

## Kimberly R. Snavelly

**From:** Florida Surplus Lines Service Office <publicinfo@fslso.com>  
**Sent:** Wednesday, August 19, 2020 1:10 PM  
**To:** Kimberly R. Snavelly  
**Subject:** FSLSO e-News: Survey Says...



August 19, 2020

## This Week at FSLSO

### Survey Says...



[2020 Customer Survey Results](#)

This summer, we asked you to answer our annual customer survey in an effort to understand how efficiently and effectively we are serving you, our customers. The results are in, and we want to extend our sincerest thank you to those of you who participated.

We are honored and humbled to report that the overall satisfaction of our customer service is 99%!

Similarly, overall satisfaction with SLIP is 99%, and XML Batch is 100%. Drill down into these results with our one-sheet summary. There you will find product usage and awareness as well as training topic selections.

## ICYMI: 2019 Annual Report

2019 was a successful year for the surplus lines community as a whole, as premium written increased by nearly 14% from 2018, topping \$6.5 billion. FLSO accomplished several initiatives and product upgrades while keeping operating costs to a minimum.

Find out more by taking a few minutes to explore the 2019 Annual Report. It's *So Much More Than* what you see.

[2019 Annual Report](#)



### Question Corner:

## What should I do if my business address changes?

If your principal business or street address, mailing address, or email address changes, you must notify FLSO within 30 days of the change. We need your correct contact information so that all necessary reports and correspondence get to you. All contact information can be updated in your SLIP account.

Notifying FLSO does not replace an agent's obligation to also inform the Florida Department of Financial Services (DFS) within 30 days of a change of address or other contact information.

## Headlines



### [Lloyd's Begins U.S. Admitted Market Exit to Focus on Surplus Lines, Reinsurance](#)

Lloyd's announced it plans to stop accepting admitted market accounts in the United States in a year and focus on the U.S. reinsurance and excess and surplus (E&S) insurance market, where it is the market leader.

### [Coalition Expands Admitted Cyber Insurance Offering into Florida](#)

Coalition, an online cyber insurance and security company, has expanded its admitted cyber insurance offering into Florida following approval from the Florida Office of Insurance Regulation. Businesses and organizations across the state now have access to Coalition’s cyber insurance coverage and security services.

### **Hurricane Landfall Risk Rising with Latest 2020 Forecasts**

The chance that hurricanes making landfall in the United States during the [2020 Atlantic tropical storm and hurricane season](#) has become even more pronounced with the latest forecasts, but remains less elevated than the chance of it being a far above average hurricane season from an activity point of view, according to ILS investment manager Twelve Capital.

### **Insurer Wins COVID-19 Business Interruption Case**

A District of Columbia court has ruled that a property insurance policy does not offer business interruption insurance coverage for losses related to the COVID-19 pandemic.

### **Standard & Poor’s Outlook on COVID-19 Part Two: U.S. Property & Casualty Insurance Sector Outlook**

As the COVID-19 pandemic continues and its impacts across insurance and [reinsurance markets](#) become increasingly clear, Standard & Poor’s (S&P) is maintaining its stable outlook for the U.S. property & casualty (P&C) insurance market and it assigned a stable outlook to 95 percent of P&C insurers.

### **Jackson Sumner & Associates Acquires Virginia’s Landers Underwriting**

JSA is an excess and surplus broker that began in 1981 in Boone, N.C. It offers a range of insurance products including property, casualty, automobile, garage, professional liability, workers’ comp and personal lines.

Have questions? Contact us at 800.562.4496, option 1 or email [agent.services@fslso.com](mailto:agent.services@fslso.com).



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