



RISING TO THE CHALLENGE

2023 ANNUAL REPORT



MISSION

FACILITATE COMPLIANCE

VISION

LEAD & SERVE THROUGH INNOVATIVE SOLUTIONS

VALUES

EFFICIENCY & EFFECTIVENESS

TABLE OF CONTENTS

From world-class customer care to top-notch statistics, FLSO strives to be a champion in surplus lines service. Thoughtful data collection and meticulous analysis of said data enable us to maintain a winning track record in public service. We have put together a highlight reel of what took place last year. We invite you to review our activities and statistics in our 2023 Annual Report.

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LETTER FROM THE EXECUTIVE DIRECTOR



I am pleased to present the Florida Surplus Lines Service Office 2023 Annual Report. This report is especially notable as it is the first annual report published under my leadership as Executive Director.

Back in 1998, Gary Pullen and I set up operations and opened the doors for business, working tirelessly to get the office off the ground and running smoothly. It was a pleasure to do so, but I would never have guessed I would be back 25 years later and assume the Executive Director position. It was an honor to take the baton from Mr. Pullen when he retired. His operational strategy and forward-thinking outlook positioned FLSO for a virtually seamless handoff. As a new leader of an organization such as FLSO, I endeavored to streamline internal operations and adequately brand the office, both externally and internally.

The team and I took an expansive look at the state of the FLSO employee base and pinpointed areas to improve engagement, positivity, creativity, wellness, turnover, and benefits. A happy and healthy staff ensures stable operations and builds resilience. Externally, an internship program was launched as a means to educate future insurance leaders about excess and surplus, garner interest in the field, and build relationships with colleges and universities.

Technological updates and upgrades were plentiful this year. The Batch filing platform underwent a much-needed upgrade and overhaul. We were able to streamline accounting services for ease of use from both the customer's standpoint and internally. Various enhancements were made to the customer relationship management (CRM) module that launched in 2022. We also made significant strides in our long-term project to modernize the SLAS products.

In the marketplace, premium came in at \$15.4 billion, a 28% increase over 2022. These numbers are unprecedented, showing not just an all-time high in premium but the highest increase from one calendar year to another. Thus, the status appears to remain in a hardening market for the 2023 year and further into 2024. Average cost per policy also jumped 26.5%, while policy count hardly moved at all, with only a 1% increase. 2023 also saw an upturn in new business by 9% and a decrease in renewals by nearly 4%. This kind of activity is a reflection of the current state of the economy and the Florida insurance market as a whole.

Our agents have remained steadfast in compliance performance in spite of marketplace volatility. Compliance Review scores have remained nearly 100% for the past several years, and this year was no different, as the final score was 98%. Additionally, our compliance programs discovered over \$300 million in unfiled premium and recovered \$14 million in revenue.

Sincerely,

A handwritten signature in black ink that reads "Mark Shealy". The signature is written in a cursive, flowing style.

Mark Shealy
Executive Director

LETTER FROM THE CHAIR



2023 was quite a year, not just as it relates to surplus and excess lines but in many other respects. For many, it was the first full year spent in an office setting since the onset of the COVID-19 pandemic. We said goodbye to Gary Pullen, FLSO's long-time Executive Director, and welcomed Mark Shealy as the new Executive Director.

Hurricane season brought Hurricane Idalia to the Big Bend, making landfall at Keaton Beach on August 30. The storm caused widespread flooding and damage to the area. The Florida Legislature tackled insurance reform on both the consumer and carrier sides. Premium rose to a record \$15.4 billion, and new business is up 9%, revealing the surplus lines market in Florida is thriving.

Customers remained happy as FLSO's customer survey showed a 98% satisfaction rating. SLIP satisfaction retained its high rating of 98%. Satisfaction with the Batch filing platform, which underwent a significant overhaul this year, came in at 96%. We will be curious to see next year's Batch satisfaction with the changes that were implemented.

Various projects were completed and launched by FLSO, including a new Customer Forum program, all in an effort to serve customers better in new and innovative ways. Their forward-looking vision is what drives organizational success and customer contentment.

On that note, I'd like to formally welcome Mark Shealy as FLSO's new Executive Director. His depth and breadth of experience have prepared him for success in this new role, and we are excited to see where he takes us.

Thank you to Gary Pullen and Mark Shealy for their efforts as the Executive Directors this year. I would also like to thank the FLSO staff for their hard work and everlasting commitment to serving the industry.

Peruse the annual report for a deeper look at what happened in 2023.

Sincerely,

A handwritten signature in cursive script that reads "Lorna Wirtz".

Lorna Wirtz
Chair



2023 ORGANIZATIONAL ACCOMPLISHMENTS

“When you step into that boat you have made a silent commitment to your team that you will do everything in your power to help them win.”

- Mary Whipple
U.S. Rowing Team Gold Medalist

EMBEDDED BI

Internal operation efficiency is the genesis of effective industry service. In 2022, we began work on an interactive dashboard showing operational efficiency and effectiveness from various perspectives. This dashboard replaced the Operational Assessment, which is updated monthly. The dashboard became a work in progress, which continued into 2023 by integrating more business intelligence elements into the system.

An internal process was developed to obtain external data from the admitted market, which is subsequently imported into a Tableau view for use in the interactive dashboard. With this addition, we are able to view surplus lines data and compare it to admitted data for a big-picture understanding of the market.

Additionally, dashboards for the Premium Reconciliation and Production Ledger Review programs were created in an effort to show trending data and improved process management. Simplified and comprehensive data analysis has allowed us to gain a more profound knowledge of each program's functionality. The stability and responsiveness of the dashboard were improved with the addition of a new database vendor, Snowflake.



INFRASTRUCTURE

To improve financial infrastructure and stay ahead of the technological curve, we began work on automating FLSO's accounts payable (AP). The financial services unit within FLSO is tasked with safeguarding revenues and providing sound financial solutions. Automating some of the accounting processes aids in efficiency and, in turn, better customer service.

FLSO maintains a lockbox for overnight check handling. This year, we researched and surveyed various new lockbox vendors, subsequently determining a lockbox switch was necessary. We then held a number of interviews with potential vendors. After reviewing vendors and timing, a new lockbox company, BMO Bank, was chosen. New bank accounts were opened and made ready to receive funds for 2024.

“At its finest, rider and horse are joined not by tack,
but by trust. Each is totally reliant upon the other.
Each is the selfless guardian of the other's very well being.”

- Michael Plumb
U.S. Equestrian Gold Medalist



INTERNSHIP

In an effort to build lasting relationships with the surplus lines industry at large, we have enhanced collaboration with multiple higher education institutions.

This year, we expanded our partnership with one of our local universities, Florida State University. Through this relationship, we were able to make inroads at other universities such as Troy University and the University of South Florida. The team participated in various events and speaking engagements at each university to educate future insurance sector leaders about excess and surplus lines.

We developed a formal internship program to deepen connections with up-and-coming insurance professionals. Two interns are hired for a ten-week program at FLSO three times per year. Interns typically complete pre-licensing coursework and gain in-depth knowledge of surplus lines insurance in Florida and other states.



CUSTOMER RELATIONSHIP MANAGEMENT STRATEGY 2.0

In 2022, we released the first iteration of a customer relationship management system (CRM 1.0). Due to an ever-changing digital climate and the evolution of customer behavior, the CRM platform will be perpetually honed to meet evolving needs.

This year, we focused on streamlining data extraction and expanding the CRM strategy as a whole. First, we analyzed the data output and audited the programming specifications in RAPID and other platforms to identify and execute necessary enhancements. Elements were added to the management system to more accurately identify customer traits and characteristics in an effort to provide better service. The Florida Department of Financial Services (DFS) licensing database was also integrated into the CRM.

Further, the CRM data allowed us to look beyond the technical realm to enhance products and services for customers. We identified several locations to hold customer forums using agent population concentration data. We invited customers in the surrounding areas to come to the forums in person to talk with us and listen to a short presentation. Two forums were held and yielded a solid turnout and thoughtful discussion.

Concurrently, we discerned which customers were dormant or had not filed or had any contact with FLSO in the last few years. Those customers were surveyed and interviewed in an effort to provide assistance and answer questions. This group, dubbed the Special Advisory Panel, met several times for discussion. The panel can be used for consultation on new services going forward.



BATCH FILING ENHANCEMENTS

The Batch filing service allows customers to submit transactions in bulk. Nearly all insurer customers and a significant portion of agent and IPC customers make their submissions using Batch.

The Batch system, while convenient, had yet to undergo a significant update in many years. We implemented various upgrades and enhancements in order to streamline and simplify the user experience. Batch login credentialing was merged with SLIP accounts to eliminate the need for two separate sets of credentials.

Upload options were expanded to accept CSV files in addition to XML. Error reporting and schema validation were integrated into the Batch application, which, in turn, simplifies the process.

“Passion is a huge prerequisite to winning. It makes you willing to jump through hoops, go through all the ups and downs and everything in between to reach your goal.”

- Kerri Walsh
U.S. Beach Volleyball Gold Medalist



MODERNIZATION AND PRODUCTIZATION OF THE SURPLUS LINES AUTOMATION SUITE (SLAS)

The Surplus Lines Automation Suite (SLAS) is FLSO's proprietary software for the reporting and taxation of surplus lines policies. FLSO began using SLAS in 2003, and over the past 15 years, it has been adopted by many states, necessitating modernization of the software's user interface, architecture, and technology.

In 2019, FLSO began efforts to modernize the SLAS system, which included migrating its datacenter to Amazon Web Services; developing a comprehensive cybersecurity plan, including data privacy policies, an incident response plan, and cybersecurity tests and controls; and modernizing the three SLAS audit modules: Compliance Review (CR), Premium Reconciliation (PR), and Production Ledger Review (PLR).

In 2023, FLSO began the process of modernizing SLIP, which included defining a minimum viable product (MVP) for the release of SLIP; documenting business rules and requirements for SLIP; creating workflows, wireframes, and mockups to enhance the user interface and user experience; updating the architecture to utilize modern software development practices and tools; and completing initial development of the SLIP account registration, login, and policy filing applications.



EMPLOYEE RETENTION AND EMPLOYER BRANDING

In 2021 and 2022, the FLSO experienced its highest turnover rate since its inception. Ensuring employee retention involves strategic actions to maintain an employee's motivation and focus, cultivating a desire to remain employed and fully productive for the organization's benefit. It was clear the time had come to increase retention, including branding FLSO as a desirable workplace.

Through various activities, including a compensation and benefits study and internal audit, we developed a comprehensive employer value proposition (EVP). We also reviewed onboarding and recruitment protocols and prioritized making the FLSO name more public-facing.

Extensive research related to creativity, positivity, wellness, and inclusion was performed in order to upgrade employee engagement, suppress quiet quitting, and foster a unique employee experience. We developed a detailed action plan based on research and group discussion.

The hybrid work schedule was evaluated and deemed to be performing well. Finally, we developed a plan for leadership succession to build resilience and avoid black swan events.

“You can absolutely do anything if you have the belief and the desire. You're going to have setbacks, but it's important to get back up and keep going. It's a journey.”

- Tara Nott
U.S. Weightlifting Gold Medalist





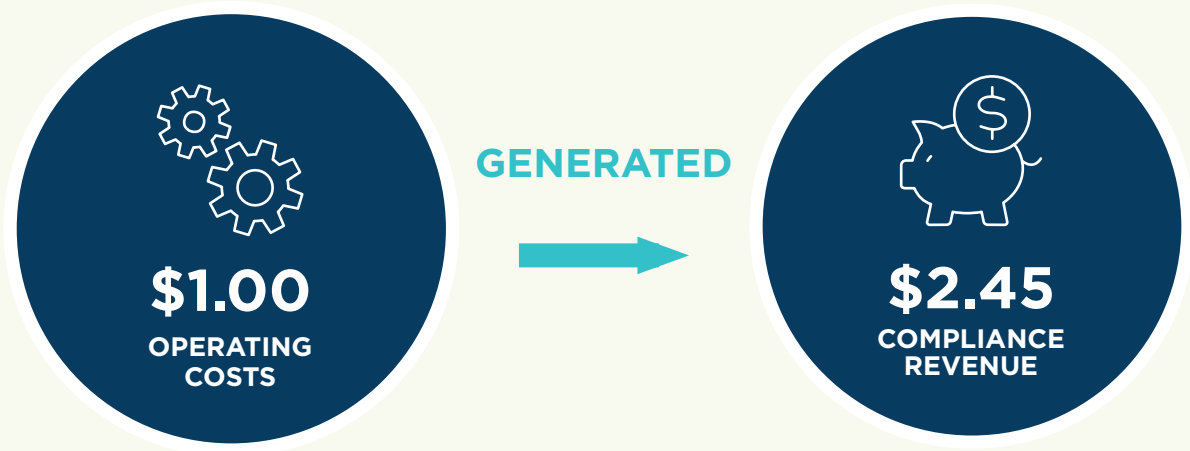
2023 ORGANIZATIONAL RESULTS

“The hard days are the best because that’s
where champions are made.”

- Gabby Douglas
U.S. Gymnast Gold Medalist

2023 ORGANIZATIONAL RESULTS

OPERATIONAL EFFICIENCY



LABOR EFFICIENCY



TOTAL TRANSACTIONS
IN QUESTION
(TIQs) RESOLVED

20,796



TAX, SERVICE FEE,
AND ASSESSMENT
PAYMENTS RECONCILED

10,336



SYSTEM EFFICIENCY

REVENUE FROM REJECTED
CREDITS & INVALID TAX
STATUS COMBINATIONS

\$583,600

LABOR EFFECTIVENESS

PREMIUM RECONCILIATION TRANSACTIONS
RESOLVED WITHIN 180 DAYS

100%

DEPOSITS RECONCILED
WITHIN 10 DAYS

100%

2023 ORGANIZATIONAL RESULTS

FILING & PAYMENT COMPLIANCE

Agent Policies
Submitted Timely

88%

Agent Invoices
Paid Timely

95%

Insurer Policies
Submitted Timely

88%

System-Matched
Insurer Policies

97%

Agent Premium
Reported Accurately

98%

TIQs Resolved
within 90 Days

99%

COMPLIANCE REVIEW PROGRAM

COMPLIANCE REVIEWS

432

POLICIES REVIEWED

15,885

TRANSACTIONS REVIEWED

19,108

INDUSTRY COMPLIANCE SCORES

2023 AVERAGE OVERALL
INDUSTRY GRADE

98%

2022

98%

2021

96%

DATA
REQUIREMENTS

99%

REGULATORY
REQUIREMENTS

98%

FINANCIAL
REQUIREMENTS

98%

2023 ORGANIZATIONAL RESULTS

PRODUCTION LEDGER REVIEW



\$77.8 MILLION
UNFILED PREMIUM



\$3.1 MILLION
REVENUE
RECOVERED



21,493
UNFILED
TRANSACTIONS



315
AGENTS WITH UNFILED
TRANSACTIONS

PREMIUM RECONCILIATION



\$269.6 MILLION
UNFILED PREMIUM



1,210
UNFILED
TRANSACTIONS



\$11.0 MILLION
REVENUE RECOVERED



807,066
SYSTEM RECONCILED
TRANSACTIONS



29,250
MANUALLY
RECONCILED
TRANSACTIONS

\$30M

**TOTAL COMPLIANCE
REVENUE**

A swimmer is shown from the chest up, floating in a pool with their arms outstretched horizontally. The swimmer is wearing a dark swim cap and goggles. The water is dark blue, and the background is a lighter blue with some splashing water. The overall tone is professional and focused.

2023 MARKETPLACE STATISTICS

“If you want to be the best, you have to do things
that other people aren’t willing to do.”

- Michael Phelps
U.S. Swimming Gold Medalist

MARKETPLACE STATISTICS

2023 TOTAL PREMIUM

\$15.4
BILLION

2023
\$15.4B

2022
\$12.0B

2021
\$9.5B

PREMIUM & POLICY COUNT

TOTAL PREMIUM
\$15,402,258,539

 **28%**

POLICY COUNT
1,342,096

 **1%**

AVERAGE COST PER POLICY
\$11,476

 **27%**

*Data based on submit date as of 01/23/2024.

TAXES, FEES, AND ASSESSMENTS

TAXES
\$713.0M



FEES
\$12.1M



ASSESSMENTS
\$1.6M



MARKETPLACE STATISTICS

NEW BUSINESS & RENEWAL SUBMISSIONS

RENEWAL

57%



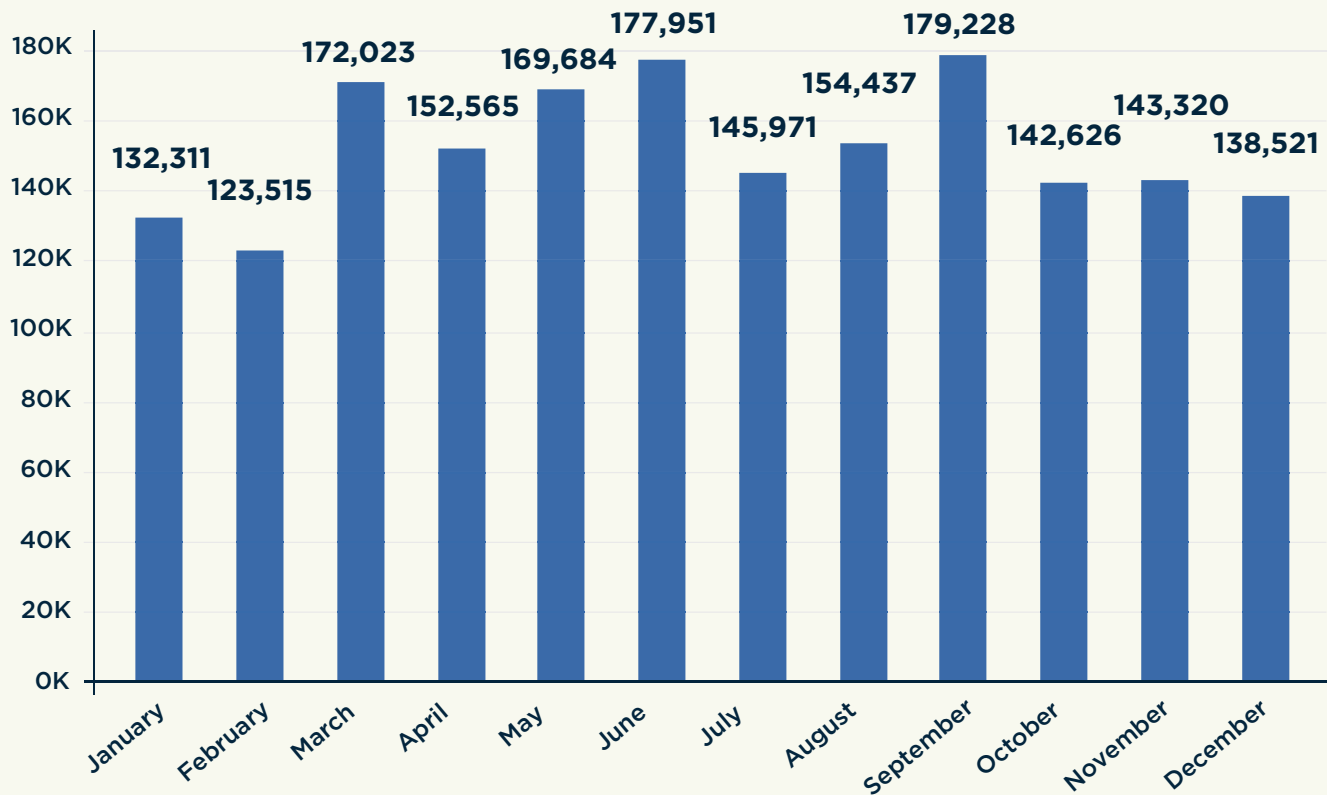
NEW BUSINESS

43%



MARKETPLACE STATISTICS

AGENT TRANSACTIONS SUBMITTED BY MONTH

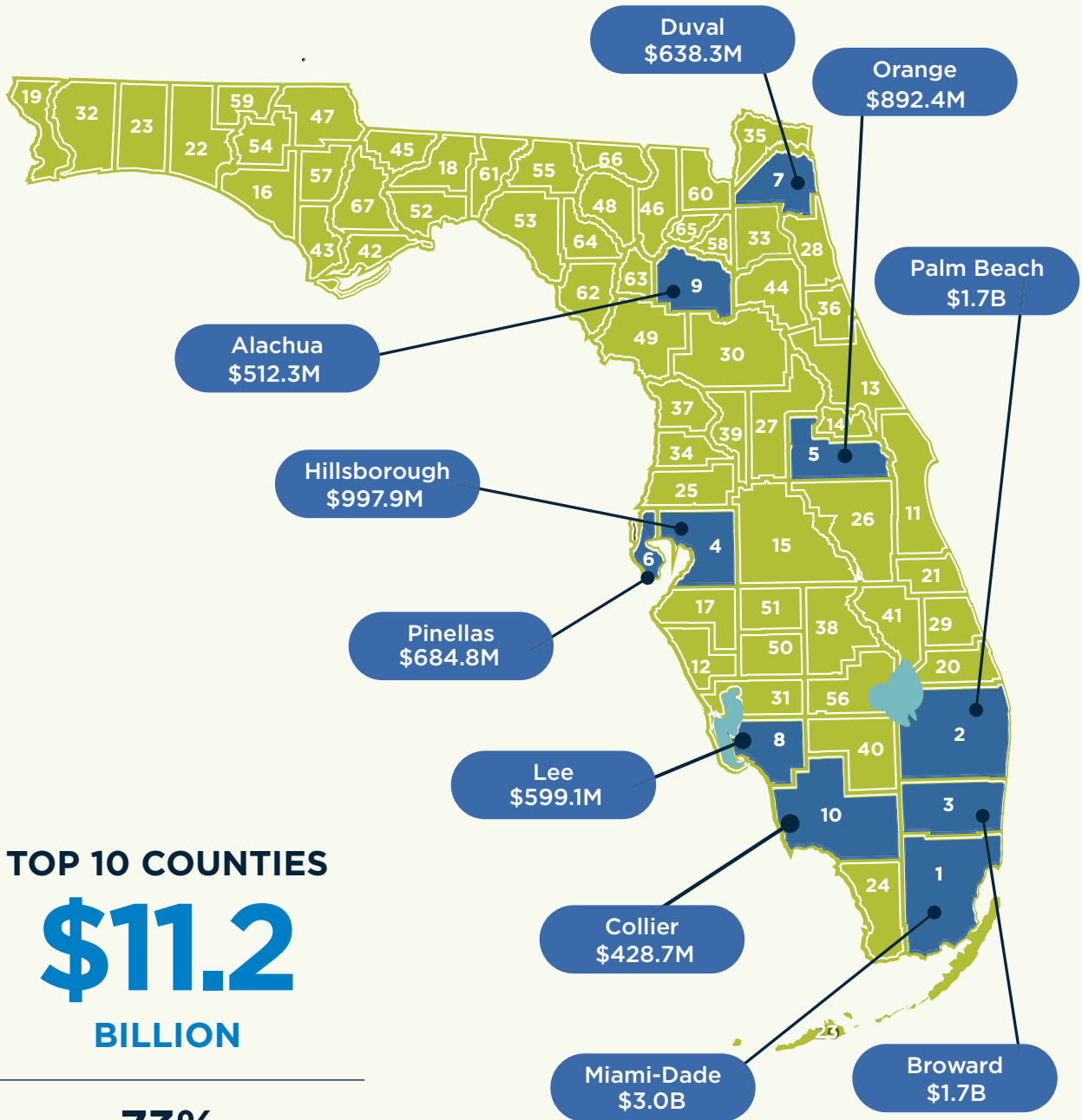


TOTAL 2023
TRANSACTIONS

1,832,152

MARKETPLACE STATISTICS

COUNTIES BY TOTAL PREMIUM



TOP 10 COUNTIES

\$11.2
BILLION

73%
OF TOTAL PREMIUM
EFFECTIVE IN 2023

MARKETPLACE STATISTICS

COUNTIES BY TOTAL PREMIUM*

1	Miami-Dade	\$3.0B	18	Leon	\$195.4M
2	Palm Beach	\$1.7B	19	Escambia	\$169.8M
3	Broward	\$1.7B	20	Martin	\$156.1M
4	Hillsborough	\$997.9M	21	Indian River	\$152.1M
5	Orange	\$892.4M	22	Walton	\$150.0M
6	Pinellas	\$684.8M	23	Okaloosa	\$149.7M
7	Duval	\$638.3M	24	Monroe	\$148.0M
8	Lee	\$599.1M	25	Pasco	\$128.0M
9	Alachua	\$512.3M	26	Osceola	\$121.0M
10	Collier	\$428.7M	27	Lake	\$106.6M
11	Brevard	\$308.9M	28	St. Johns	\$105.5M
12	Sarasota	\$307.0M	29	St. Lucie	\$104.3M
13	Volusia	\$262.0M	30	Marion	\$81.8M
14	Seminole	\$259.7M	31	Charlotte	\$73.8M
15	Polk	\$234.1M	32	Santa Rosa	\$69.5M
16	Bay	\$223.5M	33	Clay	\$46.7M
17	Manatee	\$220.4M	34	Hernando	\$39.2M

MARKETPLACE STATISTICS

COUNTIES BY TOTAL PREMIUM*

35	Nassau	\$31.6M	52	Wakulla	\$5.5M
36	Flagler	\$31.5M	53	Taylor	\$5.1M
37	Citrus	\$29.3M	54	Washington	\$4.3M
38	Highlands	\$23.1M	55	Madison	\$3.6M
39	Sumter	\$18.5M	56	Glades	\$3.3M
40	Hendry	\$16.5M	57	Calhoun	\$3.3M
41	Okeechobee	\$14.5M	58	Bradford	\$3.2M
42	Franklin	\$14.3M	59	Holmes	\$3.1M
43	Gulf	\$14.2M	60	Baker	\$2.8M
44	Putnam	\$13.1M	61	Jefferson	\$2.8M
45	Gadsden	\$11.3M	62	Dixie	\$2.6M
46	Columbia	\$10.7M	63	Gilchrist	\$2.1M
47	Jackson	\$10.0M	64	Lafayette	\$1.8M
48	Suwannee	\$9.2M	65	Union	\$1.7M
49	Levy	\$8.5M	66	Hamilton	\$1.3M
50	DeSoto	\$8.0M	67	Liberty	\$529.0K
51	Hardee	\$6.9M			

*Policies with multiple-county risks accounted for \$28.5 million in premium.
This data is based on submit date and was current as of 2/1/2024.

MARKETPLACE STATISTICS

TOP 10 COVERAGES BY PREMIUM

RANK	COVERAGE	PREMIUM
1	Commercial Property	\$6.2B
2	Commercial General Liability	\$2.1B
3	Excess Commercial General Liability	\$960.9M
4	Commercial Package	\$846.2M
5	Homeowners — HO-3	\$578.5M
6	Windstorm and/or Hail — Commercial	\$427.5M
7	Builder’s Risk — Commercial	\$358.8M
8	Miscellaneous E&O Liability	\$313.6M
9	Cyber Liability	\$296.5M
10	Miscellaneous Liability	\$214.3M

TOP 10 INSURERS BY PREMIUM

RANK	INSURER	PREMIUM
1	Underwriters At Lloyd’s, London	\$2.8B
2	National Fire & Marine Insurance Company	\$724.9M
3	Westchester Surplus Lines Insurance Company	\$375.5M
4	Lexington Insurance Company	\$351.8M
5	Evanston Insurance Company	\$340.8M
6	Landmark American Insurance Company	\$315.5M
7	Scottsdale Insurance Company	\$307.5M
8	Trisura Specialty Insurance Company	\$307.2M
9	Steadfast Insurance Company	\$300.2M
10	QBE Specialty Insurance Company	\$287.4M

Data based on submit date as of 1/23/2024.



SURPLUS LINES AUTOMATION SUITE

“He who is not courageous enough
to take risks will accomplish nothing in life.”

- Muhammad Ali
U.S. Boxing Gold Medalist

SURPLUS LINES AUTOMATION SUITE (SLAS)



Across the US, **13 states** use SLAS (online or legacy) to report **44%** of surplus lines premium. Of those, five states currently use Florida's web-based platform and are referred to as SLAS States. This include Georgia, North Carolina, South Dakota, Tennessee, and Wyoming.

SLAS STATES*

\$6.7 Billion

PREMIUM REPORTED

744 Thousand

TRANSACTIONS REPORTED

*Georgia, North Carolina, South Dakota, Tennessee, and Wyoming.

SLAS COMPLIANCE**

94%
INVOICES
PAID TIMELY

100%
TIQS RESOLVED
WITHIN 90 DAYS

1,476
TIQS
RESOLVED

2,323
PAYMENTS
RECONCILED

**Compliance statistics are applicable to South Dakota, Tennessee, and Wyoming.

LIFETIME SYSTEM STATISTICS***

110,861

INVALID CREDIT TRANSACTIONS
IDENTIFIED BY THE SYSTEM

\$819 Million

INVALID CREDIT PREMIUMS
IDENTIFIED BY THE SYSTEM

***Florida only.



2023 FINANCIAL STATEMENTS

“I never set out to beat the world.
I just set out to do my absolute best.”

~ Al Oerter
U.S. Discus Thrower Gold Medalist

STATEMENT OF NET POSITION

Assets	Year End December 31, 2023
Current assets:	
Cash and cash equivalents	\$4,568,635
Accrued interest income	\$102,060
Investments	\$4,951,087
Lease receivable	\$128,515
Total current assets	<u>\$9,750,297</u>
Long-term investments	\$42,251,792
Property and equipment, net	\$4,208,212
Other assets	\$81,094
Total assets	<u>\$56,291,395</u>
Liabilities, deferred inflows, and net position	
Current liabilities:	
Accounts payable and accrued expenses	\$645,723
Accrued tax (receivable) payable	(\$106,819)
Other taxes payable	\$183
Other accrued liabilities	\$53,000
Total current liabilities	<u>\$592,087</u>
Total liabilities	<u>\$592,087</u>
Deferred inflows:	
Deferred inflow of resources	<u>\$123,882</u>
Net position:	
Investment in capital assets	\$4,208,212
Unrestricted	<u>\$51,367,214</u>
Total net position	<u>\$55,575,426</u>
Total liabilities, deferred inflows, and net position	<u>\$56,291,395</u>

STATEMENT OF ACTIVITIES & CHANGES IN NET POSITION

Changes in net position:	Year End December 31, 2023
Revenue and other support:	
Charges for services	\$8,474,644
Interest and finance charges on service fees	\$14,216
Other income	\$84,573
Total revenue and other support	<u>\$8,573,433</u>
Operating expenses:	
Administration and support	\$4,492,781
Education and outreach	\$1,009,311
Agent and insurer services	\$2,107,561
Total operating expenses	<u>\$7,609,653</u>
Operating income	\$963,780
Nonoperating revenue (expense):	
Investment income	\$4,734,682
Miscellaneous income	\$764,953
Net rental income	\$51,681
SLAS revenue	\$3,587,690
SLAS expense	\$(1,240,239)
Loss on disposal of developed software	\$(2,711,380)
Total nonoperating revenue (expense)	<u>\$5,187,387</u>
Change in unrestricted net position before income taxes	\$6,151,167
Income tax expense	<u>\$476,523</u>
Change in unrestricted net position	\$5,674,644
Net position at beginning of year	<u>\$49,900,782</u>
Net position at end of year	<u>\$55,575,426</u>

STATEMENT OF CASH FLOWS

	Year End December 31, 2023
Operating activities:	
Receipts from agents	\$8,474,644
Payments to employees for service	\$(4,258,931)
Payments to vendors	\$(2,435,501)
Other cash receipts	\$98,789
Net cash provided by operating activities	<u>\$1,879,001</u>
Investing activities:	
Investment income	\$1,710,472
Purchases of investments	\$(5,601,628)
Sales and maturities of investments	\$3,052,608
Net cash used in investing activities	<u>\$(838,548)</u>
Capital and related financing activities:	
Purchase of equipment	\$1,083,169
Payment of income taxes	\$(597,717)
Receipts from SLAS	\$3,587,660
Payments for SLAS	\$(1,240,239)
Other payments	\$(1,899,349)
Net cash provided by capital and related financing activities	<u>\$933,524</u>
Net increase in cash and cash equivalents	<u>\$1,973,977</u>
Cash and cash equivalents at beginning of year	<u>\$2,594,658</u>
Cash and cash equivalents at end of year	<u>\$4,568,635</u>
Reconciliation of operating income to net cash provided by operating activities:	
Operating income	\$963,780
Adjustments to reconcile operating income to net cash provided by operating activities:	
Depreciation and amortization	\$613,815
Changes in operating assets and liabilities:	
Other assets	\$(73,235)
Accounts payable and accrued expenses	\$321,641
Other liabilities	\$53,000
Net cash provided by operating activities	<u>\$1,879,001</u>



2023
BOARD OF
GOVERNORS

“Nothing can substitute for just plain hard work.”

- Andre Agassi
U.S. Tennis Gold Medalist

2023 BOARD OF GOVERNORS



Gary D. Pullen
Outgoing Executive Director



Mark Shealy
Incoming Executive Director



Lorna Wirtz
Chair



D. Conor O'Leary
Vice Chair



Michael J. Frazese
Secretary/Treasurer



Virginia Clancy



Steven Clein



Kathy Colangelo



Steven Finver



David Holcombe



Liz Smith



Irvin "Skip" Wolf, III



Tasha Carter
Florida Insurance
Consumer Advocate



2023 FSLSO STAFF

“Everybody has a talent,
but its what you do with that talent to make it great.”

- Alex Morgan
U.S. Soccer Gold Medalist

EXECUTIVE & OPERATIONAL SERVICES

Gary D. Pullen • Outgoing Executive Director
Mark Shealy • Incoming Executive Director
Georgie Barrett • Deputy Director
Kimberly Mask • Public Information Coordinator
Jennifer Mills • Business Operations Analyst
Tracy Pafford • Senior Brand & Content Coordinator
Matthew Shealy • Operations Specialist
Saketh Siripurapu • Analytics Program Manager

AGENT & INSURER SERVICES

Bryan Young • Director of Agent & Insurer Services
Kristen Gray • Agent & Insurer Services Manager
Amy Groszos • Audit Program Manager
Phillip Hardin • Insurance Analyst
Felicia Meredith • Compliance Review Analyst
Jimmy Pegues • Insurance Analyst
Amber Pullen • Production Ledger Review Analyst
Shendale Simpson • Premium Reconciliation Specialist

FINANCIAL SERVICES

Chrissy Mellon • Chief Financial Officer
Bradley Givens • Accounting Systems Manager
Stephanie Smith • Accounting Specialist

INFORMATION TECHNOLOGY SERVICES

Cyrus Yazdanpanah • Director of Information Technology
Jesse Barrett • Technical Systems Support Analyst
James Farmer • Information Security Officer
John Felder • Senior Technical Systems Support Analyst
Thomas Kelley • Business Analyst
Daniel Mann • Senior Systems Engineer & DBA
Dave Mercado • Senior Systems Administrator

PRODUCT & BUSINESS DEVELOPMENT

Tiffany Andersen • Director of SLAS Client Services
Rachel Hoffman • Business Systems Coordinator



1441 MACLAY COMMERCE DRIVE • SUITE 200 • TALLAHASSEE, FL 32312

fslso.com