



3Q17 REPORT

Florida Surplus Lines Service Office

/ FLORIDA MARKETPLACE ACTIVITY

TOTAL 3Q17 FLORIDA PREMIUM

\$1.1
BILLION

3Q17 PREMIUM & POLICY COUNT

| | FROM 3Q16 | 3Q | YTD |
|-------------------------|-----------|-----------------|-----------------|
| Total Premium | ↑ 1% | \$1,085,381,355 | \$4,114,643,449 |
| Policy Count | ↑ 9% | 267,782 | 817,755 |
| Average Cost Per Policy | | \$4,053 | |

3Q17 TAXES, FEES & ASSESSMENTS

| | 3Q | YTD |
|-------------|--------------|---------------|
| Taxes | \$50,438,958 | \$184,355,269 |
| Fees | \$1,424,298 | \$5,494,405 |
| Assessments | \$369,968 | \$1,191,920 |

/ TOP INSURERS BY PREMIUM

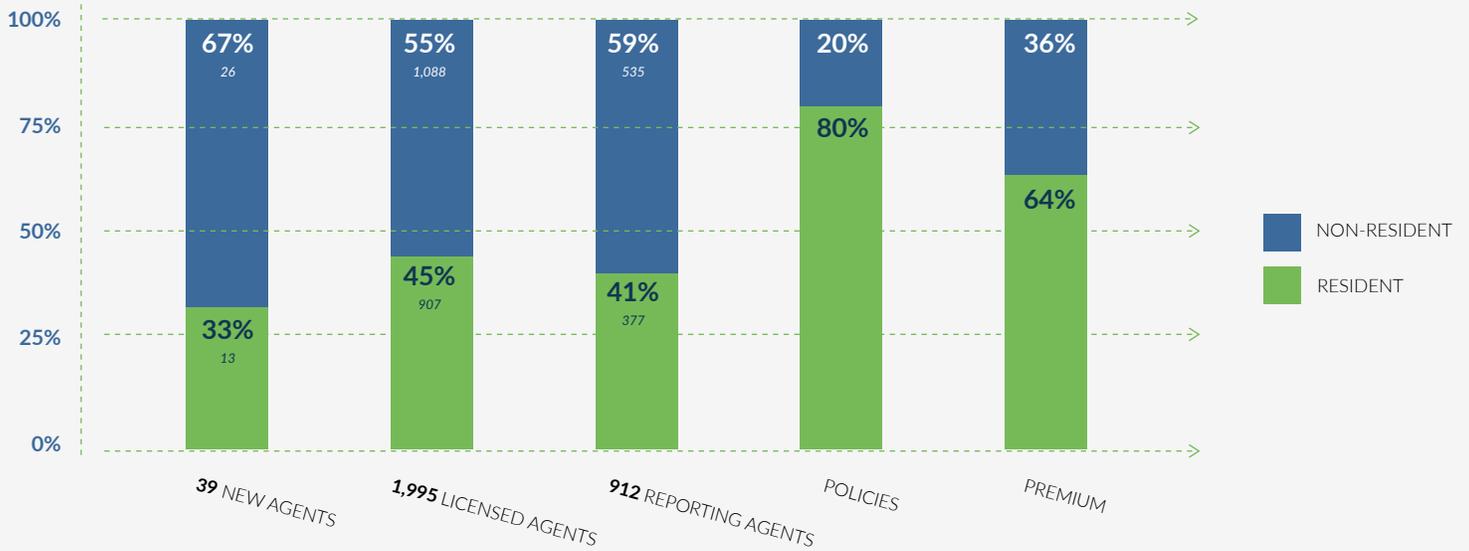
| 3Q17 RANK | INSURER | PREMIUM | PERCENT OF TOTAL PREMIUM | 3Q16 RANK |
|-----------|---------------------------------|---------------|--------------------------|-----------|
| 1 | LLOYD'S UNDERWRITERS AT LONDON | \$313,142,896 | 29% | 1 |
| 2 | LEXINGTON INSURANCE COMPANY | \$79,545,867 | 7% | 2 |
| 3 | SCOTTSDALE INSURANCE COMPANY | \$49,104,108 | 5% | 3 |
| 4 | INDIAN HARBOR INSURANCE COMPANY | \$32,811,030 | 3% | 13 |
| 5 | EVANSTON INSURANCE COMPANY | \$31,283,790 | 3% | 5 |

/ TOP COVERAGES BY PREMIUM

| | | | | |
|---|---|---|---|---|
|  |  |  |  |  |
| COMMERCIAL PROPERTY (1000) | COMMERCIAL GENERAL LIABILITY (5000) | HOMEOWNERS HO-3 (2002) | COMMERCIAL PACKAGE (1005) | EXCESS COMMERCIAL GENERAL LIABILITY (5006) |
| \$255,787,015 | \$194,027,344 | \$96,188,458 | \$75,056,611 | \$42,840,276 |
| 28,363 POLICIES | 45,952 POLICIES | 36,274 POLICIES | 21,324 POLICIES | 2,796 POLICIES |

/ AGENT ACTIVITY

THE BELOW DATA IS INCLUSIVE OF FSLSO AGENT POLICY INFORMATION ONLY AND IS VALID BASED ON QUERY DATE.

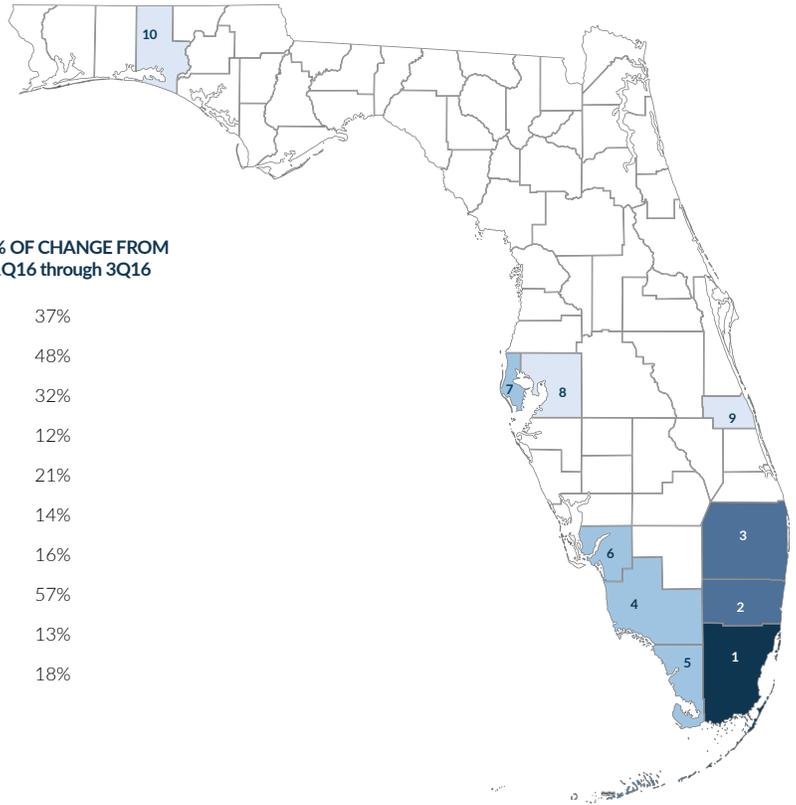


/ FLORIDA PERSONAL LINES RESIDENTIAL PROPERTY

PREMIUM IS BASED ON DATA REPORTED 1Q17 THROUGH 3Q17.

TOP TEN COUNTIES BY TOTAL PREMIUM

| INSURED COUNTY | PREMIUM | % OF CHANGE FROM 1Q16 through 3Q16 |
|----------------|---------------|------------------------------------|
| 1 MIAMI-DADE | \$118,649,788 | 37% |
| 2 BROWARD | \$54,750,389 | 48% |
| 3 PALM BEACH | \$44,896,784 | 32% |
| 4 COLLIER | \$18,785,643 | 12% |
| 5 MONROE | \$17,856,901 | 21% |
| 6 LEE | \$17,179,896 | 14% |
| 7 PINELLAS | \$16,312,230 | 16% |
| 8 HILLSBOROUGH | \$14,358,612 | 57% |
| 9 INDIAN RIVER | \$13,436,251 | 13% |
| 10 WALTON | \$11,703,724 | 18% |



/ MARKETPLACE MONITORING

COMPLIANCE REVIEW

| | 3Q | YTD |
|--------------------|--------------|--------------|
| COMPLIANCE REVIEWS | 81 | 258 |
| INDUSTRY GRADE | 98% | 97% |
| UNFILED PREMIUM | \$14,787,128 | \$21,345,561 |

TAXES, SERVICE FEES, ASSESSMENTS & PENALTIES RECOVERED **\$690,729**
 YTD **\$950,076**

PREMIUM RECONCILIATION

| | 3Q | YTD |
|----------------------------------|--------------|--------------|
| MANUALLY RECONCILED TRANSACTIONS | 6,750 | 16,206 |
| UNFILED TRANSACTIONS | 98 | 325 |
| UNFILED PREMIUM | \$10,430,898 | \$41,251,655 |

TAXES, SERVICE FEES, ASSESSMENTS & PENALTIES RECOVERED **\$275,237**
 YTD **\$993,714**

/ EDUCATION

CONTINUING EDUCATION

- 10** ATTENDEES | Adhere & Avoid: Maintaining Compliance In Today's Regulatory Environment - *Classroom*
- 61** ATTENDEES | 5-Hour Law and Ethics: General Lines - *Online*



PRE-LICENSING

- 71** TOTAL | Study Manuals
63 Hard Copy | 8 E-Book
- 18** ENROLL | **8** COMPLETE | 60-Hour Surplus Lines Pre-Licensing Course

/ PRODUCT & BUSINESS DEVELOPMENT

FEATURED PRODUCTS & SERVICES

- 

FSLSO GO
86 downloads in 3Q17
Apple - 53 | Android - 33
- 

FLORIDA MARKET DATA
715 page views since August 2017 release
- 

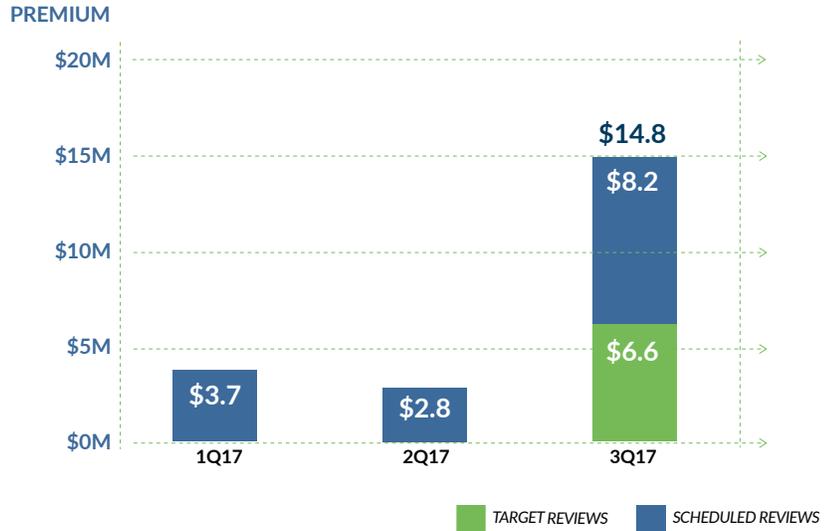
DILIGENT EFFORT/DISCLOSURE MATRIX
963 page views since August 2017 release
- 

AGENT PROCEDURES MANUAL
3,710 views in 3Q17
- 

FSLSO TAX ESTIMATOR
Website - 66,950 Mobile Apps - 469
SLIP - 39,315 Web Service - 7,598
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SLIP CORPORATE ACCOUNTS
Report for multiple agents in one SLIP account
Coming Soon!

/ ANALYTICS : 2017 UNFILED PREMIUM IDENTIFIED BY COMPLIANCE REVIEW PROGRAM



DATA ANALYSIS

- In the 3rd quarter 2017, the Compliance Review department began using analytics software to identify trends and better utilize resources to discover unfiled premium.
- In the 3rd quarter 2017, six target reviews yielded \$6.6 million in unfiled premium, whereas 81 scheduled reviews yielded \$8.2 million in unfiled premium.
- As a result of these analytics efforts, the unfiled premium identified by the target reviews in the 3rd quarter 2017 was double the amount of unfiled premium identified by all reviews conducted in the 3rd quarter 2016 (\$3M).

/ OUTREACH

WEBSITE - TOP 5 PAGE VIEWS

- 1 Tax Estimator
- 2 Diligent Effort
- 3 Agent Procedures Manual
- 4 Market Data
- 5 Insurer Financials



TOTAL WEBSITE HITS --- **96,282**

ELECTRONIC COMMUNICATIONS

- 39 New Agent Packets
- 8 Reminders
- 6 Advisor
- 2 e-News
- 6 e-Alert



TOTAL COMMUNICATIONS --- **61**

CUSTOMER OUTREACH

- August 2017 - Attended the FSLA Convention
- September 2017 - Attended the SILA Conference

COMMUNITY OUTREACH

- ECHO Back to School Drive
- Seacoast Underwriters Hurricane Irma Donation
- Big Bend Hospice Donations

