

A 2012 NAPSLO survey names ConceptOne™ the #1 most used management system for General Agents and Wholesale Brokers.

Excerpt from the March 2012 Newsletter - NAPSLO - National Association of Professional Surplus Lines Offices, Ltd.

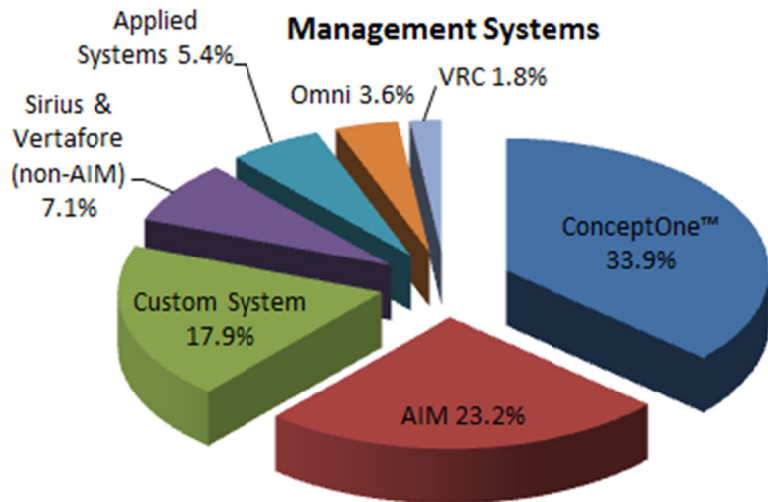
Technology Report - Retail Agents Release Survey Result on Workflow

The Retail Agents Subgroup of the Joint E&S Workgroup recently surveyed managing general agents and wholesaler brokers to ascertain the extent to which they are addressing major workflow recommendations retail agents would like to see when writing E&S and program business.

Approximately 60 firms responded to the survey and results were presented at the 2012 AAMGA Automation conference in early March in Atlanta.

The survey reviewed agency management systems used by members, with 33.9% using ConceptOne, 23.2% AIM, and 17.9% using a custom system. Sirius and Vertafore (non-AIM) were listed at 7.1%, followed by Applied Systems at 5.4%, Omni at 3.6% and VRC at 1.8%.

Other areas of the survey included communication, submission and quoting, servicing and accounting, and billing. Respondents noted that while most MGA/Brokers sent items, or provided retailers the option to receive items via email, less than 20% had Transport Layer Security (TLS) in place to communicate securely. Three-fourths of respondents indicated they push communications to the agency rather than requiring retailers to go to the website.



On submissions and quoting, more than 90% said they accept ACORD applications and nearly 50% said they had a capability on their website for a retailer to enter brief information to ascertain appetite for a particular type of risk.

The results indicate very limited use of Transformation Station, Transact Now, and the Insurance Exchange, and only 7% of firms said they provide agencies with an online tracking mechanism so agents can ascertain the status of submissions, policies, endorsements and renewals.

On accounting and billing, 82% of respondents send invoices by email rather than fax and 21.4% of respondents allow insureds to pay via credit card.