



Industry Index

Executive Summary

The IIABNY Report on Carrier Performance

Winter 2013

The IIABNY Index

A Carrier Evaluation Program

Overview

Welcome to the ninth edition of the IIABNY Industry Index. To support the collective interests of its membership and the industry at large, IIABNY regularly makes the vast wealth of its members' combined experience with carriers available to all its members, their carriers and the public through the IIABNY Index. While data is collected from members, non-members and all job titles from the independent agency force, only those with responsibility for the relationship with carriers are included in the index. Other data is available on request. More than 161 respondents from 133 different agencies participated in the Winter 2013 Industry Index survey. Agency owners, principals and senior management responsible for agency relations totaled 101 respondents with 95 from IIABNY. At a 95% confidence interval, this issue of the Index is projected to have a margin of error of +/- 6.44%.

Index Score Results for Winter 2013

The Personal Lines Index declined to 73.7, a .9 point loss over the prior rating. Regional carriers with an Index score of 76.8 had the highest personal lines scores. The Commercial Lines Index declined to 74.5, a 1.3 point loss over the prior rating. Regional carriers with an Index score of 79.4 had the highest commercial lines scores.

Comments or Questions

If you have any questions on the IIABNY Index, please contact Jean Vincent at Vincent McCabe, Inc., the program administrators, at 1-800-685-7227 (vincentjg@vincentmccabe.com) or Kathy Weinheimer, Senior Vice President of Industry Relations and Education at IIABNY at 1-800-962-7950 (kweinheimer@iiabny.org).



“Thanks to our members and friends who completed the survey for the ninth IIABNY Index, we are able to bring this information to you. In this Winter 2013 edition, scores for personal lines declined by .9 points. Commercial lines scores declined by 1.3 points. It should be noted that Hurricane Sandy created great difficulty for consumers and the industry. This and other challenges may have impacted the Winter 2013 scores.”

“There are many differences among the carriers and we invite all carriers to review their individual scores for the six key factors of the IIABNY Index model in order to better understand how they can strengthen the all important bond between themselves and their independent agents.”

*– Richard A. Poppa, CAE / AAI
President and CEO of IIABNY*

The Process

Research Design

The research team worked carefully to build the system that would reflect the concerns and priorities of IIABNY members, fairly evaluate services provided to members and members' customers and be easy to execute and understand. More than simply a tally of survey results, the IIABNY Index uses a scientifically designed model, which weights by relative importance the individual question ratings, to create the IIABNY Index scores.

Methodology

- **Preliminary investigation.** The research team studied index methodologies from other institutions in order to determine best practices.
- **In-depth interviews with members.** In order to determine factors of importance, in-depth telephone interviews were conducted with a broad spectrum of agency principals from the IIABNY roster.
- **Quantitative analysis to develop the model.** An extensive questionnaire was developed that included all the factors from the in-depth interviews. Using the results from the questionnaire, the independent researchers used a type of multivariate analysis to reduce the number of factors for inclusion in the final survey instrument. Only the critical and representative areas for reliably evaluating carriers would remain. Six key areas of importance, representing all the factors studied, were generated. The researchers also used statistical analysis to determine the relative importance measure by which each of these six key factors would be weighted.
- **Data collection for the Winter 2013 IIABNY Index.** More than 161 respondents from 133 different agencies participated in the Winter 2013 Industry Index survey. Agency owners, principals and senior management responsible for agency relations totaled 101 respondents with 95 from IIABNY. At a 95% confidence interval, this issue of the Index is projected to have a margin of error of +/- 6.44%. Confidence intervals will vary for the individual carrier scores.

The IIABNY Index is composed entirely of ratings from agency principals or leaders responsible for carrier relations in New York State. Other agency personnel are also invited to participate in the survey and their accumulated responses are available to individual carriers; however, the index only includes ratings from agency principals or leaders as the most important evaluator of the agency carrier relationships. Each respondent answered 6 questions for each line of business of the carriers they rated. Respondents only rated carriers with which they had done business in the last twenty-four months. 48 different insurance carriers were included in the questionnaire and respondents were allowed to add and score carriers not included in the defined listing.

The Model

Six Master Factors Determined

From the analysis of all factors uncovered in the initial Index research, six key factors of importance were determined using advanced statistical analysis techniques. To evaluate a carrier, members were asked, "How does your experience with this carrier rate with respect to each of the following ideals? Please use a scale of 1 to 10, where 1 means poor and 10 means excellent." The key factors, or ideals, they rated are listed below.

Underwriters are empowered, responsive and consistent.



Technology and documentation are easy to use.



Keeps its promises, treats me, my agency and my customers with honesty and fairness.



Treats our relationship as a real partnership.



Field and office personnel have a relationship with me and my customers, and they are very responsive.



Profit sharing and commission arrangements are fair.



Winter 2013 Results

Winter 2013 IIABNY Industry Index Results Overview

The Personal Lines Index declined to 73.7, a .9 point loss over the prior rating.

National carriers: 2013 Index Score of 71.6, a marginal decline of .2 from the prior index score. This is the lowest overall score.

Super regional carriers: 2013 Index Score of 75.2, a decline of 1.6 from the prior index score.

Regional carriers: 2013 Index Score of 76.8, a decline of 2.3 from the prior index score.

The regional carrier score of 76.8 is the highest for the personal lines section.

The Commercial Lines Index declined to 74.5, a 1.3 point loss over the prior rating.

National carriers: 2013 Index Score of 71.0, a decline of 2.4 over the prior index score.

Super regional carriers: 2013 Index Score of 74.9, a decline of 3.8 from the prior index score.

Regional carriers: 2013 Index Score of 79.4, an increase of 2.2 from the prior index score.

The regional carrier score of 79.4 is the highest for the commercial lines section.

Winter 2013 IIABNY Industry Index Component Factor Results Overview

Of the six component factors of the Index, “Keeps its promises, treats me and my customers with honesty and fairness” received the highest scores for both personal and commercial lines (74.7 and 74.9 respectively).

Of the six component factors of the Index, “Profit sharing and commission arrangements are fair” received the lowest scores for both personal and commercial lines (67.9 and 69.3 respectively).

None of the six component factors for personal or commercial lines showed any improvement.

Winter 2013 Results - Continued

Individual Factor Scores – Underwriters are empowered, responsive and consistent.

Personal Lines

This factor in personal lines showed little overall change from prior scores at 73.7. (-.20)
With a score of 78.6, regional carriers had the highest personal lines score in this category.
National carriers had the greatest increase in personal line scores (+.50) in this category reaching 70.60.

Commercial Lines

This total factor score in commercial lines declined 1.00 to a score of 74.1.
With a score of 80.6, the regional carriers had the highest commercial lines score in this category.
Regional carriers had the greatest increase in commercial lines score (+1.62) in this category.

Individual Factor Scores – Technology and documentation are easy to use.

Personal Lines

This factor score declined 1.40 points for a new score of 72.00.
With a score of 75.50, national carriers had the highest personal lines score in this category.
National carriers had the greatest increase in personal line scores (+.70) in this category reaching 75.50.

Commercial Lines

This factor in commercial lines declined 0.10 to an overall score of 73.4.
With a score of 74.2, national carriers had the highest commercial lines score in this category.
Regional carriers had the greatest increases in commercial lines score (+5.14) in this category.

Individual Factor Scores – Keeps its promises, treats me, my agency and my customers with honesty and fairness

Personal Lines

This total factor score declined 1.00 to a score of 74.7.
With a score of 77.9, regional carriers had the highest personal lines score in this category.
None of the carriers had any increases in personal lines in this category.

Commercial Lines

This total factor score declined 1.50 to a new score of 74.9
With a score of 79.9, regional carriers had the highest commercial lines score in this category.
Regional carriers had the greatest increases in commercial lines score (+2.10) in this category.

Individual Factor Scores - Treats our relationship as a real partnership.

Personal Lines

This total factor score declined 1.80 to a new score of 71.1.
With a score of 76.4, regional carriers had the highest personal lines score in this category.
None of the carriers had any increases in personal lines in this category.

Commercial Lines

This total factor score declined 2.3 to a new score of 72.0.
With a score of 78.5, regional carriers had the highest commercial lines score in this category.
Regional carriers had the greatest increases in commercial lines (+1.29) in this category.

Winter 2013 Results - Continued

Individual Factor Scores - **Field office personnel have a relationship with me and my customers, and they are very responsive.**

Personal Lines

This total factor score declined marginally (-.10) to a new score of 73.7.

With a score of 77.3, regional carriers had the highest personal lines score in this category.

National carriers had the greatest increase in personal line scores (+.50) in this category reaching 71.5.

Commercial Lines

This total factor score declined 1.3 to a new score of 74.1.

With a score of 79.3, regional carriers had the highest commercial lines score in this category.

Regional carriers had the greatest increases in commercial lines scores (+2.28) in this category.

Individual Factor Scores - **Profit sharing and commission arrangements are fair.**

Personal Lines

This total factor score declined 1.20 to a new score of 67.9.

With a score of 75.1, regional carriers had the highest personal lines score in this category.

All of the carriers declined in personal lines for this category.

Commercial Lines

This total factor score declined 1.60 to a new score of 69.3.

With a score of 75.3, regional carriers had the highest commercial lines score in this category.

Regional carriers had the greatest increases in commercial lines (+0.25) in this category.

Overview of the Current Environment

- Owners, principals and senior managers were asked to rate the overall support independent agencies receive from their carriers. The majority (72.73%) scored their carriers as either “good “or “excellent.” The percentage of “Excellent” scores declined by 6.9 points.
- When asked what carriers can do to assist independent agents, the following items were mentioned most frequently:
 - Be dedicated to independent agents
 - Improve Underwriting
 - Help stem direct writer competition
 - Don't push work to agents
 - Give clear guidelines

When asked how important various promotional activities are to the agency, top scoring items include referrals and their agency website. (90% indicated referrals and 62% indicated their agency website.

- 80% of the respondents indicate that they promote through the web with 36% indicating they use the web either regularly or aggressively. 55% of the respondents indicate they use social media with 26% noting they use social media regularly or aggressively.
- When asked what carriers should do to help agents with the internet or social media, the top scoring idea include: advertise or promotion independent agents; provide a direct link from the carrier website to ours, tech support and show us it matters.

Winter 2013 Scores

The IIABNY Carrier Index Recap

Individual carrier performance index scores were statistically accumulated and used to create eight industry scores – an overall carrier index, a national carrier index, a super regional carrier index and a regional carrier index for both commercial and personal lines. The maximum score possible in the Index is 100. The minimum score possible is 10. A recap of IIABNY Index industry scores are as follows:

	Summer 2007 Carrier Combined Score	Winter 2007 Carrier Combined Score	Personal Lines Spring/Summer 2008 Carrier Score	Commercial Lines Spring/Summer 2008 Carrier Score	Personal Lines Winter 2008 Carrier Score	Commercial Lines Winter 2008 Carrier Score	Personal Lines Summer 2009 Carrier Score	Commercial Lines Summer 2009 Carrier Score	Personal Lines Winter 2010 Carrier Score	Commercial Lines Winter 2010 Carrier Score	Personal Lines Winter 2011 Carrier Score	Commercial Lines Winter 2011 Carrier Score	Personal Lines Winter 2012 Carrier Score	Commercial Lines Winter 2012 Carrier Score	Personal Lines Winter 2013 Carrier Score	Commercial Lines Winter 2013 Carrier Score	CHANGE - Personal Lines Winter 2013 Carrier Score Change from Winter 2012	CHANGE - Commercial Lines Winter 2013 Carrier Score Change from Winter 2012
Overall Carrier Index																		
Overall Carrier Index	70.2	70.4	71.0	73.1	72.0	71.7	73.7	75.3	72.8	73.2	75.2	74.8	74.6	75.8	73.7	74.5	(0.9)	(1.30)
National Carrier Index	66.5	67.5	67.6	69.0	69.4	69.3	69.3	70.8	68.8	69.9	71.9	71.3	71.8	73.4	71.6	71	(0.2)	(2.40)
Super Regional Carrier Index	74.7	74.2	75.5	76.5	73.2	72.4	77.5	78.7	77.4	77.5	79.3	78.8	76.8	78.7	75.2	74.9	(1.6)	(3.80)
Regional Carrier Index	77.8	76.0	77.0	80.5	78.4	78.7	80.7	79.8	77.2	74.5	79.0	76.9	79.1	77.2	76.8	79.4	(2.3)	2.20
Factor Scores - Underwriters are empowered, responsive and consistent.																		
All Carriers	70.3	71.2	72.2	75.1	73.8	73.7	73.0	75.7	72.0	72.8	74.1	75.1	73.90	75.10	73.7	74.1	(0.20)	(1.00)
National Carriers	65.8	67.7	68.5	71.2	71.4	72.2	68.3	71.4	67.1	70.1	70.0	71.8	70.10	71.91	70.6	70.7	0.50	(1.21)
Super Regional Carriers	75.9	75.1	76.4	78.1	74.1	72.3	76.1	78.2	77.8	75.5	78.3	78.1	76.70	76.96	75.3	72.9	(1.40)	(4.06)
Regional Carriers	79.9	78.7	79.9	83.1	80.5	81.4	81.0	80.7	77.4	74.9	79.8	77.6	80.30	78.98	78.6	80.6	(1.70)	1.62
Factor Scores - Technology and documentation are easy to use.																		
All Carriers	71.2	71.6	72.6	74.3	73.7	74.1	72.6	74.7	71.5	71.5	74.0	73.5	73.40	73.50	72	73.4	(1.40)	(0.10)
National Carriers	71.7	72.3	72.8	74.2	74.0	74.6	72.4	75.0	71.9	73.9	75.2	75.5	74.80	76.81	75.5	74.2	0.70	(2.61)
Super Regional Carriers	70.8	70.4	72.1	75.2	70.5	72.8	71.6	76.8	71.7	72.9	72.9	76.1	72.50	74.14	69.3	72.1	(3.20)	(2.04)
Regional Carriers	69.7	70.7	72.6	71.8	76.2	74.9	73.6	72.2	70.7	66.4	72.2	68.6	70.90	68.36	67	73.5	(3.90)	5.14
Factor Scores - Keeps its promises, treats me, my agency and my customers with honesty and fairness.																		
All Carriers	73.0	73.2	73.7	75.2	74.7	73.9	75.1	75.7	74.0	74.1	76.3	76.1	75.70	76.40	74.7	74.9	(1.00)	(1.50)
National Carriers	69.8	70.7	70.8	72.1	72.8	72.0	71.1	71.8	70.8	70.7	73.6	73.1	73.30	74.10	72.7	72.3	(0.60)	(1.80)
Super Regional Carriers	76.5	75.5	77.3	77.4	74.5	74.1	78.6	78.1	76.8	77.9	79.8	79.3	77.30	78.94	75.7	73.9	(1.60)	(5.04)
Regional Carriers	80.3	79.5	79.2	81.9	80.4	80.4	81.2	80.3	78.3	76.1	79.4	78.1	79.90	77.80	77.9	79.9	(2.00)	2.10
Factor Scores - Treats our relationship as a real partnership.																		
All Carriers	69.7	69.9	70.4	72.7	71.1	70.6	71.8	73.0	71.4	71.8	72.3	72.7	72.90	74.30	71.1	72	(1.80)	(2.30)
National Carriers	64.9	65.8	66.1	67.0	67.6	67.1	66.0	67.1	66.1	66.2	69.2	67.7	69.00	70.27	67.6	67.1	(1.40)	(3.17)
Super Regional Carriers	75.7	75.5	76.9	77.0	73.9	72.3	77.2	76.9	77.1	77.2	79.8	77.9	73.90	78.33	73.3	73	(0.60)	(5.33)
Regional Carriers	79.7	77.3	77.3	82.3	78.5	79.1	80.6	79.4	77.8	75.0	77.9	75.9	79.30	77.21	76.4	78.5	(2.90)	1.29
Factor Scores - Field and office personnel have a relationship with me and my customers, and they are very responsive.																		
All Carriers	70.5	71.2	71.1	73.4	71.2	70.8	72.6	74.2	72.0	72.2	74.3	73.1	73.80	75.40	73.7	74.1	(0.10)	(1.30)
National Carriers	66.3	68.0	67.6	69.0	68.2	68.0	68.0	69.3	68.1	68.6	71.1	68.8	71.00	72.35	71.5	70	0.50	(2.35)
Super Regional Carriers	75.7	76.2	76.0	76.7	73.4	71.4	77.1	77.9	77.1	76.6	78.4	76.7	76.50	79.03	74.9	75.4	(1.60)	(3.63)
Regional Carriers	79.2	76.3	77.1	83.3	78.0	79.1	79.5	79.4	76.1	74.1	78.2	76.6	78.00	77.02	77.3	79.3	(0.70)	2.28
Factor Scores - Profit sharing and commission arrangements are fair.																		
All Carriers	65.9	64.8	65.2	67.4	66.7	66.6	68.4	69.1	67.0	67.9	69.8	69.2	69.10	70.90	67.9	69.3	(1.20)	(1.60)
National Carriers	59.9	59.5	59.0	59.5	61.4	60.8	61.2	61.1	60.4	60.8	63.5	61.4	63.70	65.54	62.3	62.8	(1.40)	(2.74)
Super Regional Carriers	73.7	72.6	74.1	74.3	72.3	71.4	75.4	74.9	75.2	76.1	77.4	75.5	74.70	75.73	73.7	73.4	(1.00)	(2.33)
Regional Carriers	77.9	73.0	75.5	80.9	76.6	77.2	79.1	77.5	73.9	71.8	77.4	75.6	76.90	75.05	75.1	75.3	(1.80)	0.25

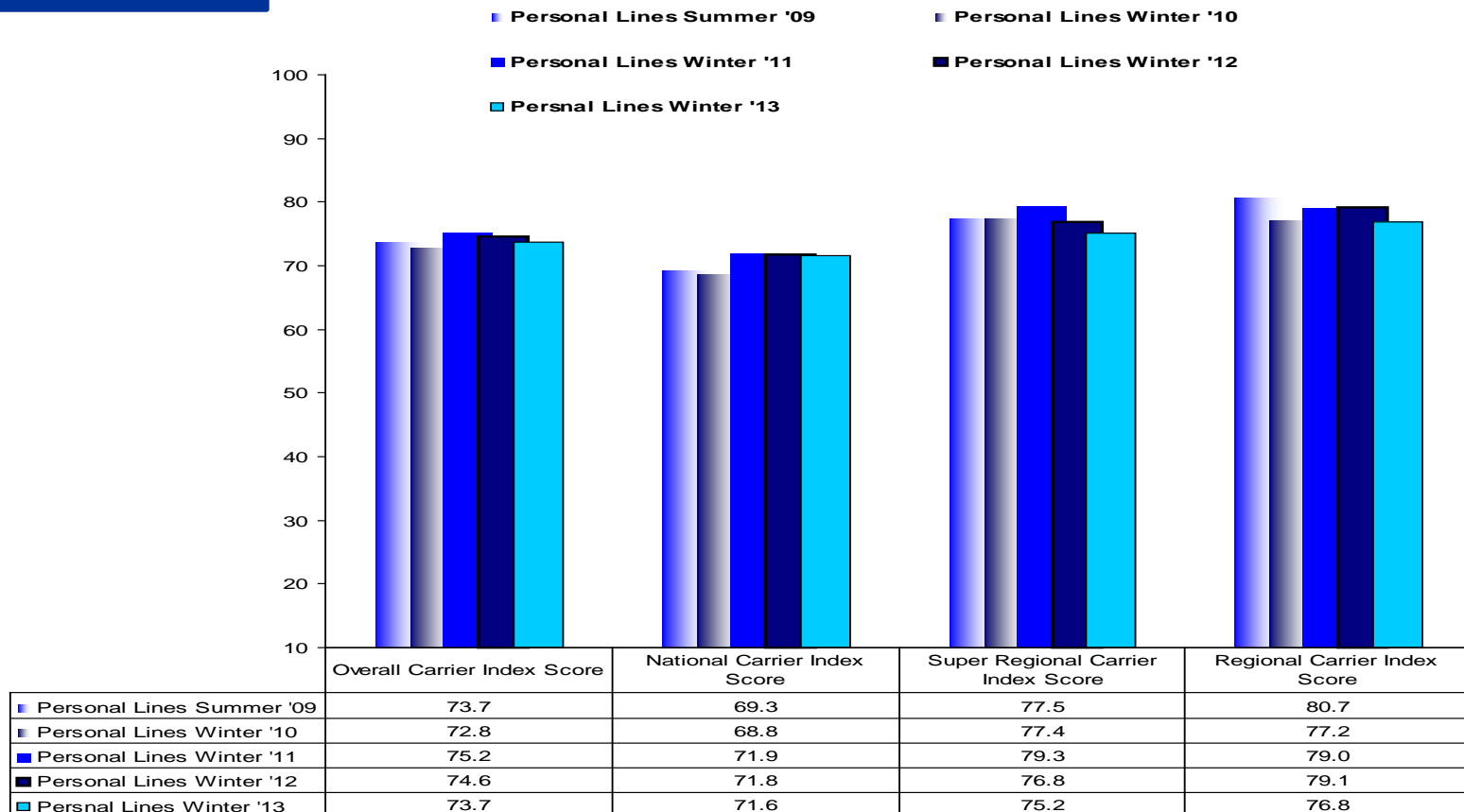
Winter 2013 Scores

The IIABNY Carrier Index

Individual carrier performance index scores were statistically accumulated and used to create eight industry scores – an overall carrier index, a national carrier index, a super regional carrier index and a regional carrier index for both commercial and personal lines. The maximum score possible in the Index is 100. The minimum score possible is 10.

The Winter 2013 IIABNY Index industry scores are as follows:

Overall Personal Lines Scores

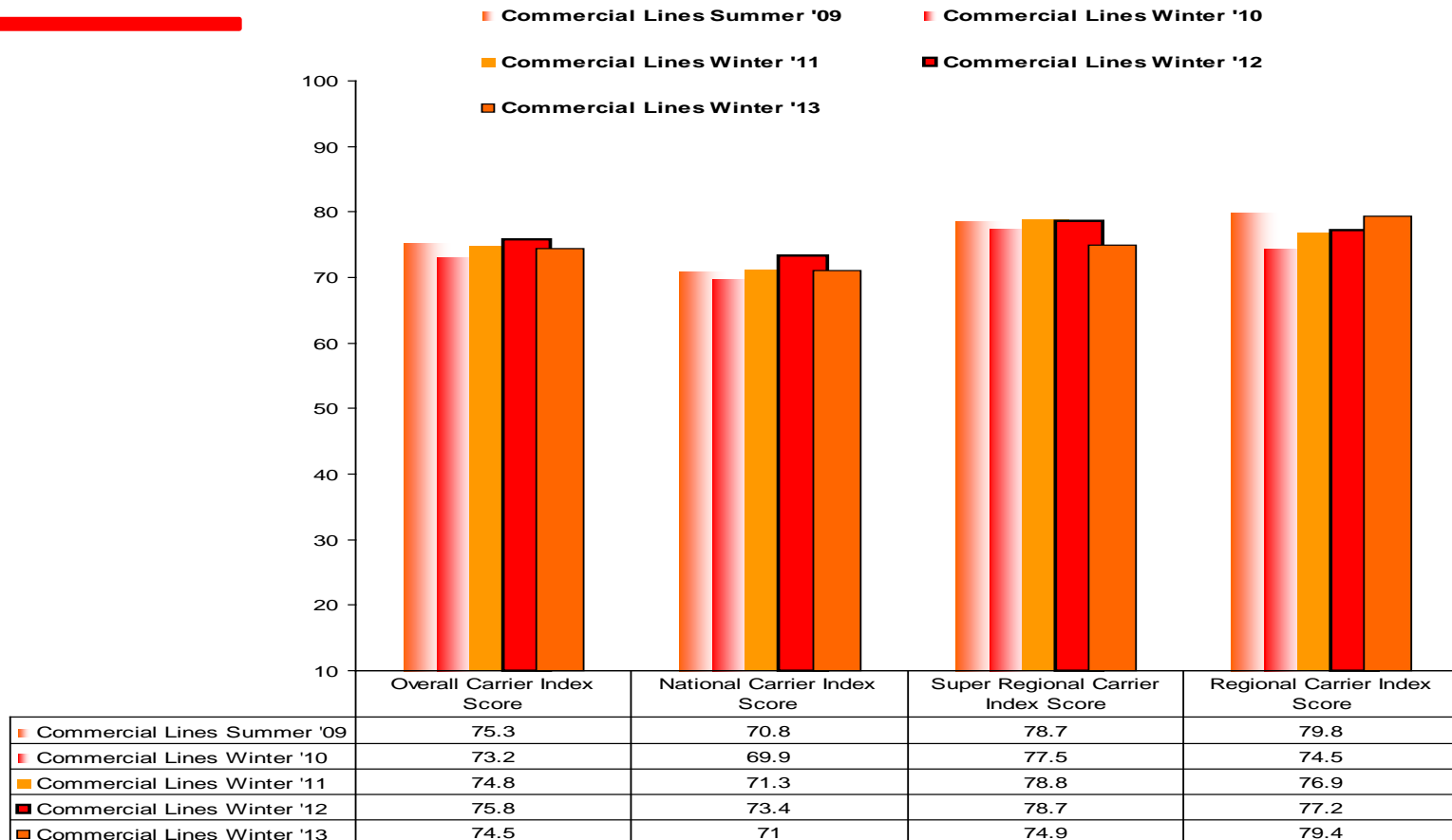


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Overall Commercial Lines Scores

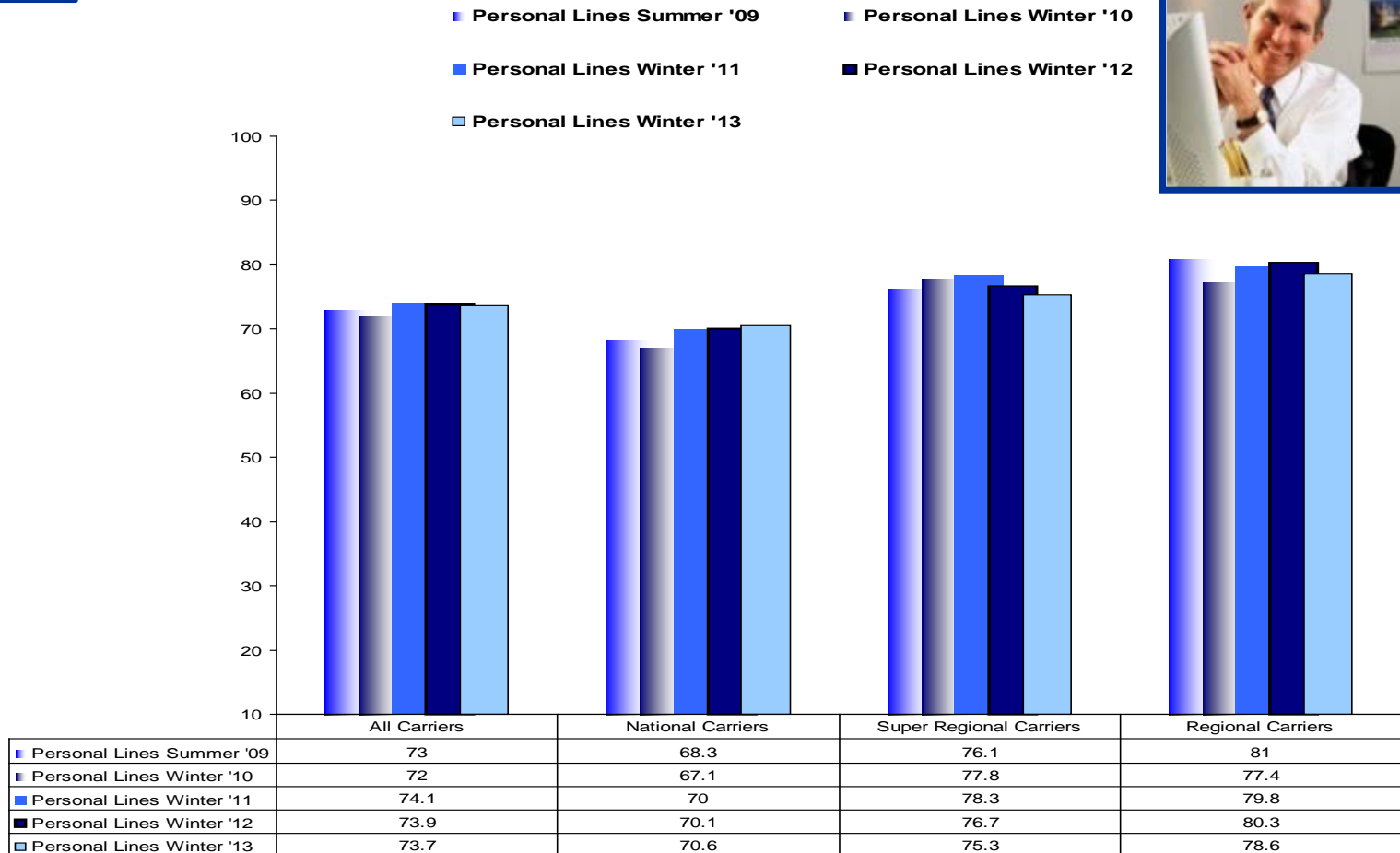


In-depth Factor Scores 2013

The IIABNY Index model combines the scores for six key factors, weighted by relative importance, to create a performance index score.

However, the individual key factor scores also provided significant information. Scores for the individual factors are:

Underwriters are empowered, responsive and consistent.



In-depth Factor Scores 2013

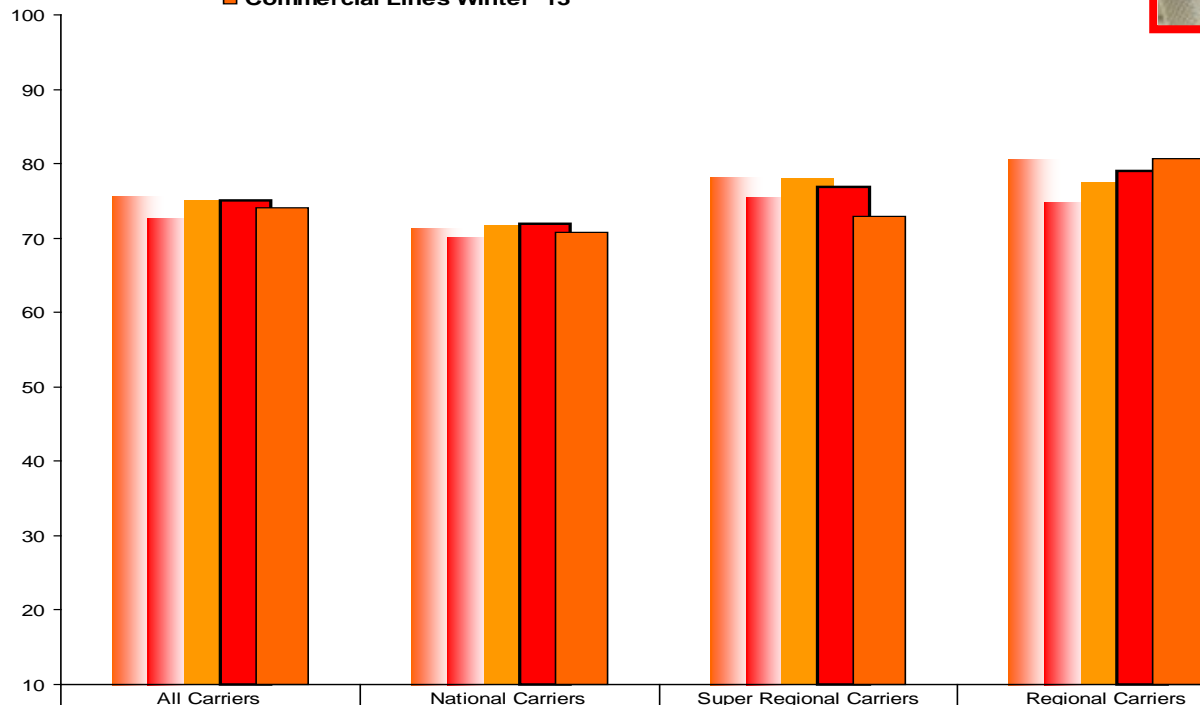
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- Commercial Lines Summer '09
- Commercial Lines Winter '10
- Commercial Lines Winter '11
- Commercial Lines Winter '12
- Commercial Lines Winter '13



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Commercial Lines Summer '09	75.7	71.4	78.2	80.7
Commercial Lines Winter '10	72.8	70.1	75.5	74.9
Commercial Lines Winter '11	75.1	71.8	78.1	77.6
Commercial Lines Winter '12	75.1	71.91	76.96	78.98
Commercial Lines Winter '13	74.1	70.7	72.9	80.6

In-depth Factor Scores 2013

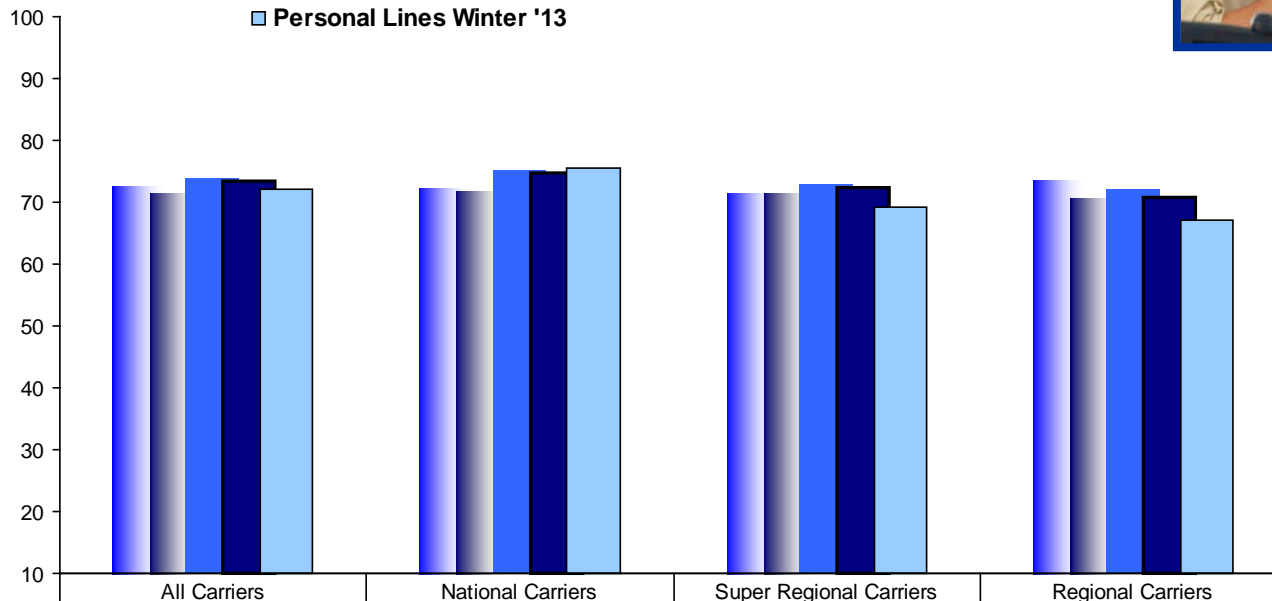
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- Personal Lines Summer '09
- Personal Lines Winter '10
- Personal Lines Winter '11
- Personal Lines Winter '12
- Personal Lines Winter '13



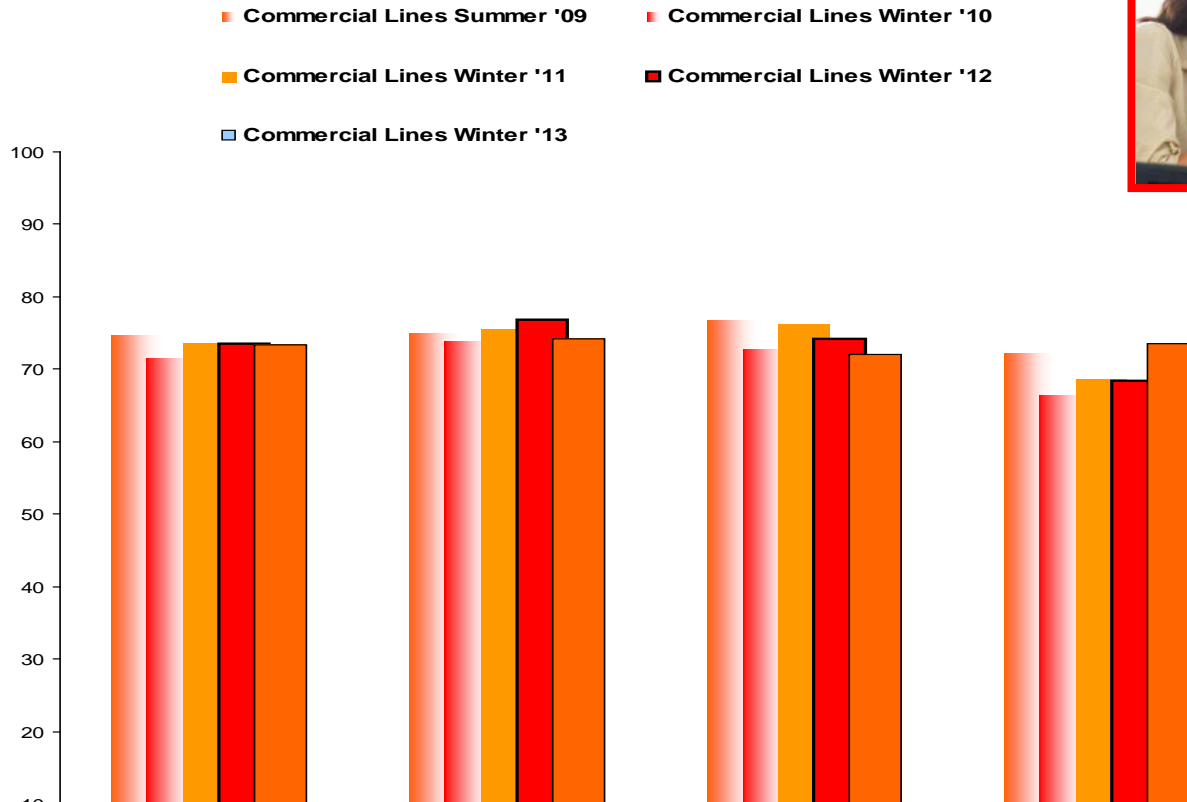
	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Personal Lines Summer '09	72.6	72.4	71.6	73.6
Personal Lines Winter '10	71.5	71.9	71.7	70.7
Personal Lines Winter '11	74	75.2	72.9	72.2
Personal Lines Winter '12	73.4	74.8	72.5	70.9
Personal Lines Winter '13	72	75.5	69.3	67

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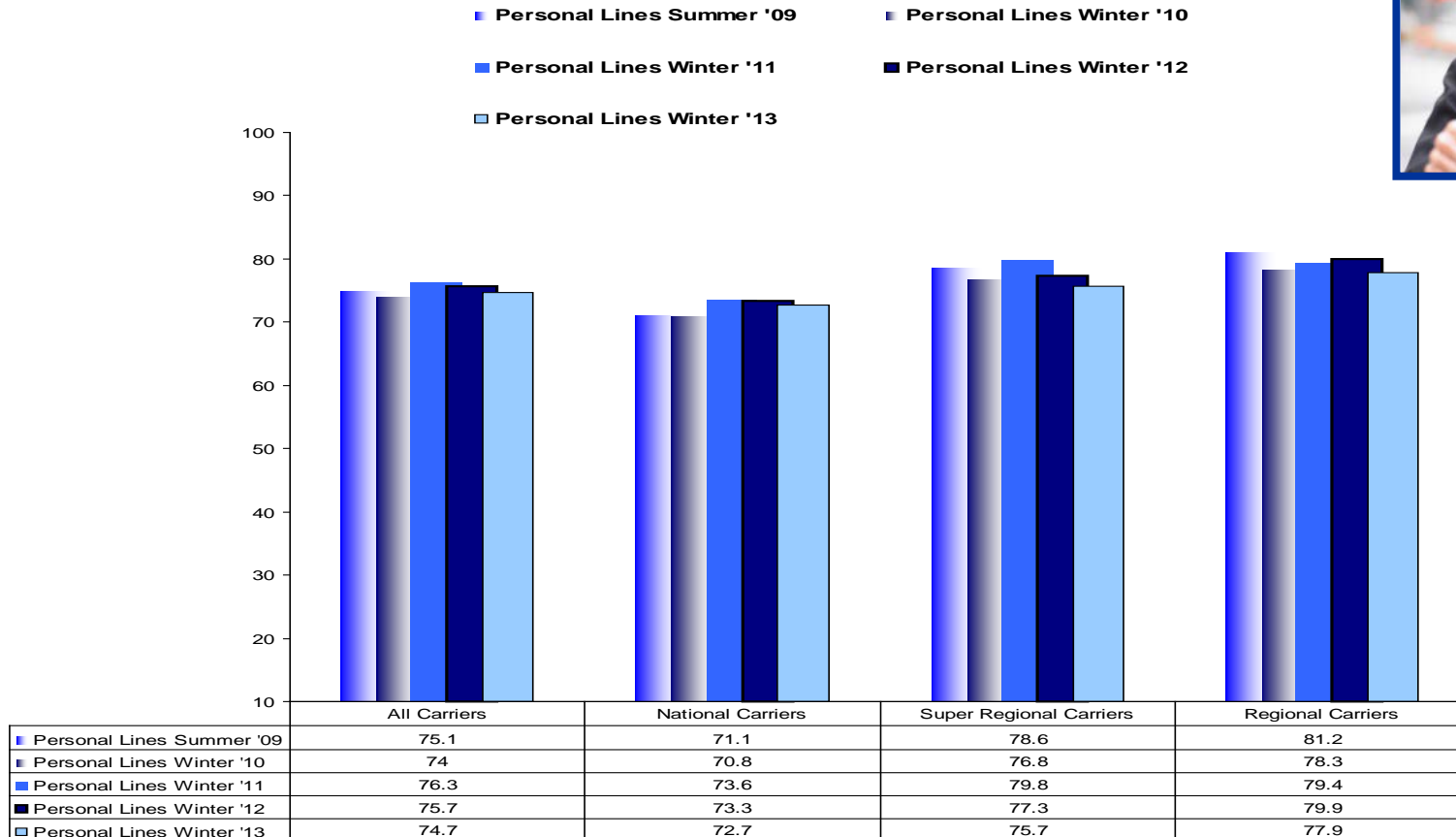
	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Commercial Lines Summer '09	74.7	75	76.8	72.2
Commercial Lines Winter '10	71.5	73.9	72.9	66.4
Commercial Lines Winter '11	73.5	75.5	76.1	68.6
Commercial Lines Winter '12	73.5	76.81	74.14	68.36
Commercial Lines Winter '13	73.4	74.2	72.1	73.5

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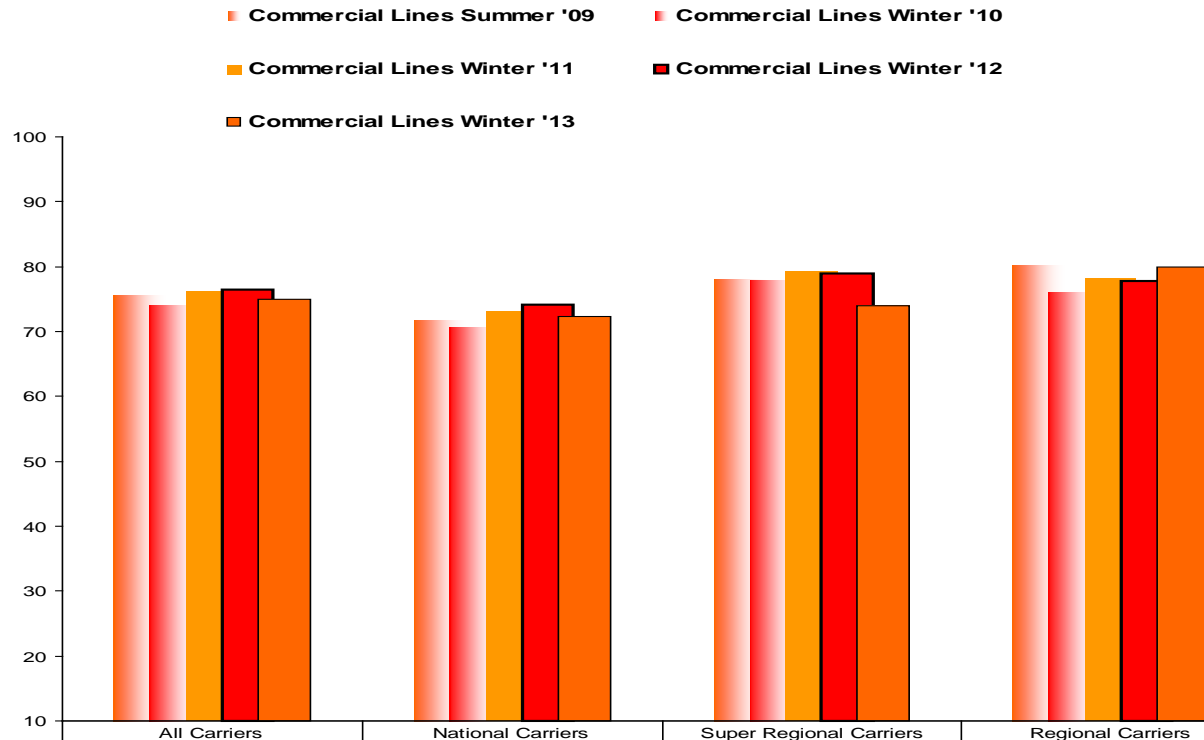


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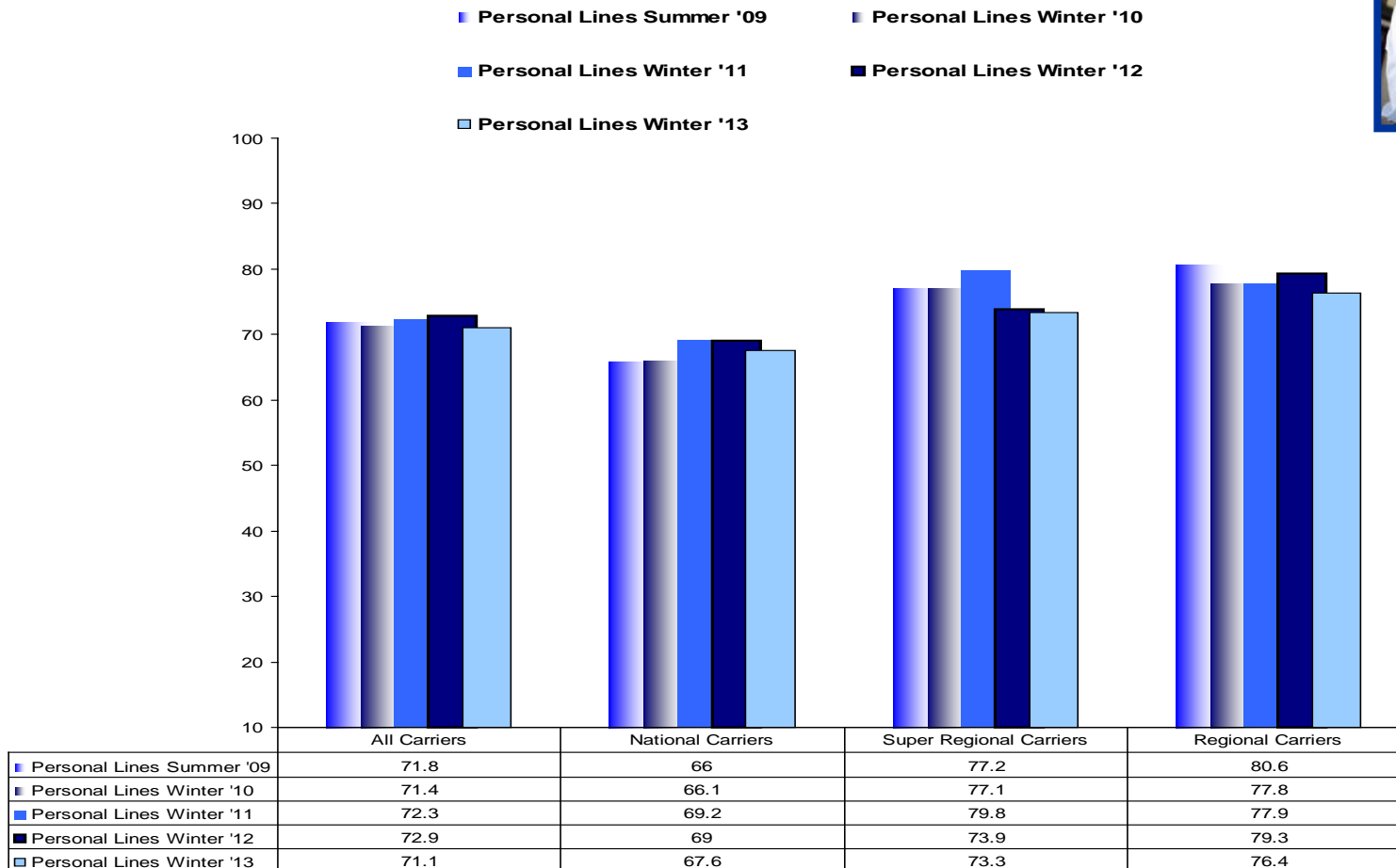
	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
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Treats our relationship as a real partnership.

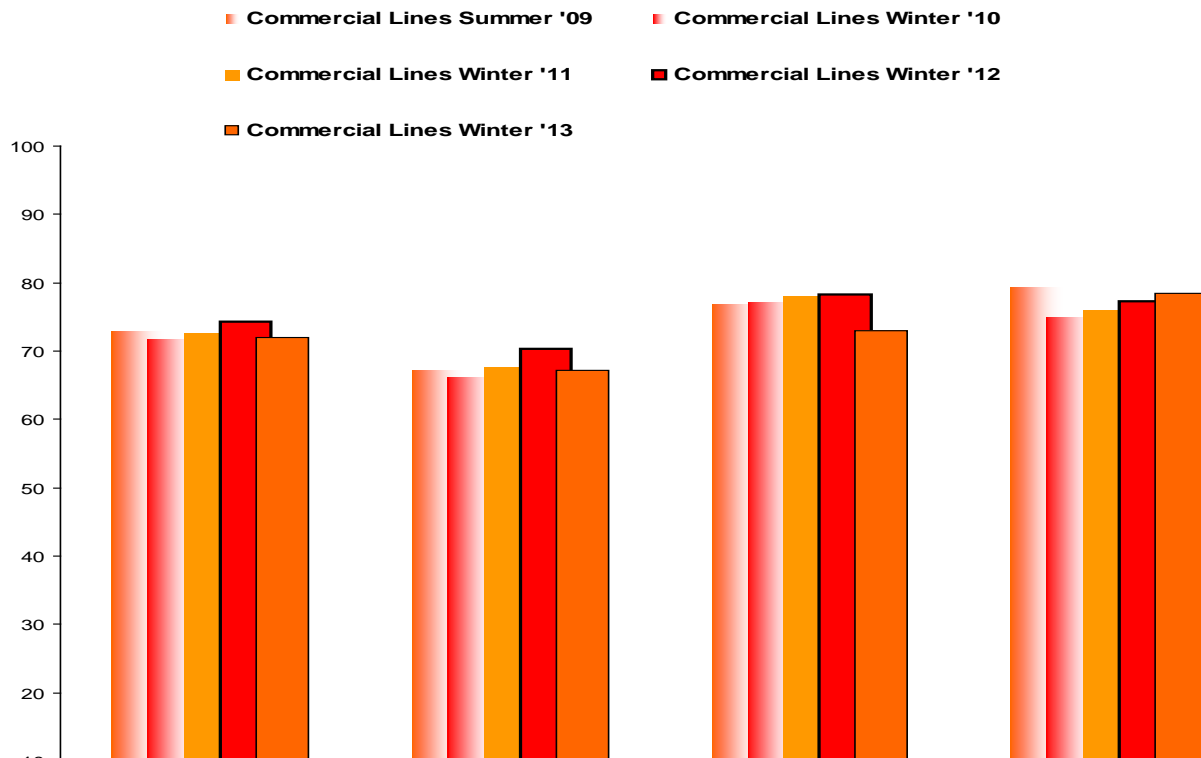


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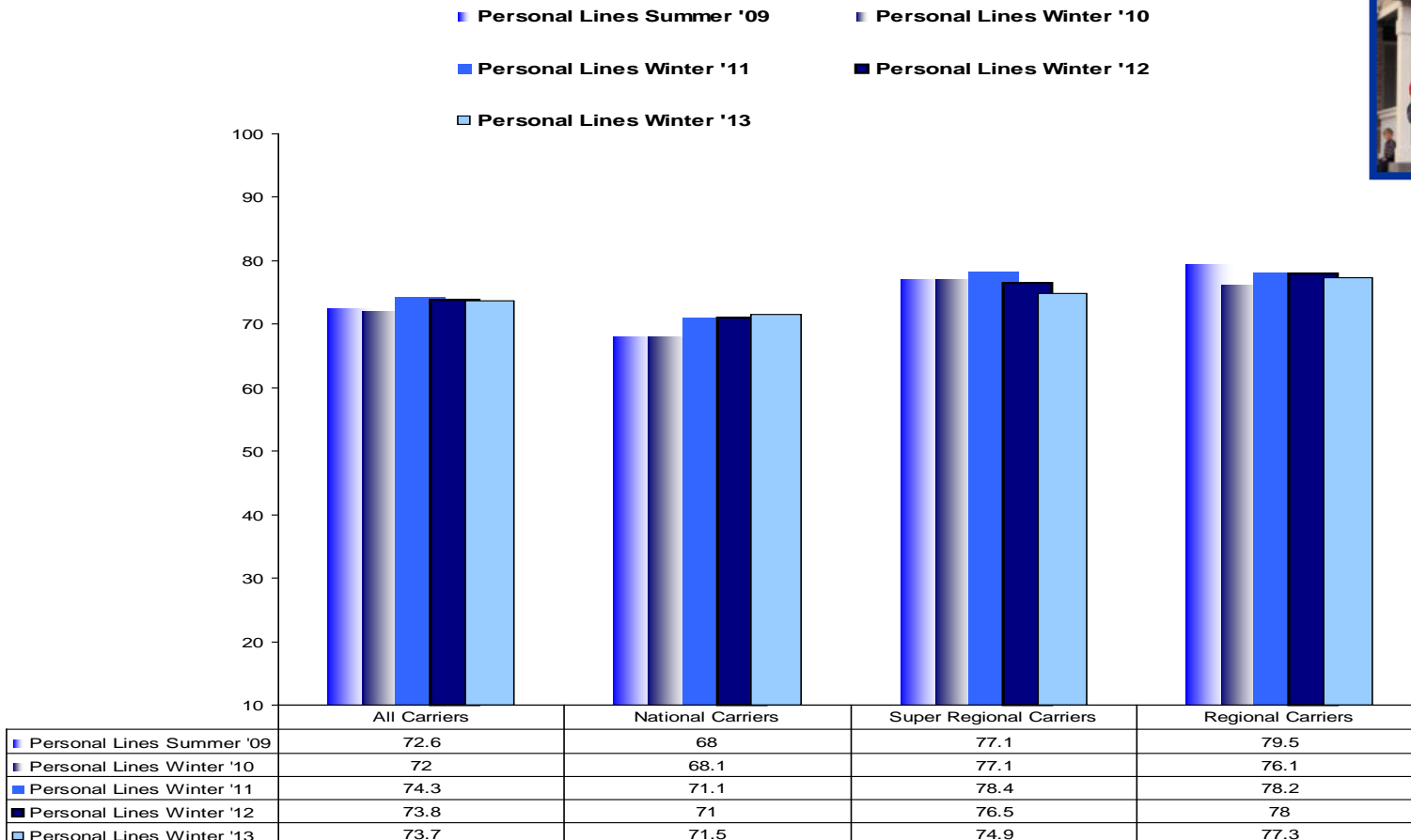
	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Commercial Lines Summer '09	73	67.1	76.9	79.4
Commercial Lines Winter '10	71.8	66.2	77.2	75
Commercial Lines Winter '11	72.7	67.7	77.9	75.9
Commercial Lines Winter '12	74.3	70.27	78.33	77.21
Commercial Lines Winter '13	72	67.1	73	78.5

In-depth Factor Scores 2013

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Field and office personnel have a relationship with me and my customers, and they are very responsive.

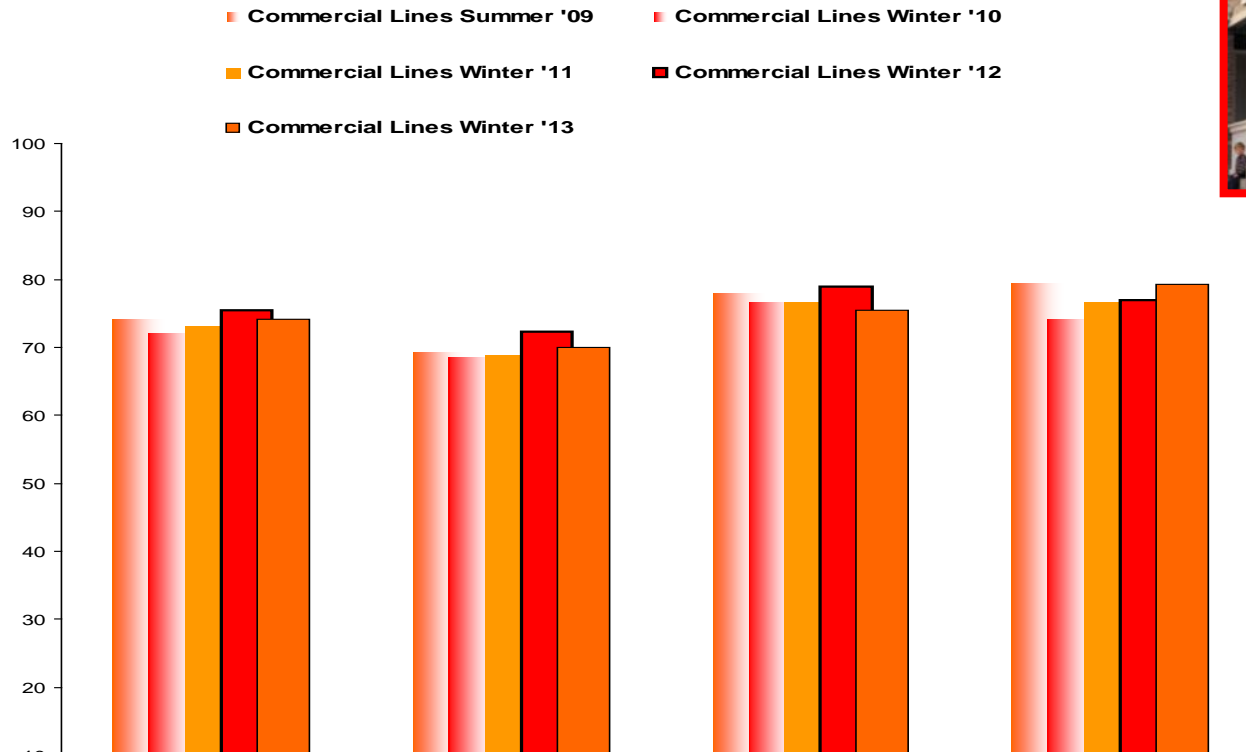


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However, the individual key factor scores also provided significant information. Scores for the individual factors are:

Field and office personnel have a relationship with me and my customers, and they are very responsive.

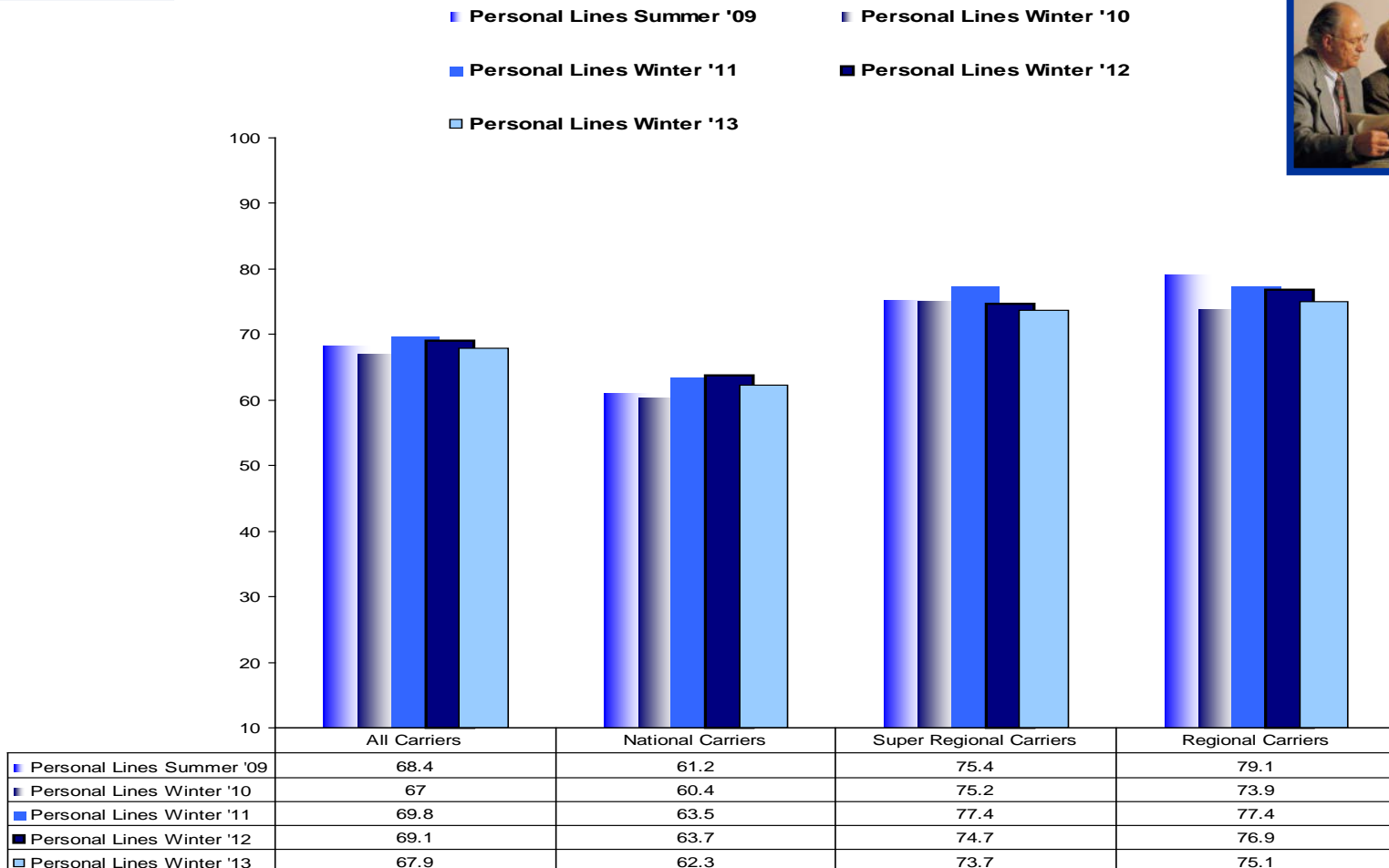


	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Commercial Lines Summer '09	74.2	69.3	77.9	79.4
Commercial Lines Winter '10	72.2	68.6	76.6	74.1
Commercial Lines Winter '11	73.1	68.8	76.7	76.6
Commercial Lines Winter '12	75.4	72.35	79.03	77.02
Commercial Lines Winter '13	74.1	70	75.4	79.3

In-depth Factor Scores 2013

The IIABNY Index model combines the scores for six key factors, weighted by relative importance, to create a performance index score. However, the researchers noted that the individual key factor scores also provided significant information. Scores for the individual factors are:

Profit sharing and commission arrangements are fair.

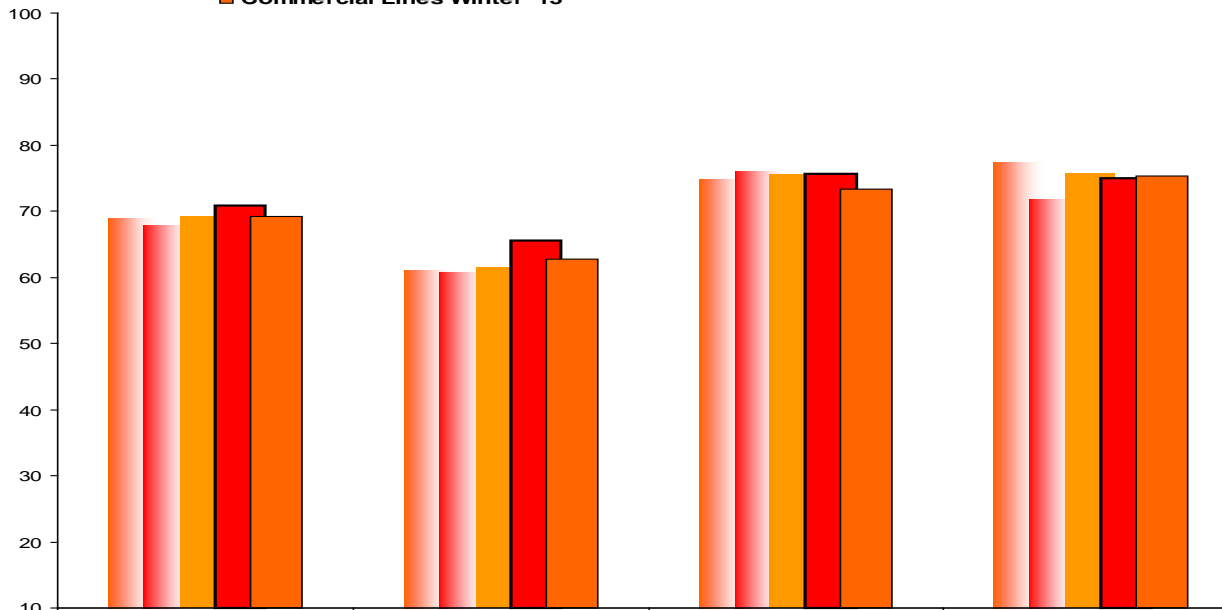
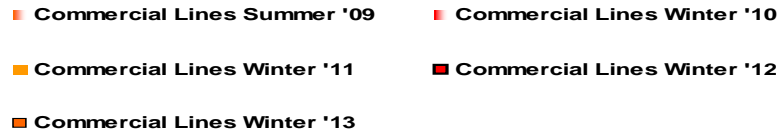


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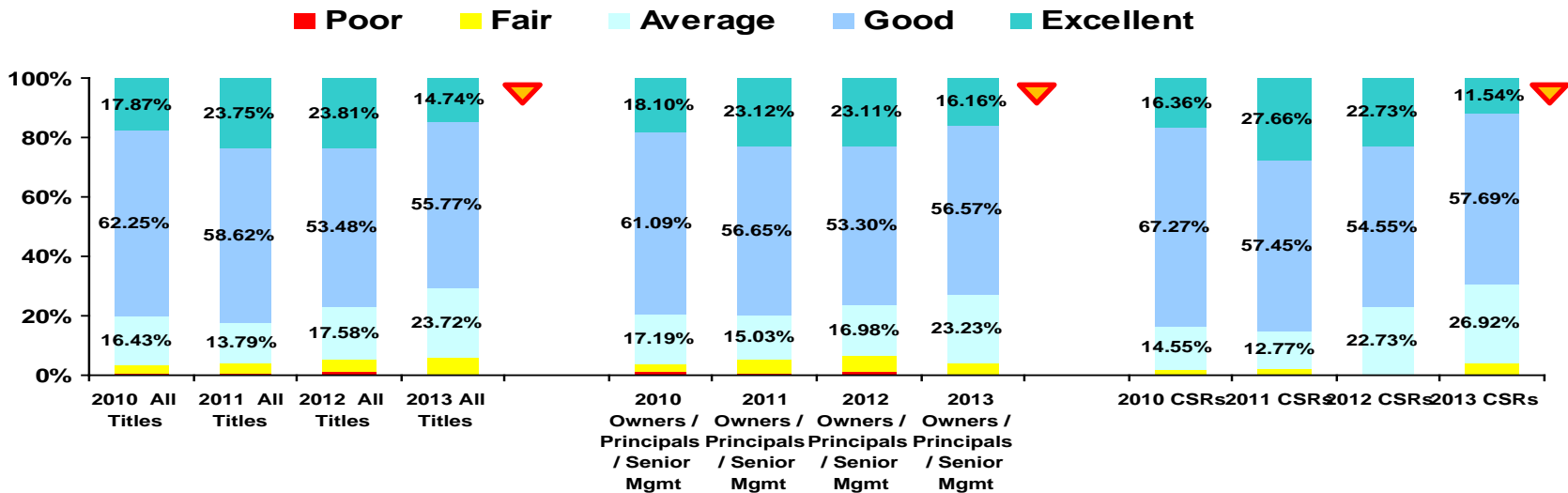
	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
Commercial Lines Summer '09	69.1	61.1	74.9	77.5
Commercial Lines Winter '10	67.9	60.8	76.1	71.8
Commercial Lines Winter '11	69.2	61.4	75.5	75.6
Commercial Lines Winter '12	70.9	65.54	75.73	75.05
Commercial Lines Winter '13	69.3	62.8	73.4	75.3

Current Events 2013

Environmental Scanning

- In this edition of the IIABNY Index, questions on carrier support were included in the study. Respondents were asked to rate the overall support independent agencies receive from their carriers. The majority scored their carriers as either "good" or "excellent." In 2013 the percentage of "Good" and "Excellent" scores declined. (Scores by all respondents declined 7 points. Principals' scoring declined by 4 points and CRS scoring declined by 8 points.)

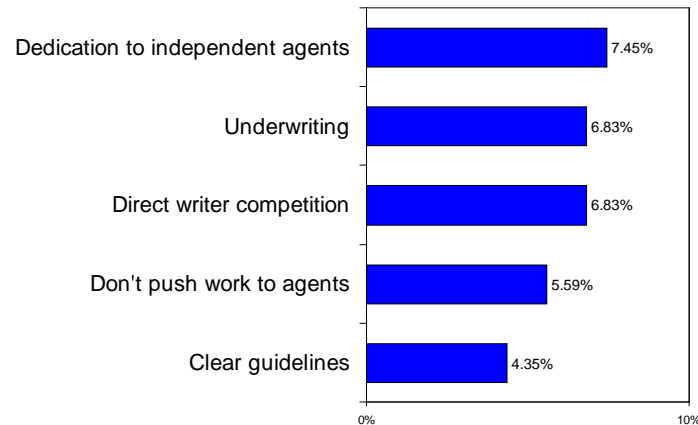
Carriers' Overall Support of Independent Agencies



Current Topics 2013

Thoughts for Carriers

The respondents were also asked what carriers should be doing to assist them. The most-frequently mentioned items included the following:



Sample comments included:

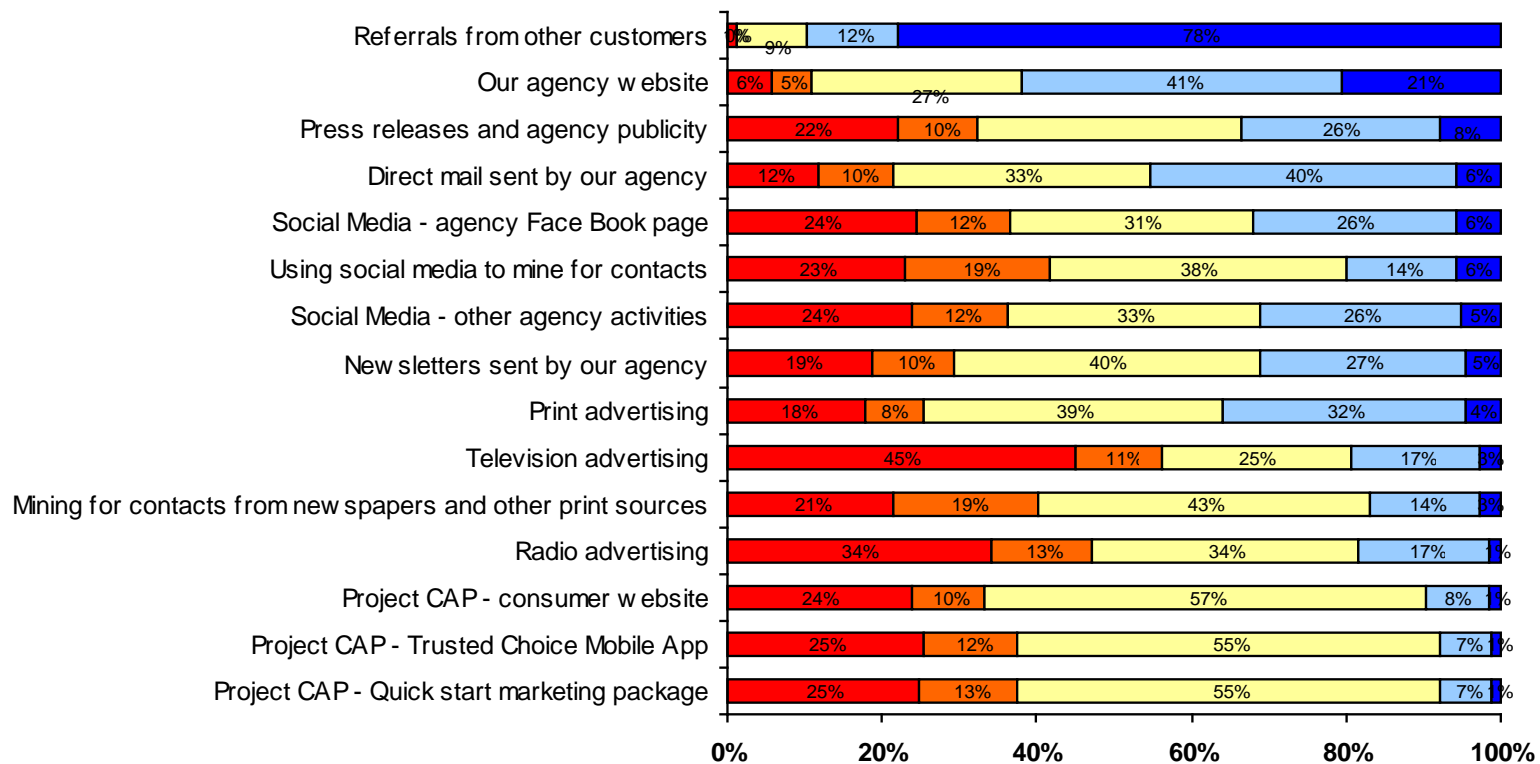
- Dedication to independent agents
 - *Promote the advantages of working with an independent agent.*
 - *Remember that this is a business of relationships.*
- Underwriting
 - *Respond quickly to questions and underwriting issues.*
 - *Allow more flexibility in underwriting. Trust us to do more up front underwriting.*
- Direct writer competition
 - *Work with us to compete against the direct writer.*
 - *Support this distribution channel better than their direct efforts. Give us a level playing field if they are in both segments.*
- Don't push work to agents
 - *Stop asking us to do more work but then cut our commission.*
 - *Carriers, over the years, have pushed more work onto the agency side, like printing.*
- Clear guidelines
 - *Underwriting guidelines in line with our area.*
 - *An indication from carriers as to whether a risk is acceptable, prior to application submission.*

Current Topics 2013

Sales and Marketing

- Respondents were asked, "How important to your agency are each of the following sources of new business? To score each item, use a scale of 1 to 5, where 1 means not at all important to your agency and 5 means very important to your agency."

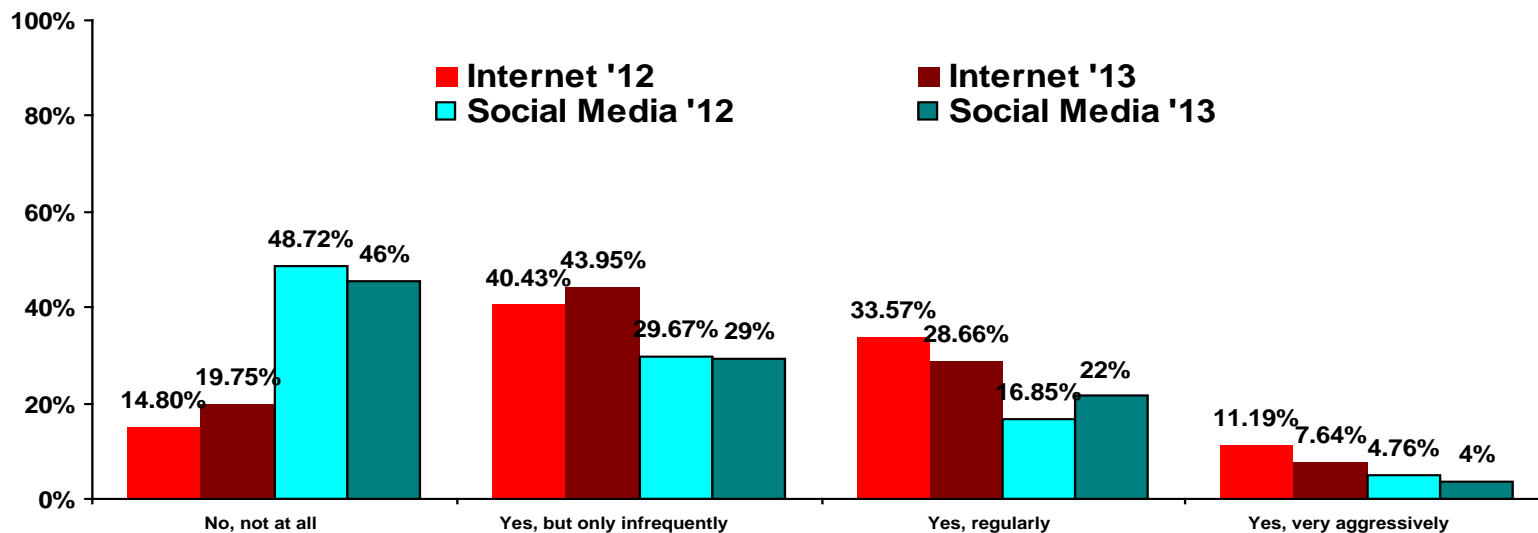
■ 1 - Not at all important
 ■ 2 - Unimportant
 ■ 3 - Neutral
 ■ 4 - Important
 ■ 5 - Very Important



Current Topics 2013

Internet and Social Usage

- Respondents were asked, "Is your agency using the internet for your agency's sales and marketing activities?".
- Respondents were asked, "Is your agency using social media for your agency's sales and marketing activities?".



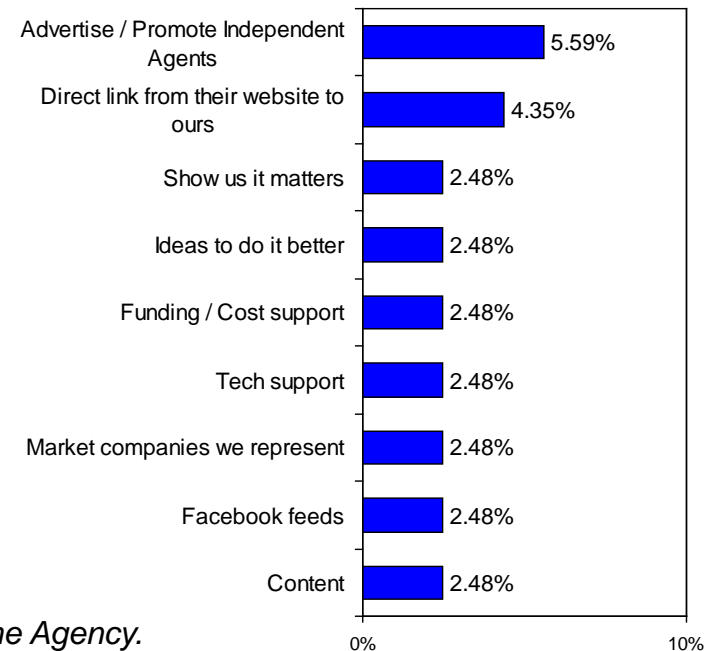
Current Topics 2013

Carrier Support Internet and Social Usage

Respondents were asked, "How can your carriers assist you in using the internet or social media?. This is the first time this question has been included in the Index.

Sample comments included:

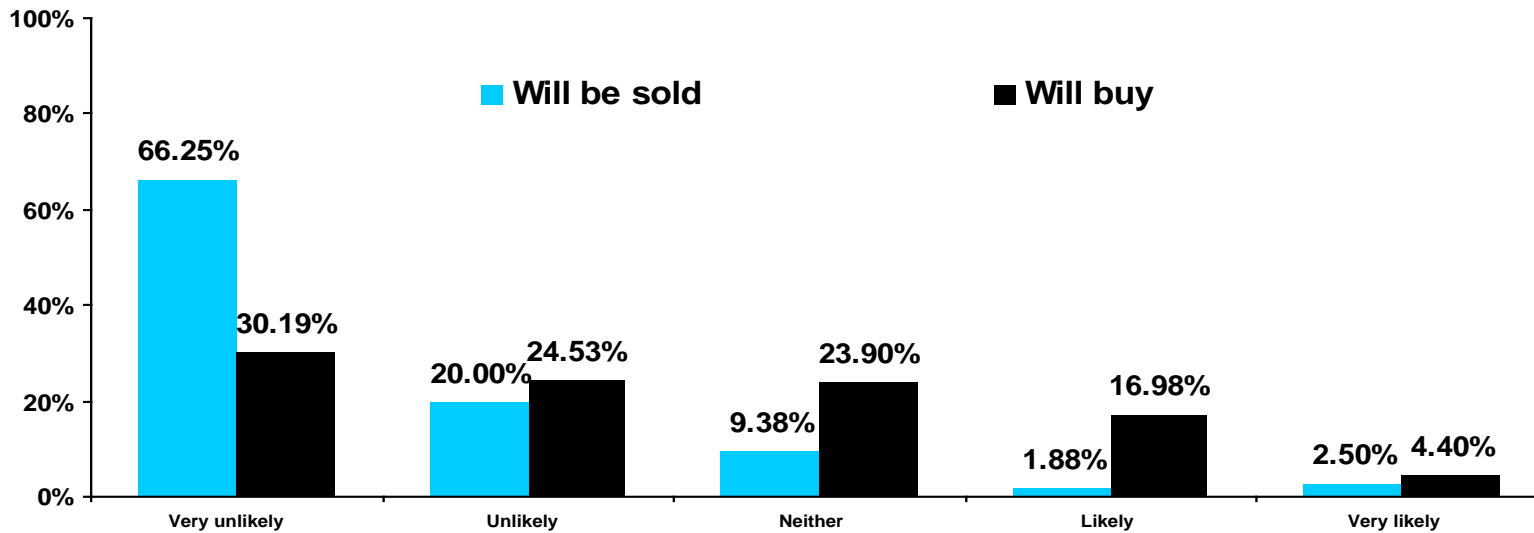
- Advertise / promote Independent Agents
 - *Support the Independent Agency brand.*
 - *It will be the Companies people are looking for, not the Agency. They can direct these prospects to our office*
- Direct link from their website to ours
 - *Provide links to our websites.*
 - *When someone does a search with a particular insurance company that they see the local agent.*
- Tech support
 - *Technology is ever changing and carriers have the resources to help agencies understand how we can keep pace with this ever changing environment.*
- Show us it matters
 - *I'm not convinced that the "social" aspect of this provides enough positive client incentive to offset potential negatives, specifically E&O. I don't have the manpower to devote to oversight of this medium, which I feel is important to its success.*



Current Topics 2013

Agency Ownership

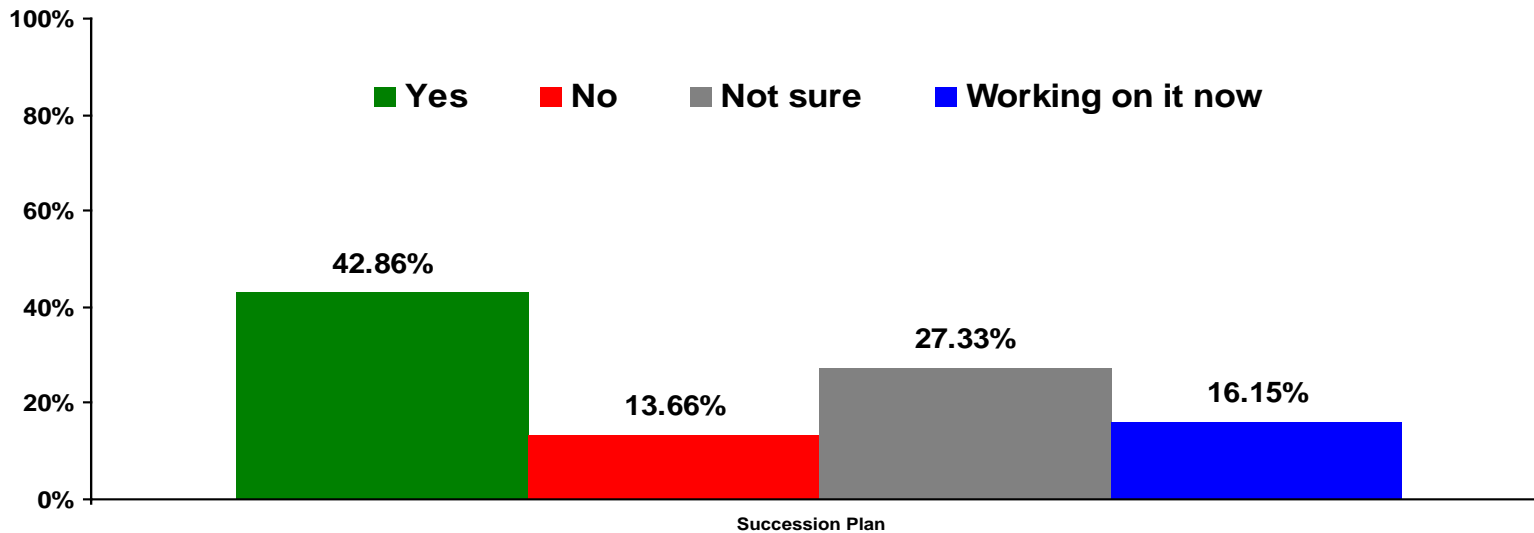
- Respondents were asked, “What is the likelihood that your agency will be sold in 2013?”
- Respondents were asked, “What is the likelihood that you or your agency will buy another agency in 2013?”



Current Topics 2013

Agency Ownership

- Respondents were asked, "Does your agency have a succession plan?"



The IIABNY Index

A Carrier Evaluation Program

Other Reports Available

The following reports are prepared as part of each IIABNY Index edition:

1. The IIABNY Index Executive Summary Report – Includes the industry scores segmented by line of business. This report is made available to its members, respondents to the study, carriers and the public through media press releases. (This report is the Summary)

2. The Carrier's Individual IIABNY Index Report – Includes the carrier's individual performance index and component scores. This report is available to respondents to the study and may be purchased by each of the individual carriers. IIABNY provides detailed reports only to the carrier being evaluated.

3. The IIABNY Index Ranking Report – Includes the carrier index scores for the carriers that are rated and lists all carriers showing their rankings. This report is available to respondents to the study and may be purchased by the carriers. Some information concerning the ranking of top-scoring companies may be released to the public through media press releases.

Other reports such as a demographic analysis report, verbatim comment reports, in-depth carrier review reports and consultation on the IIABNY Index are also available upon request.

If you are interested in purchasing IIABNY Index Reports, please contact Jamie Deapo at IIABNY at 1-800-962-7950 or Jean Vincent at Vincent McCabe, Inc., the program administrators, at 1-800-685-7227.



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For More Information

If you have any questions or would like to purchase any of the IIABNY Index reports, please contact Jamie Deapo at IIABNY at 1-800-962-7950 or Jean Vincent at Vincent McCabe, Inc., the program administrators, at 1-800-685-7227.

Independent Insurance Agents and Brokers of New York (IIABNY)

The Independent Insurance Agents & Brokers of New York, Inc., working in the public's best interest, is the unrelenting advocate for independent insurance agencies in New York State. IIABNY exists to fulfill the educational, political and business interests of its members. We represent more than 1,900 members who give consumers a choice of products from more than one insurance company. For more information about IIABNY, contact Kathy Weinheimer, Senior Vice President of Industry Relations and Education at IIABNY at kweinheimer@iiabny.org or toll free 1-800-962-7950.

The Program Administrators

Vincent McCabe, Inc. is an independent, third-party consulting firm that specializes in financial and insurance research. The complete dataset for this research and the index methodology used are archived in secure storage at Vincent McCabe, Inc. headquarters in Skaneateles, NY. For more information on Vincent McCabe, Inc. or this program, contact Jean Vincent, President at Vincent McCabe, at vincentjg@vincentmccabe.com or toll free 1-866-685-7227.





Industry Index

The IIABNY Report
on Carrier Performance

Winter 2013