment.

The FLSO was able to reach another milestone during 2000 by extinguishing the debt associated with the start-up line of credit. FLSO made payments of \$500,000 during 2000. The original debt amount of \$1.5 million was established in 1998.

Responsibility for the integrity and objectivity of the financial information presented in this Annual Report rests with the FLSO management. The Statement of Financial Position is in conformity with generally accepted accounting principles (GAAP) used in the United States.

FLSO retains independent accountants to audit its financial statements (see page 16). The annual independent audit of the FLSO's books and records are available upon request for members to review.



# FINANCIAL STATEMENTS as of December 31, 2000

## STATEMENT OF FINANCIAL POSITION

### Assets

#### Current Assets:

Cash and cash equivalents	\$	1,283,617
Accounts receivable		14,513
Prepaid expenses		12,021
Total current assets		1,301,151
Furniture, equipment and leasehold improvements, net		460,467
Deposits		9,225
Deferred loan costs		-
<b>Total assets</b>	<b>\$</b>	<b>1,779,843</b>

### Liabilities and unrestricted net assets

#### Current liabilities:

Accounts payable and accrued expenses	\$	186,527
Note payable		-
Capital lease payable		-
Total current liabilities		186,527

#### Unrestricted net assets:

Undesignated		759,983
Board designated		833,333
Total unrestricted net assets		1,593,316
<b>Total liabilities and unrestricted net assets</b>	<b>\$</b>	<b>1,779,843</b>

## STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

### Changes in unrestricted net assets

#### Revenues:

Service fees	\$	2,939,262
Interest and other income		27,555
Total revenues		2,966,817

#### Expenses:

General and administrative expense		1,752,904
Depreciation		250,172
Total expenses		2,003,076

#### Increase in unrestricted net assets

		963,741
Net assets (liabilities) at beginning of year		629,575
<b>Net assets at end of year</b>	<b>\$</b>	<b>1,593,316</b>

## STATEMENT OF CASH FLOWS

### Operating activities

Increase in unrestricted net assets	\$	963,741
Adjustments to reconcile increase in unrestricted net assets to net cash provided by operating activities:		
Depreciation		250,172
Changes in operating assets and liabilities:		
Accounts receivable		(8,560)
Prepaid expenses		3,769
Deferred loan costs		2,727
Deposits		-
Accounts payable and accrued expenses		105,585
Net cash provided by operating activities		1,317,434

### Investing activities

Purchases of furniture and equipment		(75,743)
Purchases of computer software		-
Net cash used in investing activities		(75,743)

### Financing activities

Principal payments on note payable		(500,000)
Principal payments on capital lease payable		(14,932)
Net cash used in financing activities		(514,932)
Net increase in cash and cash equivalents		726,759
Cash and cash equivalents at beginning of year		556,858
<b>Cash and cash equivalents at end of year</b>	<b>\$</b>	<b>1,283,617</b>



# Audit Report

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**Thomas Howell**  
**Ferguson P.A.**

▲ Certified Public Accountants  
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Tallahassee, FL 32317-4569

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email: thf@epa.com

## Report of Independent Auditors

### **The Board of Governors** **Florida Surplus Lines Service Office:**

We have audited the accompanying statements of financial position of Florida Surplus Lines Service Office (the "Service Office") as of December 31, 2000 and 1999, and the related statements of activities and cash flows for the years then ended. These financial statements are the responsibility of the Service Office's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Surplus Lines Service Office at December 31, 2000 and 1999, and the changes in its net assets and its cash flows for the years ended in conformity with generally accepted accounting principles.

March 1, 2001

## Top 25 Insurers by Premium Reported

<u>INSURER</u>	<u>Total Premium</u>
Lloyd's Underwriters At. London. Sponsoring Syndicate.	\$ 227,052,108
Lexington Insurance Company	84,944,324
Scottsdale Insurance Company	71,528,803
General Star Indemnity Company	47,269,824
Royal Surplus Lines Insurance Company	35,614,356
United National Insurance Company	26,972,616
USF&G Specialty Insurance Company	24,790,406
CNA Reinsurance Company Limited	19,327,068
Essex Insurance Company	18,792,046
American Equity Insurance Company	18,607,765
Westchester Surplus Lines Insurance Company	17,778,497
Pacific Insurance Company, Limited	17,366,771
Evanston Insurance Company	16,656,366
Empire Indemnity Insurance Company	13,484,100
Interstate Fire & Casualty Company	12,888,267
Colony Insurance Company	12,328,957
Safeco Surplus Lines Insurance Company	12,031,595
Terra Nova Insurance Company	10,924,957
St.Paul Reinsurance Company, Limited	10,446,502
Voyager Indemnity Insurance Company	8,756,476
Caliber One Indemnity Company	8,186,768
American International Specialty Lines Insurance Co.	8,178,543
General Agents Insurance Co. of America	8,090,711
Mt. Hawley Insurance Company	7,930,009
Penn-America Insurance Company	7,886,914
<b><u>TOP 25 INSURER TOTALS</u></b>	<b>\$ 747,834,749</b>

These twenty-five insurers wrote 81 percent of the total premium volume for the 2000 reporting period.

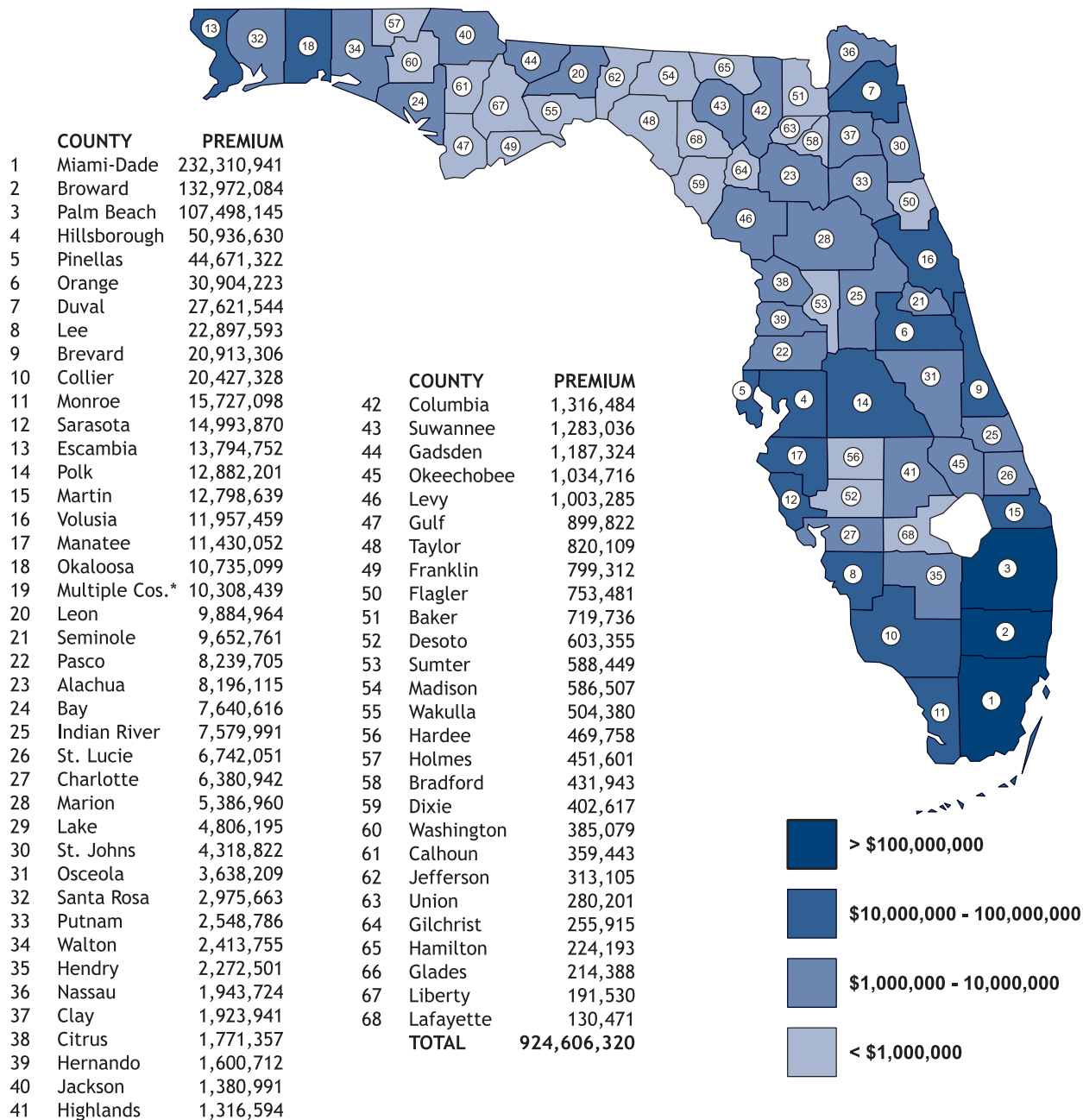
## Top 25 Coverages by Premium Reported

<u>COVERAGE CODE</u>	<u>Total Premium</u>
1000 - Commercial Property	\$ 254,195,011
5000 - Commercial General Liability	147,851,439
1005 - Commercial Package (Property & Casualty)	133,869,051
2002 - Homeowners-HO-3	115,793,900
2009 - Dwelling Property	18,429,370
7003 - Miscellaneous E&O Liability	16,770,487
2005 - Condo Unit-Owners HO-6	16,027,087
5001 - Commercial Umbrella Liability	13,621,438
1010 - Flood	10,233,178
1013 - Windstorm &/or Hail	10,126,904
2006 - Homeowners-HO-8	9,823,533
1200 - Accident & Health	9,405,464
8002 - Commercial Auto Physical Damage	9,040,347
5005 - Employment Practices Liability	8,950,054
5002 - Directors & Officers Liability (Profit)	7,870,353
6001 - Miscellaneous Medical Professionals	7,609,011
4003 - Jewelers Block	6,806,263
8004 - Garage Liability	6,134,647
5006 - Excess Commercial General Liability (Not Umbrella)	6,012,571
2011 - Mobile Homeowners	5,915,208
7002 - Lawyers Professional Liability	5,656,759
3006 - Personal & Pleasure Boats & Yachts	5,606,501
7000 - Architects & Engineers Liability	5,419,463
1003 - Apartments (Commercial)	4,921,958
6003 - Physician/Surgeon	4,920,554
<b><u>TOP 25 COVERAGE TOTALS</u></b>	<b>\$ 841,010,551</b>

These twenty-five coverages represent 91 percent of the total reported premium for the 2000 reporting period.

# 2000 Premiums by County

The FLSO has 780 member agents, of which 424 submitted business in 2000.



\* This includes one or more counties as reported



# FLORIDA SURPLUS LINES

● SERVICE OFFICE ●

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