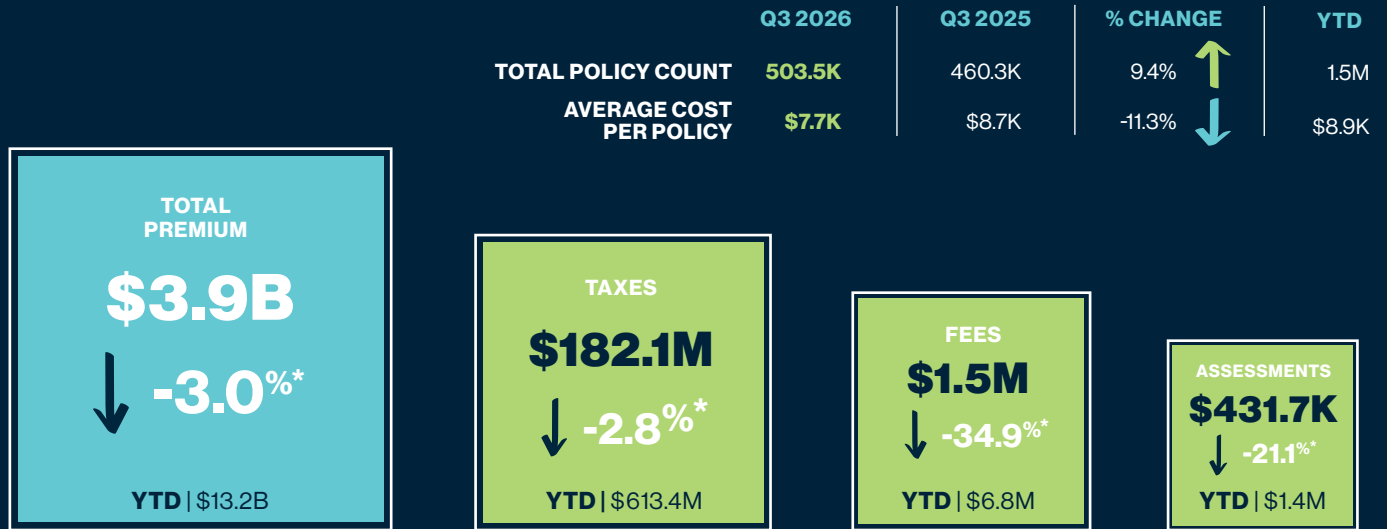




THE QUARTER BY THE NUMBERS



*Percentage is YoY percent change based on the same reporting period last year. Data herein is based upon policy transactions submitted between 07/01/26 and 09/30/26 and is current as of 10/05/26. All figures are rounded for display.

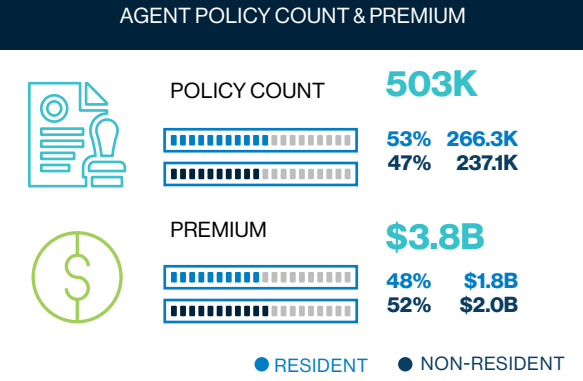
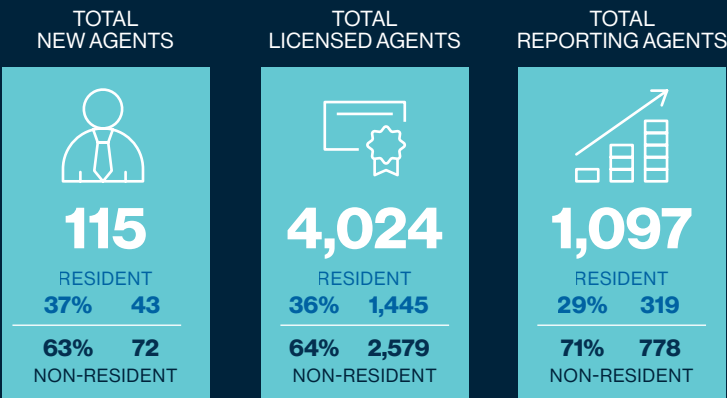
TOP INSURERS BY PREMIUM

RANK	INSURER	Q3 PREMIUM	Q3 2025 RANK	% OF PREMIUM
1	UNDERWRITERS AT LLOYD'S, LONDON	\$690.6M	1	18%
2	PALMS INSURANCE COMPANY LTD.	\$176.2M	73	5%
3	NATIONAL FIRE AND MARINE INSURANCE COMPANY	\$104.3M	3	3%
4	MS TRANSVERSE SPECIALTY INSURANCE COMPANY	\$97.4M	2	3%
5	LEXINGTON INSURANCE COMPANY	\$80.1M	4	2%
6	WESTCHESTER SURPLUS LINES INSURANCE COMPANY	\$80.0M	5	2%
7	OTHER CAPTIVE/NON-ADMITTED INSURERS	\$77.7M	25	2%
8	AIG SPECIALTY INSURANCE COMPANY	\$77.7M	24	2%
9	EVANSTON INSURANCE COMPANY	\$76.3M	7	2%
10	KINSALE INSURANCE COMPANY	\$72.4M	8	2%

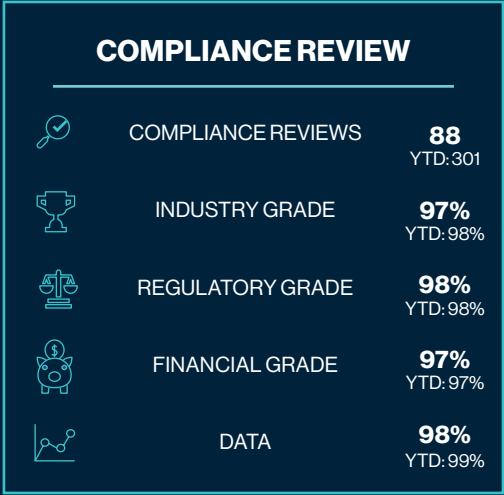
TOP COVERAGES BY PREMIUM

RANK	COVERAGE	Q3 PREMIUM	POLICY COUNT	% OF PREMIUM
1	COMMERCIAL PROPERTY	\$1.2B	97,544	31%
2	COMMERCIAL GENERAL LIABILITY	\$576.9M	60,497	15%
3	EXCESS COMMERCIAL GENERAL LIABILITY	\$373.9M	10,916	10%
4	HOMEOWNERS-HO-3	\$209.9M	60,649	5%
5	COMMERCIAL PACKAGE	\$163.2M	25,952	4%
6	MISCELLANEOUS E&O LIABILITY	\$108.7M	6,108	3%
7	BUILDERS RISK - COMMERCIAL	\$88.5M	3,462	2%
8	MISCELLANEOUS LIABILITY	\$88.2M	1,853	2%
9	CYBER LIABILITY	\$86.9M	8,438	2%
10	FLOOD - PERSONAL	\$65.0M	57,075	2%

AGENT ACTIVITY

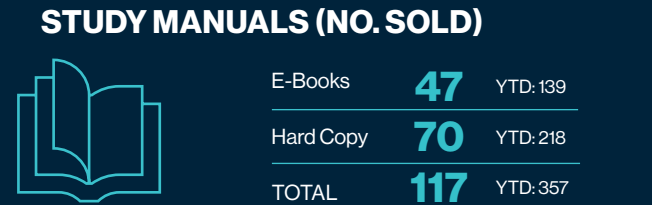


PREMIUM RECONCILIATION		PRODUCTION LEDGER REVIEW
11,772 YTD: 35,723	Manually Reconciled Transactions	17,736 YTD: 83,266
462 YTD: 1,272	Number of Unfiled Transactions	611 YTD: 5,670
\$87.8M YTD: \$219.0M	Unfiled Premium	\$12.2M YTD: \$31.0M
\$3.8M YTD: \$8.9M	Taxes, Service Fees, Assessments, and Penalties Recovered	\$567.0K YTD: \$1.4M



EDUCATION

CE COURSES & CUSTOMER FORUMS			
	DATE	HOURS	
FISCE 4-HR Law & Ethics	09/23/26	1	
Kansas City Customer Forum	09/23/26	--	



EVENTS

INTERNSHIP PROGRAM UPDATE

- Hosted five interns from Florida State University.
- Participated in professional development, including the 60-hour *Surplus Lines Pre-Licensing Course*, *SLICE Course*, corporate culture sessions, and an introduction to surplus lines.
- Supported AIS, PR, CR, SLIP, SLIP+, and Communications projects, including shadowing across teams.



RMI EVENTS

- FSU Pre I-Days Prep Meeting | Tallahassee, FL
- USF RAC Meeting | Tampa, FL
- RMI Fall 2026 Kickoff and GIS Meeting at UCF | Orlando, FL



COMMUNITY SERVICE EVENTS

- Sleep In Heavenly Peace | July
- Oak Ridge Elementary Reading Day | August



PROFESSIONAL EVENTS

- AAIA (AL Convention) | Gulf Shores, AL
- WSIA E&S School | Chicago, IL
- FAIA 121st Convention & Education Symposium | Orlando, FL
- DFS Exam Review Workshop | St. Augustine, FL
- LAAIA 56th Annual Convention | Marco Island, FL
- FSAE Conference | Orlando, FL
- ReSource Pro Visit | Tallahassee, FL
- InsCipher Visit | Tallahassee, FL
- FL RIMS Educational Conference | Naples, FL
- FIC Summer Symposium | Ft. Lauderdale, FL
- FLSO Board of Governors' Meeting | St. Petersburg, FL
- FSLA Annual Convention | St. Petersburg, FL
- Strategic Planning | Amelia Island, FL
- NAIC Summer National Meeting | Columbus, OH
- LDI Conference | Baton Rouge, LA
- Kansas City Customer Forum | Kansas City, MO
- Fall Surplus Lines Law Group and NESS Meeting | Cooperstown, NY
- IASA Sunshine Chapter Annual Fall Conference | Orlando, FL



COMMUNICATIONS AND PRODUCT ENGAGEMENT

MEDIA HITS & OUTLETS



FSU News	1 YTD: 1	Florida Insurance Council	2 YTD: 2
Insurance NewsNet	1 YTD: 1	Program Business	1 YTD: 1
The InsCipher Exchange	1 YTD: 1		



LINKEDIN POSTS

FSLSO

55
YTD: 154

Posts
for Q3

SLIP+

33
YTD: 71

9%
YTD: 16%

Average
Engagement Rate

20%
YTD: 18%

55,951
YTD: 27,113

Average
Impressions
per Month

2,416
YTD: 1,940

TOTAL WEBSITE
PAGE VIEWS

121,087



	PAGE VIEWS	% OF TOTAL
Top 3 Pages	71,208	59%
- Tax Estimator	36,117	30%
- Agent/Agency Search	18,634	15%
- County/City/Zip Search	16,457	14%

EMAIL CAMPAIGNS

	Q3 SENT	Q3 OPEN RATE	YTD SENT	YTD OPEN RATE
The Wire	2	26%	9	32%
FL Premium Report	3	21%	9	26%
The Carrier	3	33%	12	34%
Top 25 Brokerages	1	29%	3	29%
Insurer Compliance	2	42%	5	39%
Special Edition	1	24%	1	24%
Job Blast	1	34%	1	34%
SLIP+ and SLIP	15	29%	64	31%



INFORMATION TECHNOLOGY



UPTIME OF FLSO
IT RESOURCES

99.998%
YTD: 99.992%

HELP DESK AND CODE DEPLOYMENTS

Help Desk Requests
Resolved

341

YTD: 1,077

Average Response
Time

33m

YTD: 28 minutes

Average Resolution
Time

7h

YTD: 12 hours

Code
Deployments

192

YTD: 635

CYBERSECURITY METRICS

	Q3	YTD
Malicious and Spam Emails Blocked	90,744	563,854
Threats Blocked by Firewall	10,290	27,773
Security Enhancements Made	1,484	1,589
Successful Backups	2,432	7,227

CYBERSECURITY TRAINING

	Q3	YTD
FLSO Email Phish-Prone Percentage	1.57%	0.86%
Gov Email Phish-Prone Percentage	3.80%	3.86%
Insurance Email Phish-Prone Percentage	3.40%	3.37%
Cybersecurity Education Hours	124 hrs	317 hrs

AGENT TRANSACTIONS SUBMITTED

	Q3	YTD
Transactions Submitted via SLIP Batch	219,704	651,999
Transactions Submitted via Batch API	342,038	987,212
Transactions Submitted via Batch CSV	39,555	109,954
Transactions Submitted via SLIP	115,015	329,788



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