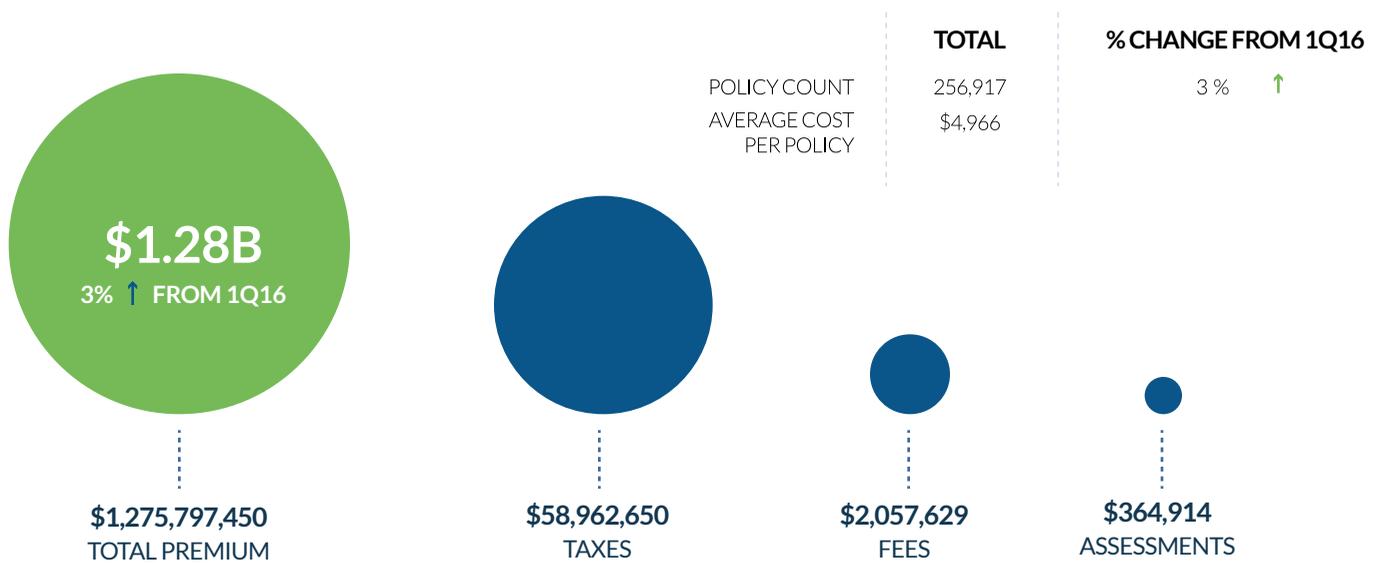




# 1Q17 REPORT

florida surplus lines service office

**/ FLORIDA MARKETPLACE ACTIVITY**



**/ TOP INSURERS BY PREMIUM**

1Q17 RANK	INSURER	PREMIUM	PERCENT OF TOTAL PREMIUM	1Q16 RANK
1	LLOYD'S UNDERWRITERS AT LONDON	\$341,273,923	27%	1
2	LEXINGTON INSURANCE COMPANY	\$97,174,949	8%	2
3	SCOTTSDALE INSURANCE COMPANY	\$50,238,136	4%	3
4	INDIAN HARBOR INSURANCE COMPANY	\$32,327,048	3%	25
5	VOYAGER INDEMNITY INSURANCE COMPANY	\$31,929,520	3%	16

**/ TOP COVERAGES BY PREMIUM**



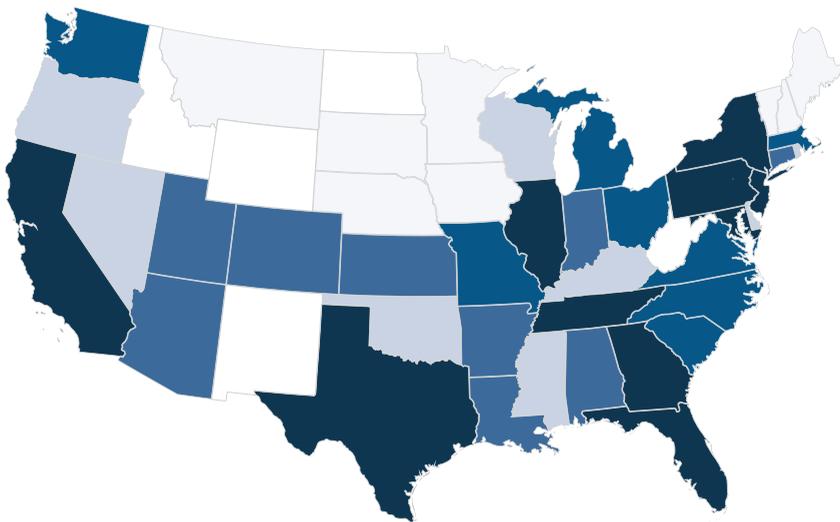
## / AGENT ACTIVITY

THE BELOW DATA IS INCLUSIVE OF FLSO AGENT POLICY INFORMATION ONLY



## / FLORIDA REPORTED PREMIUM BASED ON AGENT LOCATION

THE BELOW DATA IS INCLUSIVE OF FLSO AGENT POLICY INFORMATION ONLY



### TOP TEN STATES

AGENT STATE	PREMIUM	# OF AGENTS
FLORIDA	\$848,756,528	396
GEORGIA	\$112,295,599	50
PENNSYLVANIA	\$47,736,842	31
CALIFORNIA	\$28,860,406	38
NEW YORK	\$27,442,292	31
MARYLAND	\$21,795,702	6
NEW JERSEY	\$20,697,817	33
ILLINOIS	\$16,976,184	41
TENNESSEE	\$11,688,424	8
TEXAS	\$11,122,822	51

## / MARKETPLACE MONITORING

### COMPLIANCE REVIEW

COMPLIANCE REVIEWS	83
POLICIES REVIEWED	3,997
TRANSACTIONS REVIEWED	4,622
UNFILED TRANSACTIONS	361
AGENTS WITH UNFILED TRANSACTIONS	25
INDUSTRY GRADE	97.21%
UNFILED PREMIUM	\$3,741,795

TAXES, SERVICE FEES, ASSESSMENTS & PENALTIES RECOVERED **\$115,997**

### PREMIUM RECONCILIATION

MANUALLY RECONCILED TRANSACTIONS	4,337
UNFILED TRANSACTIONS	83
UNFILED PREMIUM	\$12,023,470

TAXES, SERVICE FEES, ASSESSMENTS & PENALTIES RECOVERED **\$403,934**

/ **PRODUCT & BUSINESS DEVELOPMENT**

**FEATURED PRODUCTS & SERVICES**



**NCSLA SLAS**  
January 1, 2017 implementation



**AGENT PROCEDURES MANUAL**  
2,724 1Q17 website hits  
More than 8,000 views since launch



**FLSO TAX ESTIMATOR**  
84,404 estimates  
1,003 estimates on mobile app  
1,625 estimates on web service  
Tax estimator in SLIP - *coming soon!*



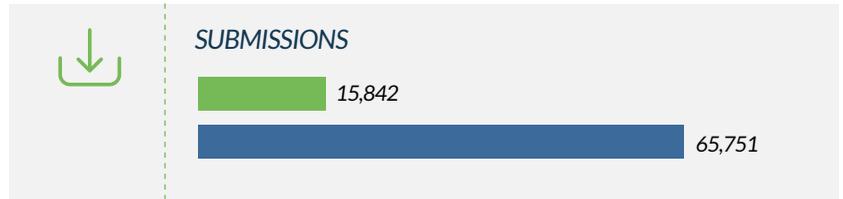
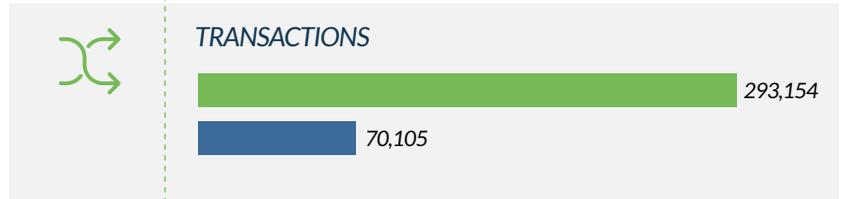
**FLSO "ABOUT US" VIDEO**  
Viewed more than 70 times



**LIVE CHAT!**  
Customers now have live help support in SLIP

**ANALYTICS: 1Q17 FILING BY SUBMISSION METHOD**

■ XML BATCH  
■ SLIP



XML Batch allows a user to submit multiple transactions in a single batch file upload. The graphs above depict the number of transactions submitted via batch and SLIP versus the number of submissions (file uploads) via batch and SLIP. Batch filing can improve operational efficiency for agencies reporting surplus lines data to the FLSO.

**CUSTOMER FOCUS**



**AGENCY VISITS**  
Agency visits allow FLSO to better understand customer needs.  
1Q17 visits: CRC and Hull, LLC

/ **EDUCATION & OUTREACH**

**TOP FIVE PAGES VIEWED**

- 1 TAX ESTIMATOR
- 2 DILIGENT EFFORT
- 3 MARKET DATA REPORTS
- 4 INSURER FINANCIALS
- 5 AGENT PROCEDURES MANUAL

**1Q17 TOTAL WEBSITE HITS**  
110,977

**SOCIAL MEDIA**

 5,324 TWEET IMPRESSIONS  
328 FOLLOWERS  
47 TWEETS

 2,420 CONNECTIONS

 2,271 LIFETIME VIEWS

**EDUCATION**

WEBINAR  
ATTENDANCE 259  
RATING 4.5

PRE-LICENSING COURSES  
15

ELECTRONIC NEWSLETTERS  
183

ONLINE EDUCATION ACCOUNTS  
32

CONTINUING EDUCATION  
5 HOURS

STUDY MATERIALS  
68 TOTAL  
46 HARD COPY  
22 EBOOK