

3Q23

Report

**DIRECTING SURPLUS LINES
INNOVATION FOR
25 YEARS**



FLSO
25th
Anniversary
1998 - 2023

2023 Marketplace Statistics

3Q23 TOTAL PREMIUM

\$3.6B



17.7%
FROM 3Q22

2023 Premium & Policy Count · 3Q23

TOTAL PREMIUM

\$3.6B

YTD | \$12.2B

17.7%

FROM 3Q22

POLICY COUNT

354K

YTD | 1.1M

3.8%

FROM 3Q22

AVERAGE COST
PER POLICY

\$10K

YTD | \$12K

13.4%

FROM 3Q22

2023 Taxes, Fees, & Assessments · 3Q23

TAXES

\$164M

YTD | \$564M

20.1%
FROM 3Q22



FEES

\$2.9M

YTD | \$9.3M

18.9%
FROM 3Q22



ASSESSMENTS

\$415K

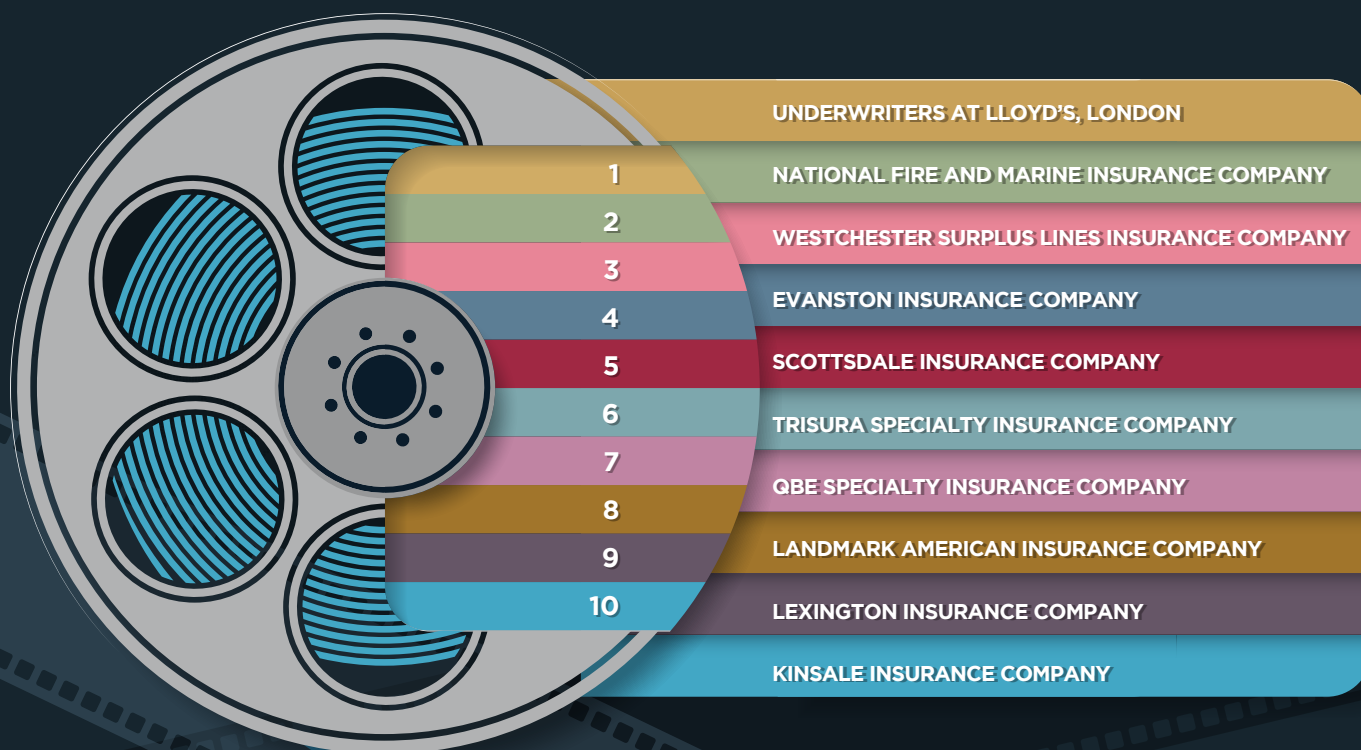
YTD | \$1.3M

7.6%
FROM 3Q22



Data herein is based upon policy transactions submitted between 07/01/23 and 09/30/23 and is current as of 10/01/23. All figures have been rounded to the nearest dollar amount.

Top 10 Insurers by Premium · 3Q23



3Q23 RANK	INSURER	PREMIUM	% of TOTAL PREMIUM	3Q22 RANK
1	UNDERWRITERS AT LLOYD'S, LONDON	\$715.7M	20.0%	1
2	NATIONAL FIRE AND MARINE INSURANCE COMPANY	\$175.5M	4.9%	2
3	WESTCHESTER SURPLUS LINES INSURANCE COMPANY	\$92.7M	2.6%	3
4	EVANSTON INSURANCE COMPANY	\$83.0M	2.3%	7
5	SCOTTSDALE INSURANCE COMPANY	\$69.8M	1.9%	6
6	TRISURA SPECIALTY INSURANCE COMPANY	\$66.5M	1.9%	13
7	QBE SPECIALTY INSURANCE COMPANY	\$63.2M	1.8%	8
8	LANDMARK AMERICAN INSURANCE COMPANY	\$62.7M	1.7%	16
9	LEXINGTON INSURANCE COMPANY	\$60.8M	1.7%	5
10	KINSALE INSURANCE COMPANY	\$58.3M	1.6%	15

Top 10 Coverages by Premium · 3Q23

COMMERCIAL PROPERTY
(1000)



\$1.3B

42,222 POLICIES
35.5%
of Total Premium

COMMERCIAL GENERAL LIABILITY
(5000)



\$504.6M

59,525 POLICIES
14.1%
of Total Premium

EXCESS COMMERCIAL GENERAL LIABILITY
(5006)



\$271.0M

8,169 POLICIES
7.6%
of Total Premium

COMMERCIAL PACKAGE
(1005)



\$201.8M

22,895 POLICIES
5.6%
of Total Premium

HOMEOWNERS HO-3
(2002)



\$173.1M

29,455 POLICIES
4.8%
of Total Premium

WINDSTORM AND/OR HAIL - COMMERCIAL
(1013)



\$86.0M

2,533 POLICIES
2.4%
of Total Premium

BUILDERS RISK - COMMERCIAL
(1001)



\$82.8M

1,325 POLICIES
2.3%
of Total Premium

CYBER LIABILITY
(5022)



\$69.9M

3,171 POLICIES
1.9%
of Total Premium

MISCELLANEOUS E&O LIABILITY
(7003)



\$65.6M

4,115 POLICIES
1.8%
of Total Premium

HOMEOWNERS HO-5
(2004)



\$61.1M

1,479 POLICIES
1.7%
of Total Premium

Agent Activity · 3Q23

NEW AGENTS

131

YTD | 363



21.4% • 28
78.6% • 103

TOTAL LICENSED AGENTS

3,154



37.6% • 1,187
62.4% • 1,967

TOTAL REPORTING AGENTS

1,021



32.4% • 331
67.6% • 690

POLICY COUNT

353,913

YTD | 1,054,909



69.3% • 245,138
30.7% • 108,775

PREMIUM

\$3.6B

YTD | \$12.2B



63.1% • \$2.2B
36.9% • \$1.3B

● Resident ● Non-Resident

Financial Reviews · 3Q23

PREMIUM RECONCILIATION

9,911

YTD | 19,068



MANUALLY RECONCILED
TRANSACTIONS

PRODUCTION LEDGER REVIEW

16,057

YTD | 47,751

233

YTD | 903



NUMBER OF UNFILED
TRANSACTIONS

461

YTD | 18,694

\$52.8M

YTD | \$193.6M



UNFILED
PREMIUM

\$21.4M

YTD | \$29.6M

\$2.1M

YTD | \$7.7M



TAXES, SERVICE FEES, ASSESSMENTS,
AND PENALTIES RECOVERED

\$1.1M

YTD | \$1.4M

Marketplace Monitoring · 3Q23

COMPLIANCE REVIEW

INDUSTRY
GRADE¹

98%

YTD | 98%



DATA
REQUIREMENTS

99%

YTD | 99%



COMPLIANCE
REVIEWS

107

YTD | 314



REGULATORY
REQUIREMENTS

98%

YTD | 98%



FINANCIAL
REQUIREMENTS

98%

YTD | 98%



¹Weighted average of regulatory requirements, financial requirements, and data requirements.

Education • 3Q23



60-HOUR SURPLUS
LINES PRE-LICENSING
COURSE

51
NEW ENROLLEES
YTD | 129

36 - Completions



STUDY MANUALS

128
TOTAL
YTD | 364

96 - Hard Copy
32 - E-Book



CE COURSE

4
HOURS
ATTENDEES | 67

4-Hour Law & Ethics
Update General Lines

Information Technology • 3Q23

UPTIME OF FLSO IT RESOURCES



SERVICES
MANAGED
BY FLSO

99.999%
Uptime
YTD | 99.997%



SERVICES
NOT MANAGED
BY FLSO

99.999%
Uptime
YTD | 99.992%



HELP DESK
REQUESTS
RESOLVED

247
YTD | 594

EMAIL PHISH-PRONE PERCENTAGE



4.5%

INSURANCE
INDUSTRY
YTD | 4.1%

0.3%

FLSO
YTD | 0.2%



4.0%

GOVERNMENT
INDUSTRY
YTD | 4.0%


Product & Business Development · 3Q23

FEATURED PRODUCTS & SERVICES

SLAS SUBMISSIONS**

\$1.7B
PREMIUM
YTD | \$4.9B

132,926 • Policy Count
195,394 • Transaction Count




SLAS
SURPLUS LINES AUTOMATION SUITE

TAX ESTIMATOR

188,414
TOTAL USAGE
YTD | 584,257


100,933 SLIP	34,914 Website
52,442 Web Service	125 Mobile App



WEBSITE

106,872
TOTAL PAGE VIEWS


- 1 • Tax Estimator
- 2 • County/City/Zip Search
- 3 • FAQs



**SLAS states are Georgia, North Carolina, South Dakota, Tennessee, and Wyoming.


ELECTRONIC COMMUNICATION

23
E-NEWS, E-ALERTS, & ADVISORS
.....
38%
VIEWED BY CUSTOMERS



SOCIAL MEDIA

15
POSTS
.....
886
IMPRESSIONS



47
POSTS
.....
11,349
IMPRESSIONS



Outreach · 3Q23

CUSTOMER OUTREACH

CIWA SUMMER FORUM 2023

1

LAAIA ANNUAL CONVENTION

2

FIC 2023 SUMMER SYMPOSIUM

3

FLORIDA INSURANCE EXAMINATION REVIEW WORKSHOP

4

TAMPA BAY CUSTOMER FORUM

5

FSLA ANNUAL CONVENTION

6

TROY RMI CAREER FAIR

7

PROFESSIONAL INSURANCE AGENTS (PIA) ANNUAL MEETING & TRADE SHOW

8

COMMUNITY OUTREACH

ECHO BACK-TO-SCHOOL CLOTHING PROGRAM

1



FSLSO 
25th
Anniversary
1998 - 2023

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