

2016

# Florida Surplus Lines Service Office

3Q16 REPORT

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## FLORIDA MARKETPLACE ACTIVITY

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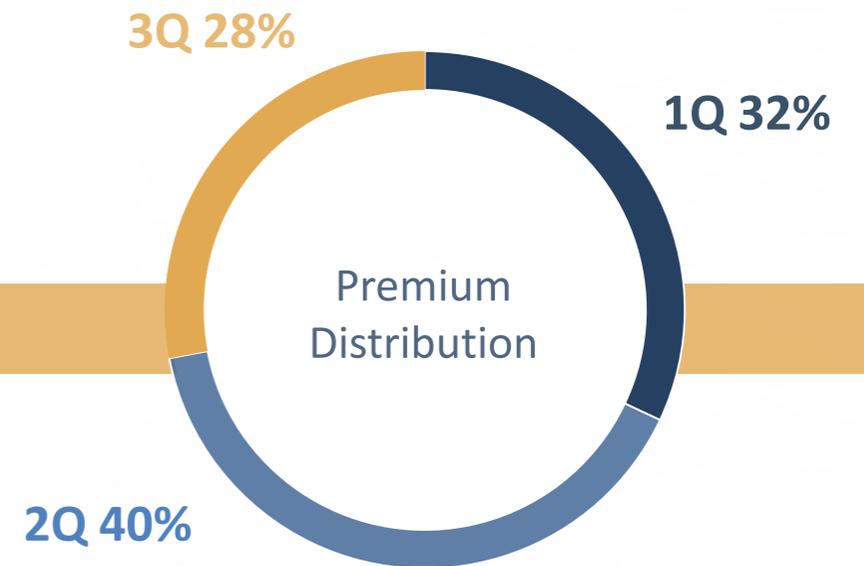
The mission of FLSO is to facilitate compliance. The Service Office not only helps protect consumers seeking insurance in this state, but our work permits surplus lines insurance to be placed with approved surplus lines insurers as well as help provide orderly access to surplus lines insurance in this state. The transaction, policy and premium comparisons reported herein are extracted from data submissions received by FLSO and the Surplus Lines Clearinghouse from surplus lines agents,

agencies, independently procured coverage (IPC) filers and insurers. This data is inclusive of multistate policy information where Florida is recognized as the home state in accordance with the provisions of the Nonadmitted and Reinsurance Reform Act (NRRRA). This data is based upon policy transactions submitted between 07/01/16 and 09/30/16 and is current as of 10/01/16. All figures have been rounded to the nearest dollar amount.

# FLORIDA MARKETPLACE

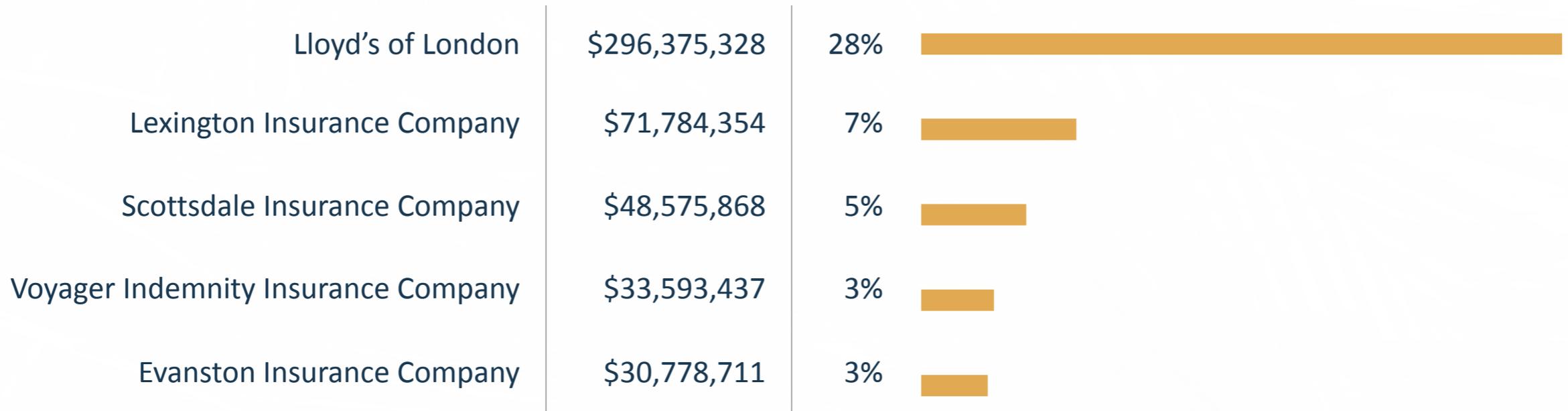
## POLICIES & PREMIUM

	3Q TOTAL	YTD
Policies	247,803	769,785
Premium	\$1,077,247,294	\$3,895,131,424



# FLORIDA MARKETPLACE

## TOP INSURERS BY PREMIUM



Percentages represented above are that of total premium in 3Q16.

# FLORIDA MARKETPLACE

## TOP COVERAGES BY PREMIUM

	Premium	Policy Count	% of Total Premium	
Commercial Property (1000)	\$272,937,059	27,754	25%	
Commercial General Liability (5000)	\$198,532,650	47,835	18%	
Homeowners-HO-3 (2002)	\$78,595,766	28,782	7%	
Commercial Package (1005)	\$74,557,068	20,266	7%	
Collateral Protection (Force Placed Coverage) (1017)	\$45,349,416	76	4%	

Percentages represented above are that of total premium in 3Q16.

# FLORIDA MARKETPLACE

## AGENT ACTIVITY

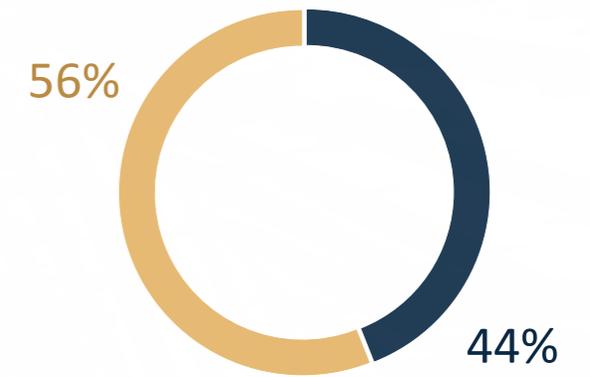


### LICENSED AGENTS



**Total Licensed: 1,845**

### REPORTING AGENTS



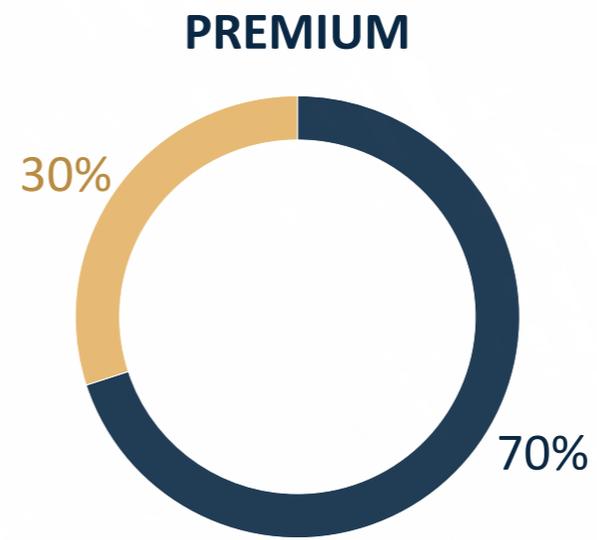
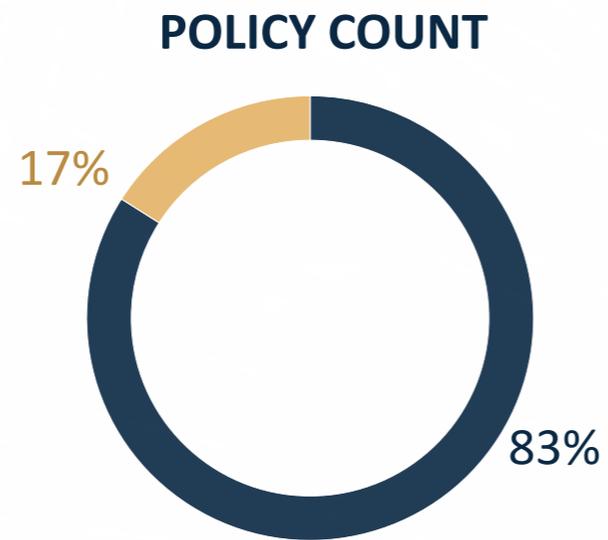
**Total Reporting: 911**

- Resident
- Non-Resident

The above data is inclusive of FLSO agent policy information only.

# FLORIDA MARKETPLACE

## AGENT ACTIVITY



- Resident
- Non-Resident

The above data is inclusive of FLSO agent policy information only.

# MARKETPLACE MONITORING

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## MONITORING THE MARKETPLACE

To ensure fairness and conformity with the Florida surplus lines law, FLSO monitors and evaluates agent, insurer and independently procured coverage (IPC) data submissions. Our Compliance Review and Premium Reconciliation programs help ensure that Florida licensed agents comply with Florida's laws relative to the sale of surplus lines insurance and measure the quality of service provided in the surplus lines marketplace.

### COMPLIANCE REVIEW

Compliance reviews are generally completed on agents once every 3 years and include a basic verification of information such as the policy premiums, tax, fee and assessment calculations, production ledgers, statutorily required disclaimers, diligent effort forms, etc.

### PREMIUM RECONCILIATION

Premium reconciliation helps ensure that all taxes and revenues have been submitted in accordance with Florida Statute. The premium reconciliation process compares data submitted by surplus line agents and independently procured coverage (IPC) filers with the data being submitted by surplus lines insurers.

# MARKETPLACE MONITORING

## COMPLIANCE REVIEW

	3Q	YTD
Compliance Reviews	98	253
Policies Reviewed	5,082	10,788
Transactions Reviewed	5,747	12,660
Unfiled Transactions	554	965
Agents with Unfiled Transactions	39	80
Industry Grade	98%	98%
Unfiled Premium	\$3,058,380	\$5,058,717
<b>Taxes, Service Fees, Assessments, and Penalties Recovered</b>	<b>\$176,173</b>	<b>\$294,248</b>

# MARKETPLACE MONITORING

## PREMIUM RECONCILIATION

	3Q	YTD
Manually Reconciled Transactions	7,408	16,708
Number of Unfiled Transactions	151	347
Unfiled Premium	\$21,962,012	\$48,310,726
<b>Taxes, Service Fees, Assessments, and Penalties Recovered</b>	<b>\$431,093</b>	<b>\$1,073,252</b>

# MARKETPLACE MONITORING

## FINANCIAL SERVICES

	Number of Agent Invoices	Agent Total	Number of IPC Invoices	IPC Total
FLSO Service Fee	987	\$1,475,063	353	\$10,939
DFS Tax	968	\$47,245,687	346	\$343,671
DEM EMPA	470	\$325,791	32	\$118
Citizens	178	-\$8,168	9	\$9,145
FL Hurricane Cat Fund	186	\$63,474	13	\$2,584
<b>3Q16 TOTAL</b>	<b>2,789</b>	<b>\$49,101,847</b>	<b>753</b>	<b>\$366,457</b>

2,721 Payments Reconciled  
Agent 2,518    IPC 203

## EDUCATION & OUTREACH

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FSLSO is committed to providing timely news and information to our customers to help them make sound and effective decisions. We do this in a number of ways, including but not limited to classroom and online education, webinars, social media, websites and electronic news.

Along with outreach efforts to promote a conversation between FSLSO and its customers, we believe that promoting quality education to our members is the path to promoting both a

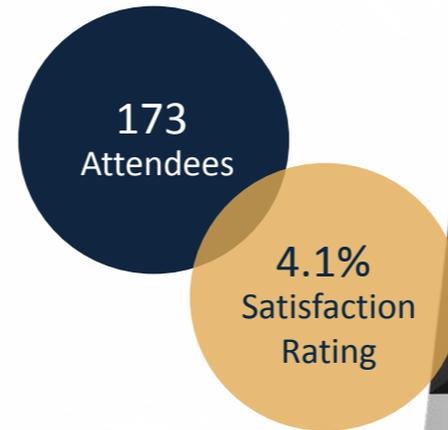
statutorily compliant market and healthy consumer protection. Using in-person and online methods, FSLSO offers a variety of education opportunities, programs and materials to the Florida surplus lines community.

FSLSO also attend various industry conferences and roundtable discussions in order to remain on the forefront of developments in the state and national surplus lines marketplace.

# EDUCATION & OUTREACH

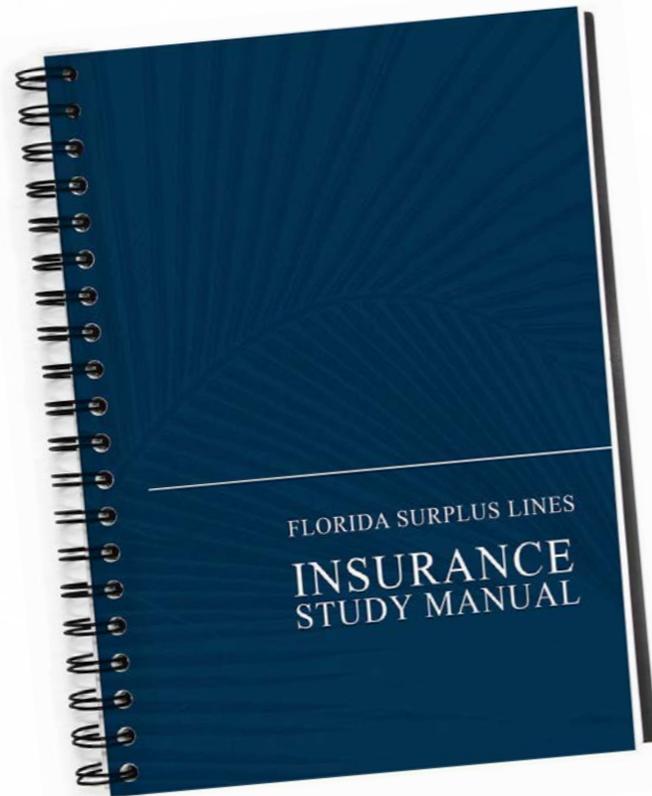
## COMMUNICATION

3Q	YTD	
43	100	Online education accounts
74	246	Florida Surplus Lines Insurance Study Manuals
0	34	Pre-Licensing Courses
21	55	Surplus lines courses
74	288	Electronic newsletters
5 hrs	15 hrs	Continuing Education



# EDUCATION & OUTREACH

Florida Surplus Lines Insurance Study Manual and Pre-Licensing Course



# EDUCATION & OUTREACH

## WEBSITE

### WEB PAGE

Tax/Fee/Assessment Estimator

Home Page

Market Data Reports

Agent Procedures Manual

Insurer Financials

### PAGE VIEWS

59,798

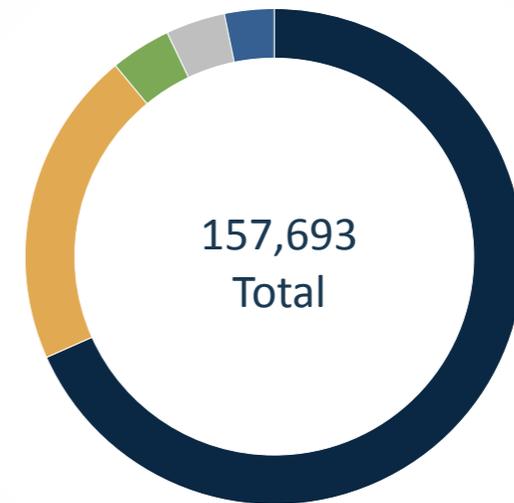
18,075

3,444

3,371

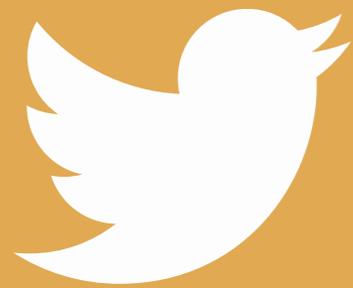
2,813

### WEB PAGE VIEWS



# EDUCATION & OUTREACH

## SOCIAL MEDIA



**7,409**  
TWEET IMPRESSIONS

**22,695**  
YTD



**2,019**  
YTD



**1,674**  
YTD

Florida Surplus Lines Service Office

[fslso.com](http://fslso.com)

A large, semi-transparent circular watermark logo is centered on the right side of the page. It features three palm trees of varying heights in the upper half and the letters 'FSLSO' in a serif font in the lower half.