

Industry Index

Executive Summary

The IIABNY Report on Carrier Performance

2016

The IIABNY Index

A Carrier Evaluation Program

2016

Overview

Welcome to the 12th 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 members with responsibility for the relationship with carriers are included in the index. Other data is available on request. 262 respondents participated in the 2016 Industry Index survey. Agency owners, principals and senior management responsible for agency relations totaled 204 respondents with 183 from IIABNY members. These respondents' scores are used to develop the Index. Responses were also received from non-members and various personnel at the responding agencies. At a 95% confidence interval, this issue of the Index is projected to have an approximate margin of error of +/- 5.5%.

Index Score Results for 2016

The Personal Lines Index declined to 75.0, a 0.4 point decrease from the prior year's rating. The Commercial Lines Index increased to 77.4, a 1.2 point gain over the prior rating. National and super regional carriers experienced positive increases in both Personal and Commercial Lines. Regional carriers decreased in both lines.

IIABNY Industry Index 2016	Personal Lines Winter 2016 Carrier Score	CHANGE - Personal Lines Winter 2016 Carrier Score Change from Winter 2015	Commercial Lines Winter 2016 Carrier Score	CHANGE - Commercial Lines Winter 2016 Carrier Score Change from Winter 2015
Overall Carrier Index	75.0	-0.4	77.4	1.2
National Carrier Index	72.2	1.4	73.7	3.1
Super Regional Carrier Index	79.1	1.0	80.2	1.1
Regional Carrier Index	77.8	-3.7	81.3	-2.5

"Thanks to our members and friends who completed the survey for the 12th IIABNY Industry Index, we are able to bring this information to you. In this 2016 edition, scores for personal lines decreased by 0.4 points. Commercial lines scores increased by 1.2 points."

"There are many differences among the carriers and we invite all carriers to review the individual scores for the six key factors of the IIABNY Industry 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*

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 (jean@vincentmccabe.com) or Kathy Weinheimer, Senior Vice President of Industry Relations and Education at IIABNY at 1-800-962-7950 or (kweinheimer@iiabny.org).



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 2016 IIABNY Index.** 262 respondents participated in the 2016 Industry Index survey. Agency owners, principals and senior management responsible for agency relations totaled 204 respondents with 183 from IIABNY. These respondents' scores are used to develop the Index. Responses were also received from non-members and various personnel at the responding agencies. At a 95% confidence interval, this issue of the Index is projected to have a approximate margin of error of +/- 5.5%. 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 six 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. 34 personal lines carriers and 31 commercial lines carriers were included in the questionnaire. Respondents were allowed to add and score carriers not included in the defined listing.

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.

1. Underwriters are empowered, responsive and consistent.



2. Technology and documentation are easy to use.



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



4. Treats our relationship as a real partnership.



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



6. Profit sharing and commission arrangements are fair.



2016 IIABNY Industry Index Results Overview

The Personal Lines Index decreased to 75.0, a 0.4 point decrease from the prior year.

National carriers: Scores increased by 1.4 points to 72.2

Super regional carriers: Scores increased by 1 points to a score of 79.1

Regional carriers: Scores greatly declined by 3.7 points to 77.8

The Commercial Lines Index increased to 77.4, a 1.2 points up over the prior year

National carriers: Scores increased by a strong 3.1 points to 73.7

Super regional carriers: Scores increased by 1.1 points to 80.2

Regional carriers: Scores decreased by 2.5 points to 81.3

Super Regional carriers scored highest in both personal lines and commercial lines.

IIABNY Industry Index 2016	Personal Lines Winter 2016 Carrier Score	CHANGE - Personal Lines Winter 2016 Carrier Score Change from Winter 2015	Commercial Lines Winter 2016 Carrier Score	CHANGE - Commercial Lines Winter 2016 Carrier Score Change from Winter 2015
Overall Carrier Index	75.0	-0.4	77.4	1.2
National Carrier Index	72.2	1.4	73.7	3.1
Super Regional Carrier Index	79.1	1.0	80.2	1.1
Regional Carrier Index	77.8	-3.7	81.3	-2.5



Personal Lines Results

Of the six component factors of the Index, “Keeps its promises, treats me, my agency and my customers with honesty and fairness.” had the highest score overall.

The lowest overall score (69.9) was “Profit sharing and commission arrangements are fair.” It should be noted that Regional Carriers had a large decrease of 4.1 points whereas National Carriers increased by 2.6 points in this area.

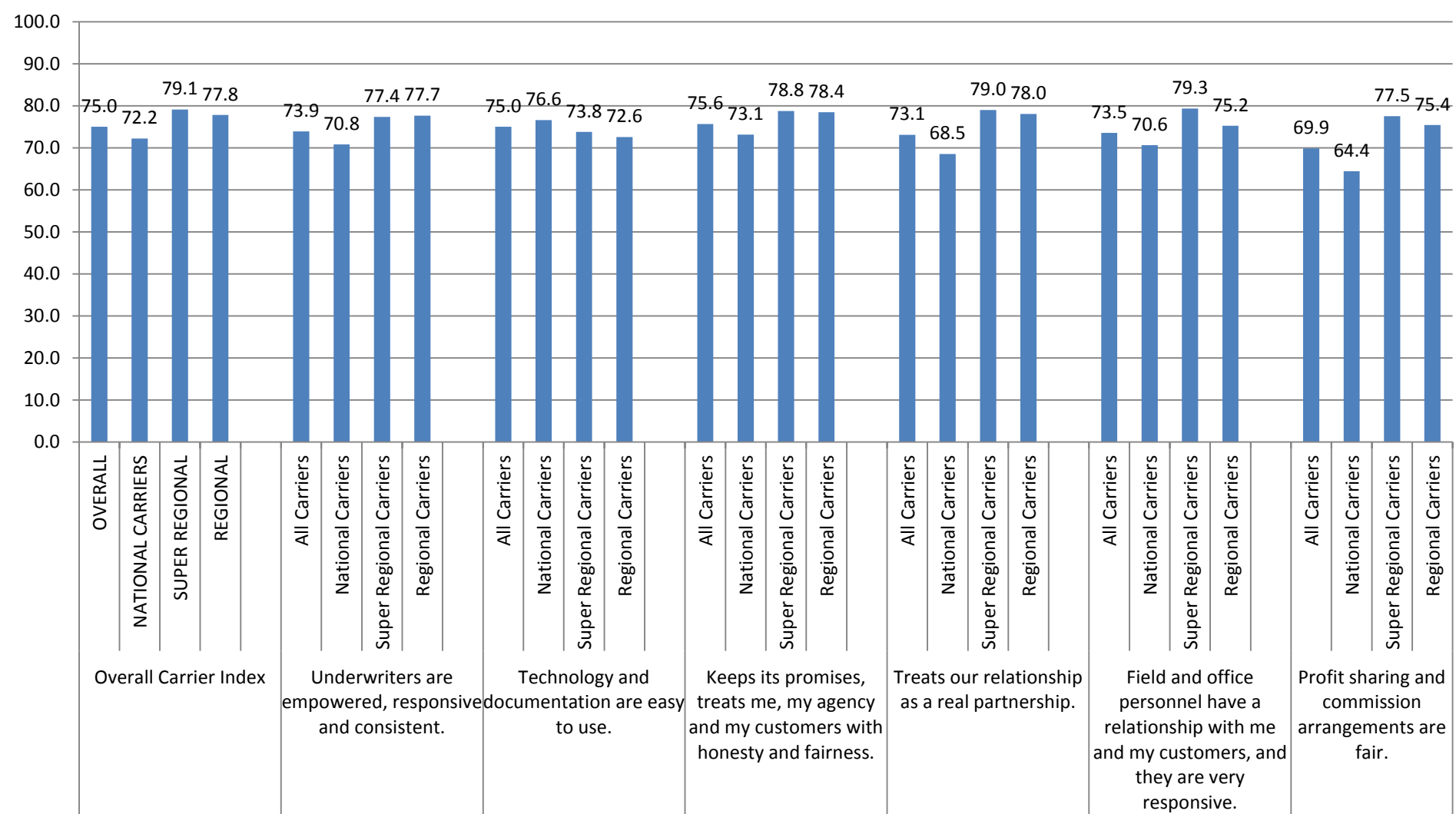
Personal Lines Results	2016	Personal Lines 2016 Carrier Score	CHANGE - Personal Winter 2016 Carrier Score Change from 2015
Underwriters are empowered, responsive and consistent.	All Carriers	73.9	(1.0)
	National Carriers	70.8	1.0
	Super Regional Carriers	77.4	(0.0)
	Regional Carriers	77.7	(4.7)
Technology and documentation are easy to use.	All Carriers	75.0	0.1
	National Carriers	76.6	0.4
	Super Regional Carriers	73.8	(1.4)
	Regional Carriers	72.6	0.3
Keeps its promises, treats me, my agency and my customers with honesty and fairness.	All Carriers	75.6	(0.8)
	National Carriers	73.1	0.7
	Super Regional Carriers	78.8	1.6
	Regional Carriers	78.4	(4.4)
Treats our relationship as a real partnership.	All Carriers	73.1	(0.2)
	National Carriers	68.5	1.9
	Super Regional Carriers	79.0	2.6
	Regional Carriers	78.0	(4.5)
Field and office personnel have a relationship with me and my customers, and they are very responsive.	All Carriers	73.5	0.0
	National Carriers	70.6	2.1
	Super Regional Carriers	79.3	2.7
	Regional Carriers	75.2	(5.0)
Profit sharing and commission arrangements are fair.	All Carriers	69.9	(0.0)
	National Carriers	64.4	2.6
	Super Regional Carriers	77.5	1.0
	Regional Carriers	75.4	(4.1)

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.

2016

Personal Lines 2016 Carrier Score



Personal Lines – History 2016

The IIABNY Carrier Index Recap

The maximum score possible in the Index is 100. The minimum score possible is 10. A recap of IIABNY Index industry scores for personal lines since the study inception is shown below:

		Summer 2007 Carrier Combined Score	Winter 2007 Carrier Combined Score	Personal Lines Spring/ Summer 2008 Carrier Score	Personal Lines Winter 2008 Carrier Score	Personal Lines Summer 2009 Carrier Score	Personal Lines Winter 2010 Carrier Score	Personal Lines Winter 2011 Carrier Score	Personal Lines Winter 2012 Carrier Score	Personal Lines Winter 2013 Carrier Score	Personal Lines Winter 2014 Carrier Score	Personal Lines 2015 Carrier Score	Personal Lines 2016 Carrier Score	CHANGE - Personal 2016 Carrier Score Change from 2015
Overall Carrier Index	Overall Carrier Index	70.2	70.4	71	72	73.7	72.8	75.2	74.6	73.7	74.4	75.4	75.0	-0.4
	National Carrier Index	66.5	67.5	67.6	69.4	69.3	68.8	71.9	71.8	71.6	72.1	70.8	72.2	1.4
	Super Regional Carrier Index	74.7	74.2	75.5	73.2	77.5	77.4	79.3	76.8	75.2	78.4	78.1	79.1	1.0
	Regional Carrier Index	77.8	76	77	78.4	80.7	77.2	79	79.1	76.8	76.3	81.5	77.8	-3.7
Factor Scores - Underwriters are empowered, responsive and consistent.	All Carriers	70.3	71.2	72.2	73.8	73	72	74.1	73.9	73.7	73.6	74.9	73.9	-1.0
	National Carriers	65.8	67.7	68.5	71.4	68.3	67.1	70	70.1	70.6	69.9	69.8	70.8	1.0
	Super Regional Carriers	75.9	75.1	76.4	74.1	76.1	77.8	78.3	76.7	75.3	77.6	77.4	77.4	0.0
	Regional Carriers	79.9	78.7	79.9	80.5	81	77.4	79.8	80.3	78.6	78.2	82.3	77.7	-4.6
Factor Scores - Technology and documentation are easy to use.	All Carriers	71.2	71.6	72.6	73.7	72.6	71.5	74	73.4	72	73.5	74.9	75.0	0.1
	National Carriers	71.7	72.3	72.8	74	72.4	71.9	75.2	74.8	75.5	76.8	76.2	76.6	0.4
	Super Regional Carriers	70.8	70.4	72.1	70.5	71.6	71.7	72.9	72.5	69.3	72.3	75.2	73.8	-1.4
	Regional Carriers	69.7	70.7	72.6	76.2	73.6	70.7	72.2	70.9	67	68.1	72.3	72.6	0.3
Factor Scores - Keeps its promises, treats me, my agency and my customers with honesty and fairness.	All Carriers	73	73.2	73.7	74.7	75.1	74	76.3	75.7	74.7	74.8	76.4	75.6	-0.8
	National Carriers	69.8	70.7	70.8	72.8	71.1	70.8	73.6	73.3	72.7	72.8	72.5	73.1	0.6
	Super Regional Carriers	76.5	75.5	77.3	74.5	78.6	76.8	79.8	77.3	75.7	78.4	77.1	78.8	1.7
	Regional Carriers	80.3	79.5	79.2	80.4	81.2	78.3	79.4	79.9	77.9	76.3	82.8	78.4	-4.4
Factor Scores - Treats our relationship as a real partnership.	All Carriers	69.7	69.9	70.4	71.1	71.8	71.4	72.3	72.9	71.1	72.6	73.2	73.1	-0.1
	National Carriers	64.9	65.8	66.1	67.6	66	66.1	69.2	69	67.6	68.6	66.7	68.5	1.8
	Super Regional Carriers	75.7	75.5	76.9	73.9	77.2	77.1	79.8	73.9	73.3	78.8	76.4	79.0	2.6
	Regional Carriers	79.7	77.3	77.3	78.5	80.6	77.8	77.9	79.3	76.4	76.1	82.6	78.0	-4.6
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	71.2	72.6	72	74.3	73.8	73.7	73.7	73.5	73.5	0.0
	National Carriers	66.3	68	67.6	68.2	68	68.1	71.1	71	71.5	70.8	68.5	70.6	2.1
	Super Regional Carriers	75.7	76.2	76	73.4	77.1	77.1	78.4	76.5	74.9	77.8	76.6	79.3	2.7
	Regional Carriers	79.2	76.3	77.1	78	79.5	76.1	78.2	78	77.3	76.5	80.3	75.2	-5.1
Factor Scores - Profit sharing and commission arrangements are fair.	All Carriers	65.9	64.8	65.2	66.7	68.4	67	69.8	69.1	67.9	69.2	69.9	69.9	0.0
	National Carriers	59.9	59.5	59	61.4	61.2	60.4	63.5	63.7	62.3	64.3	61.8	64.4	2.6
	Super Regional Carriers	73.7	72.6	74.1	72.3	75.4	75.2	77.4	74.7	73.7	76.5	76.5	77.5	1.0
	Regional Carriers	77.9	73	75.5	76.6	79.1	73.9	77.4	76.9	75.1	73.9	79.6	75.4	-4.2

Commercial Lines Results

Of the six component factors of the Index, “Keeps it promises, treats me, my agency and my customers with honesty and fairness” had the highest overall index score for all carriers (77.7), representing a .8 increase over the prior year.

The lowest overall score (73.8) was “Profit sharing and commission arrangements are fair.” This also represents a 2.0 point incline from the prior year.

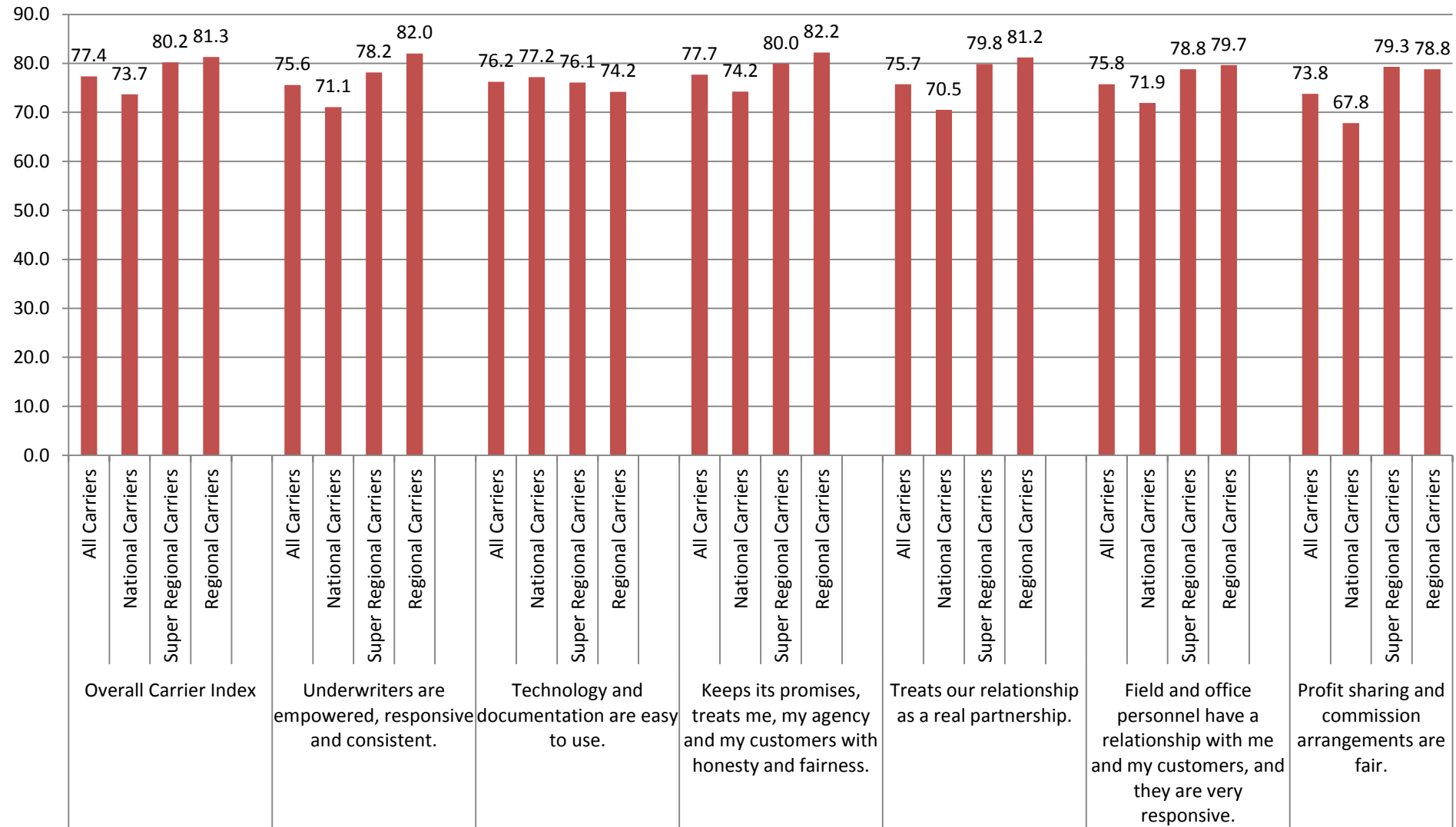
Commercial Lines Results	2016	Commercial Lines 2016 Carrier Score	CHANGE - Commercial 2016 Carrier Score Change from 2015
Underwriters are empowered, responsive and consistent.	All Carriers	75.6	(0.2)
	National Carriers	71.1	0.8
	Super Regional Carriers	78.2	0.6
	Regional Carriers	82.0	(2.4)
Technology and documentation are easy to use.	All Carriers	76.2	0.5
	National Carriers	77.2	2.0
	Super Regional Carriers	76.1	(0.9)
	Regional Carriers	74.2	(1.2)
Keeps its promises, treats me, my agency and my customers with honesty and fairness.	All Carriers	77.7	0.8
	National Carriers	74.2	2.5
	Super Regional Carriers	80.0	0.9
	Regional Carriers	82.2	(2.5)
Treats our relationship as a real partnership.	All Carriers	75.7	1.8
	National Carriers	70.5	4.3
	Super Regional Carriers	79.8	1.9
	Regional Carriers	81.2	(3.2)
Field and office personnel have a relationship with me and my customers, and they are very responsive.	All Carriers	75.8	2.3
	National Carriers	71.9	4.8
	Super Regional Carriers	78.8	2.2
	Regional Carriers	79.7	(2.6)
Profit sharing and commission arrangements are fair.	All Carriers	73.8	2.0
	National Carriers	67.8	4.2
	Super Regional Carriers	79.3	2.2
	Regional Carriers	78.8	(2.9)

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.

2016

Commercial Lines 2016 Carrier Score



Commercial Lines – History

2016

The IIABNY Carrier Index Recap

The maximum score possible in the Index is 100. The minimum score possible is 10. A recap of IIABNY Index industry scores for commercial lines since the inception is shown below:

		Summer 2007 Carrier Combined Score	Winter 2007 Carrier Combined Score	Commercial Lines Spring/ Summer 2008 Carrier Score	Commercial Lines Winter 2008 Carrier Score	Commercial Lines Summer 2009 Carrier Score	Commercial Lines Winter 2010 Carrier Score	Commercial Lines Winter 2011 Carrier Score	Commercial Lines Winter 2012 Carrier Score	Commercial Lines Winter 2013 Carrier Score	Commercial Lines Winter 2014 Carrier Score	Commercial Lines 2015 Carrier Score	Commercial Lines 2016 Carrier Score	CHANGE - Commercial 2016 Carrier Score Change from 2015
Overall Carrier Index	Overall Carrier Index	70.2	70.4	73.1	71.7	75.3	73.2	74.8	75.8	74.5	72.4	76.2	77.4	1.2
	National Carrier Index	66.5	67.5	69	69.3	70.8	69.9	71.3	73.4	71	70.3	70.6	73.7	3.1
	Super Regional Carrier Index	74.7	74.2	76.5	72.4	78.7	77.5	78.8	78.7	74.9	77.1	79.1	80.2	1.1
	Regional Carrier Index	77.8	76	80.5	78.7	79.8	74.5	76.9	77.2	79.4	72.7	83.8	81.3	-2.5
Factor Scores - Underwriters are empowered, responsive and consistent.	All Carriers	70.3	71.2	75.1	73.7	75.7	72.8	75.1	75.1	74.1	70	75.8	75.6	-0.2
	National Carriers	65.8	67.7	71.2	72.2	71.4	70.1	71.8	71.91	70.7	68.6	70.3	71.1	0.8
	Super Regional Carriers	75.9	75.1	78.1	72.3	78.2	75.5	78.1	76.96	72.9	76	77.5	78.2	0.7
	Regional Carriers	79.9	78.7	83.1	81.4	80.7	74.9	77.6	78.98	80.6	71.7	84.4	82.0	-2.4
Factor Scores - Technology and documentation are easy to use.	All Carriers	71.2	71.6	74.3	74.1	74.7	71.5	73.5	73.5	73.4	72.8	75.8	76.2	0.4
	National Carriers	71.7	72.3	74.2	74.6	75	73.9	75.5	76.81	74.2	75.6	75.2	77.2	2.0
	Super Regional Carriers	70.8	70.4	75.2	72.8	76.8	72.9	76.1	74.14	72.1	75	77	76.1	-0.9
	Regional Carriers	69.7	70.7	71.8	74.9	72.2	66.4	68.6	68.36	73.5	68.8	75.4	74.2	-1.2
Factor Scores - Keeps its promises, treats me, my agency and my customers with honesty and fairness.	All Carriers	73	73.2	75.2	73.9	75.7	74.1	76.1	76.4	74.9	72.8	76.9	77.7	0.8
	National Carriers	69.8	70.7	72.1	72	71.8	70.7	73.1	74.1	72.3	70	71.7	74.2	2.5
	Super Regional Carriers	76.5	75.5	77.4	74.1	78.1	77.9	79.3	78.94	73.9	77.1	79	80.0	1.0
	Regional Carriers	80.3	79.5	81.9	80.4	80.3	76.1	78.1	77.8	79.9	73.1	84.8	82.2	-2.6
Factor Scores - Treats our relationship as a real partnership.	All Carriers	69.7	69.9	72.7	70.6	73	71.8	72.7	74.3	72	70.8	73.9	75.7	1.8
	National Carriers	64.9	65.8	67	67.1	67.1	66.2	67.7	70.27	67.1	66.7	66.2	70.5	4.3
	Super Regional Carriers	75.7	75.5	77	72.3	76.9	77.2	77.9	78.33	73	75.6	77.9	79.8	1.9
	Regional Carriers	79.7	77.3	82.3	79.1	79.4	75	75.9	77.21	78.5	72.6	84.4	81.2	-3.2
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	73.4	70.8	74.2	72.2	73.1	75.4	74.1	71	73.5	75.8	2.3
	National Carriers	66.3	68	69	68	69.3	68.6	68.8	72.35	70	68.3	67.2	71.9	4.7
	Super Regional Carriers	75.7	76.2	76.7	71.4	77.9	76.6	76.7	79.03	75.4	76.1	76.6	78.8	2.2
	Regional Carriers	79.2	76.3	83.3	79.1	79.4	74.1	76.6	77.02	79.3	72.2	82.2	79.7	-2.5
Factor Scores - Profit sharing and commission arrangements are fair.	All Carriers	65.9	64.8	67.4	66.6	69.1	67.9	69.2	70.9	69.3	68	71.8	73.8	-2.0
	National Carriers	59.9	59.5	59.5	60.8	61.1	60.8	61.4	65.54	62.8	63.3	63.6	67.8	4.2
	Super Regional Carriers	73.7	72.6	74.3	71.4	74.9	76.1	75.5	75.73	73.4	73.7	77.1	79.3	2.2
	Regional Carriers	77.9	73	80.9	77.2	77.5	71.8	75.6	75.05	75.3	69.6	81.8	78.8	-3.0



Industry Index PERSONAL LINES

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on Carrier Performance
2016**

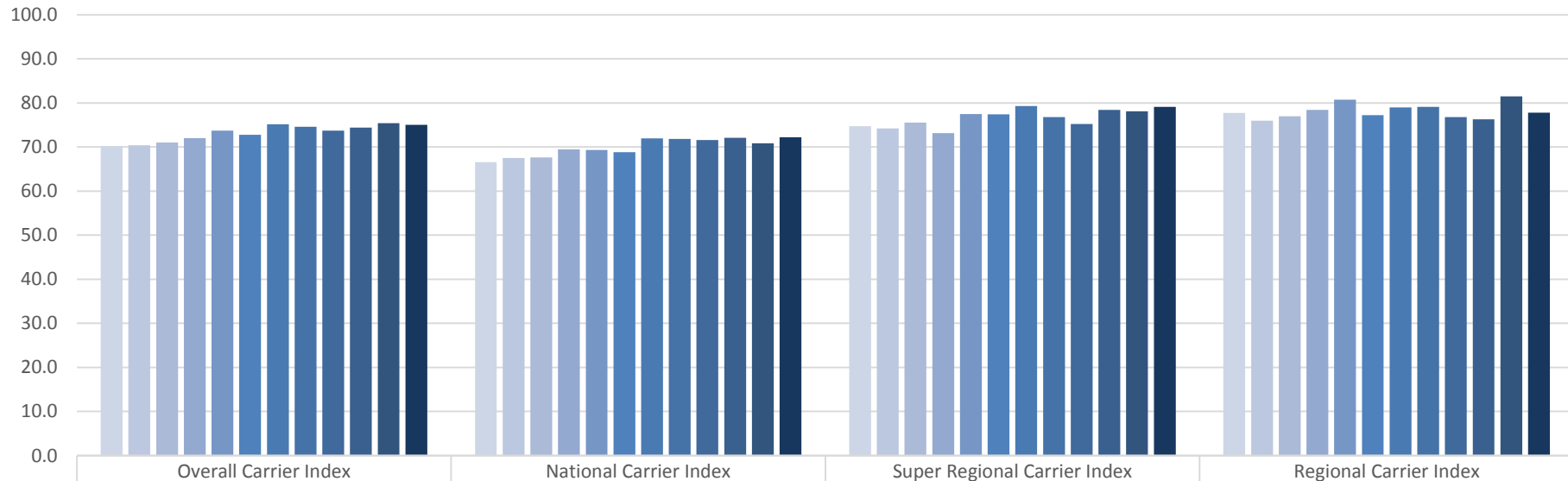
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2016

Overall Personal Lines Scores

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	Overall Carrier Index	National Carrier Index	Super Regional Carrier Index	Regional Carrier Index
■ S-2007	70.2	66.5	74.7	77.8
■ W-2007	70.4	67.5	74.2	76.0
■ S2008	71.0	67.6	75.5	77.0
■ W-2008	72.0	69.4	73.2	78.4
■ S-2009	73.7	69.3	77.5	80.7
■ 2010	72.8	68.8	77.4	77.2
■ 2011	75.2	71.9	79.3	79.0
■ 2012	74.6	71.8	76.8	79.1
■ 2013	73.7	71.6	75.2	76.8
■ 2014	74.4	72.1	78.4	76.3
■ 2015	75.4	70.8	78.1	81.5
■ 2016	75.0	72.2	79.1	77.8

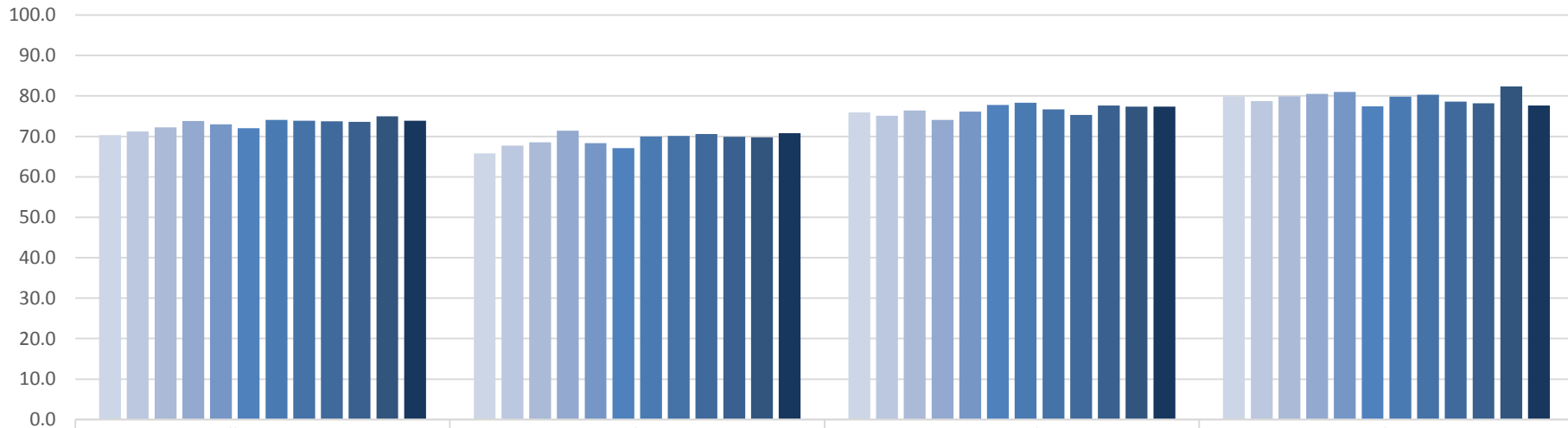
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Factor Scores - Underwriters are empowered, responsive and consistent.

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
S-2007	70.3	65.8	75.9	79.9
W-2007	71.2	67.7	75.1	78.7
S2008	72.2	68.5	76.4	79.9
W-2008	73.8	71.4	74.1	80.5
S-2009	73.0	68.3	76.1	81.0
2010	72.0	67.1	77.8	77.4
2011	74.1	70.0	78.3	79.8
2012	73.90	70.10	76.70	80.30
2013	73.7	70.6	75.3	78.6
2014	73.6	69.9	77.6	78.2
2015	74.9	69.8	77.4	82.3
2016	73.9	70.8	77.4	77.7

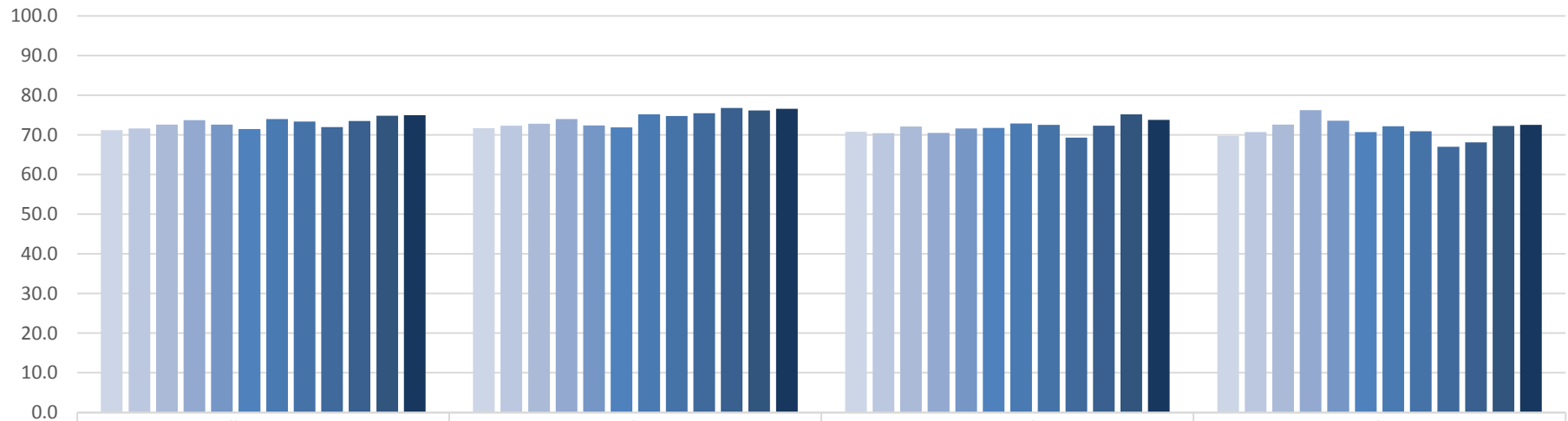
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Factor Scores - Technology and documentation are easy to use.

S-2007 W-2007 S2008 W-2008 S-2009 2010 2011 2012 2013 2014 2015 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
S-2007	71.2	71.7	70.8	69.7
W-2007	71.6	72.3	70.4	70.7
S2008	72.6	72.8	72.1	72.6
W-2008	73.7	74.0	70.5	76.2
S-2009	72.6	72.4	71.6	73.6
2010	71.5	71.9	71.7	70.7
2011	74.0	75.2	72.9	72.2
2012	73.40	74.80	72.50	70.90
2013	72	75.5	69.3	67
2014	73.5	76.8	72.3	68.1
2015	74.9	76.2	75.2	72.3
2016	75.0	76.6	73.8	72.6

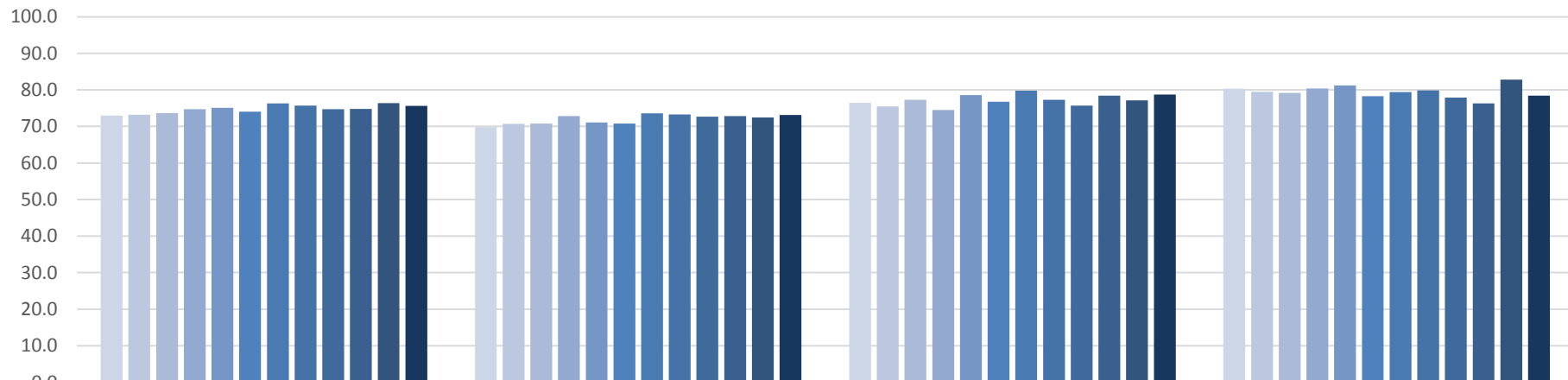
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2016

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

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
■ S-2007	73.0	69.8	76.5	80.3
■ W-2007	73.2	70.7	75.5	79.5
■ S2008	73.7	70.8	77.3	79.2
■ W-2008	74.7	72.8	74.5	80.4
■ S-2009	75.1	71.1	78.6	81.2
■ 2010	74.0	70.8	76.8	78.3
■ 2011	76.3	73.6	79.8	79.4
■ 2012	75.70	73.30	77.30	79.90
■ 2013	74.7	72.7	75.7	77.9
■ 2014	74.8	72.8	78.4	76.3
■ 2015	76.4	72.5	77.1	82.8
■ 2016	75.6	73.1	78.8	78.4

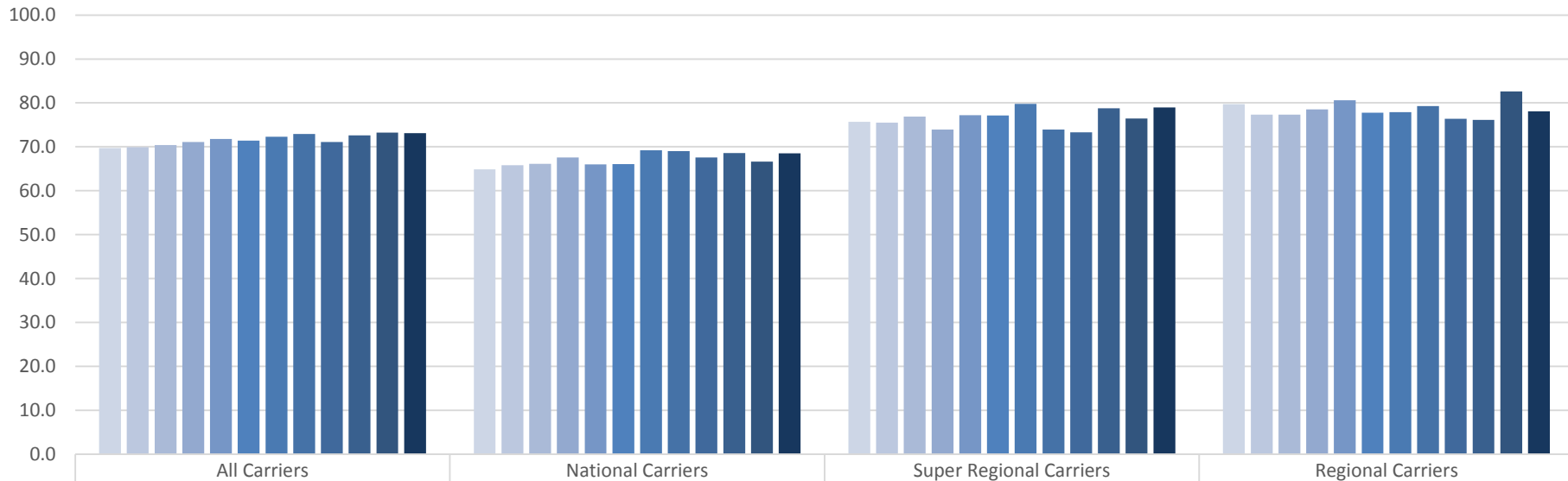
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2016

Factor Scores - Treats our relationship as a real partnership.

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
■ S-2007	69.7	64.9	75.7	79.7
■ W-2007	69.9	65.8	75.5	77.3
■ S2008	70.4	66.1	76.9	77.3
■ W-2008	71.1	67.6	73.9	78.5
■ S-2009	71.8	66.0	77.2	80.6
■ 2010	71.4	66.1	77.1	77.8
■ 2011	72.3	69.2	79.8	77.9
■ 2012	72.90	69.00	73.90	79.30
■ 2013	71.1	67.6	73.3	76.4
■ 2014	72.6	68.6	78.8	76.1
■ 2015	73.2	66.7	76.4	82.6
■ 2016	73.1	68.5	79.0	78.0

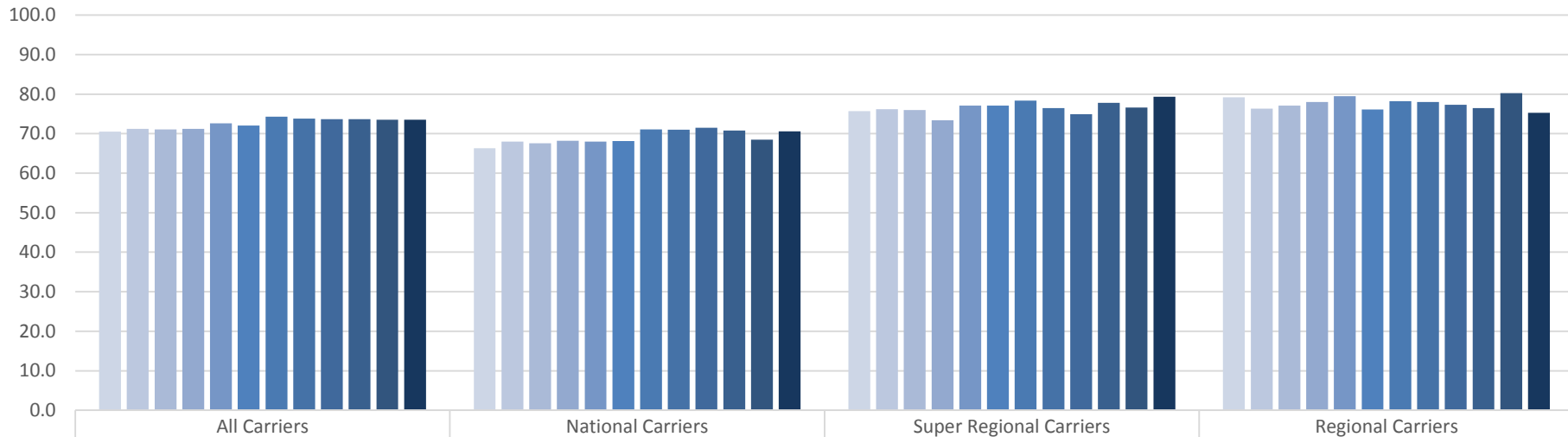
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2016

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

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
■ S-2007	70.5	66.3	75.7	79.2
■ W-2007	71.2	68.0	76.2	76.3
■ S2008	71.1	67.6	76.0	77.1
■ W-2008	71.2	68.2	73.4	78.0
■ S-2009	72.6	68.0	77.1	79.5
■ 2010	72.0	68.1	77.1	76.1
■ 2011	74.3	71.1	78.4	78.2
■ 2012	73.80	71.00	76.50	78.00
■ 2013	73.7	71.5	74.9	77.3
■ 2014	73.7	70.8	77.8	76.5
■ 2015	73.5	68.5	76.6	80.3
■ 2016	73.5	70.6	79.3	75.2

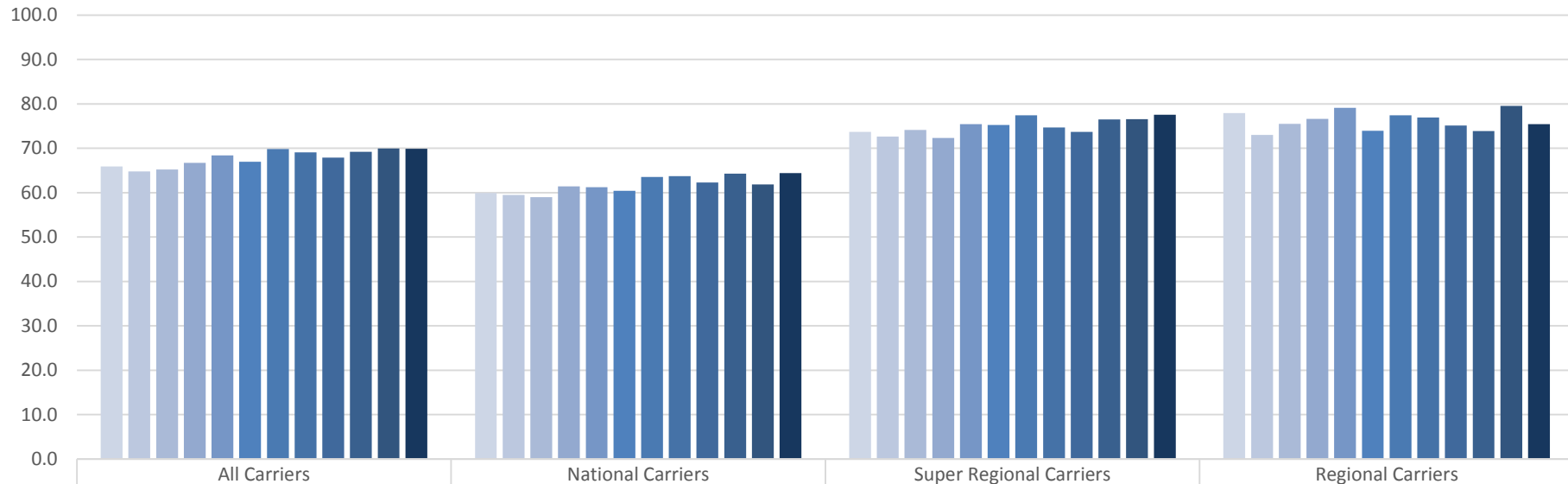
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2016

Factor Scores - Profit sharing and commission arrangements are fair.

■ S-2007 ■ W-2007 ■ S2008 ■ W-2008 ■ S-2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
■ S-2007	65.9	59.9	73.7	77.9
■ W-2007	64.8	59.5	72.6	73.0
■ S2008	65.2	59.0	74.1	75.5
■ W-2008	66.7	61.4	72.3	76.6
■ S-2009	68.4	61.2	75.4	79.1
■ 2010	67.0	60.4	75.2	73.9
■ 2011	69.8	63.5	77.4	77.4
■ 2012	69.10	63.70	74.70	76.90
■ 2013	67.9	62.3	73.7	75.1
■ 2014	69.2	64.3	76.5	73.9
■ 2015	69.9	61.8	76.5	79.6
■ 2016	69.9	64.4	77.5	75.4



Industry Index COMMERCIAL LINES

**The IIABNY Report
on Carrier Performance
2016**

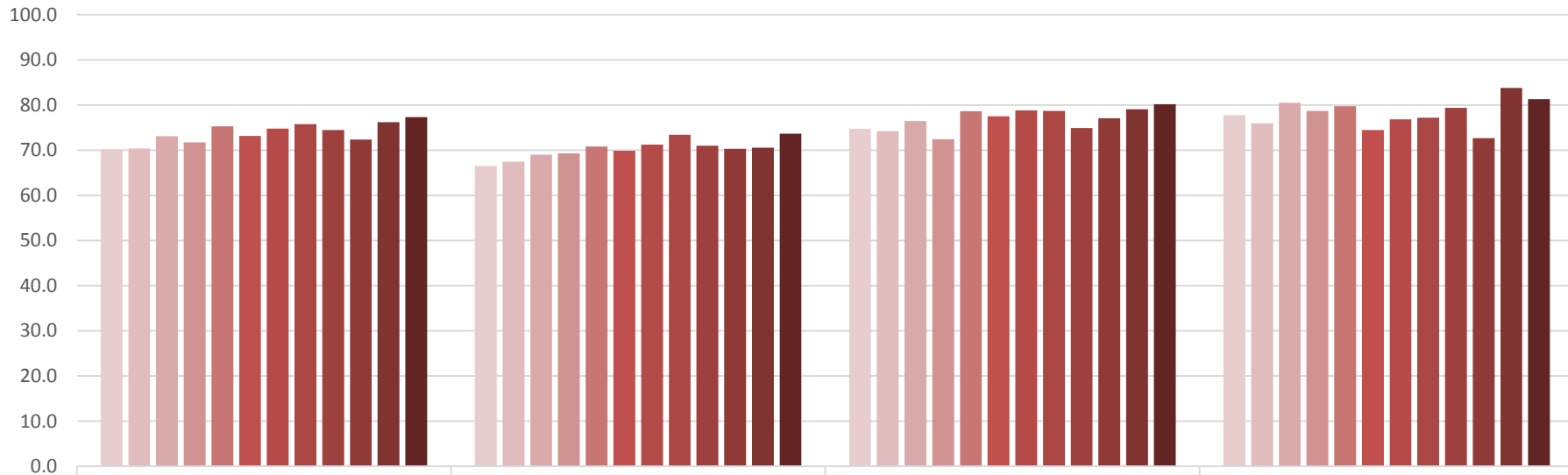
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2016

Overall Commercial Lines Scores

S-C-2007 W-C-2007 S-2008 W-2008 S-2009 2010 2011 2012 2013 2014 2015 2016



	Overall Carrier Index	National Carrier Index	Super Regional Carrier Index	Regional Carrier Index
S-C-2007	70.2	66.5	74.7	77.8
W-C-2007	70.4	67.5	74.2	76.0
S-2008	73.1	69.0	76.5	80.5
W-2008	71.7	69.3	72.4	78.7
S-2009	75.3	70.8	78.7	79.8
2010	73.2	69.9	77.5	74.5
2011	74.8	71.3	78.8	76.9
2012	75.8	73.4	78.7	77.2
2013	74.5	71.0	74.9	79.4
2014	72.4	70.3	77.1	72.7
2015	76.2	70.6	79.1	83.8
2016	77.4	73.7	80.2	81.3

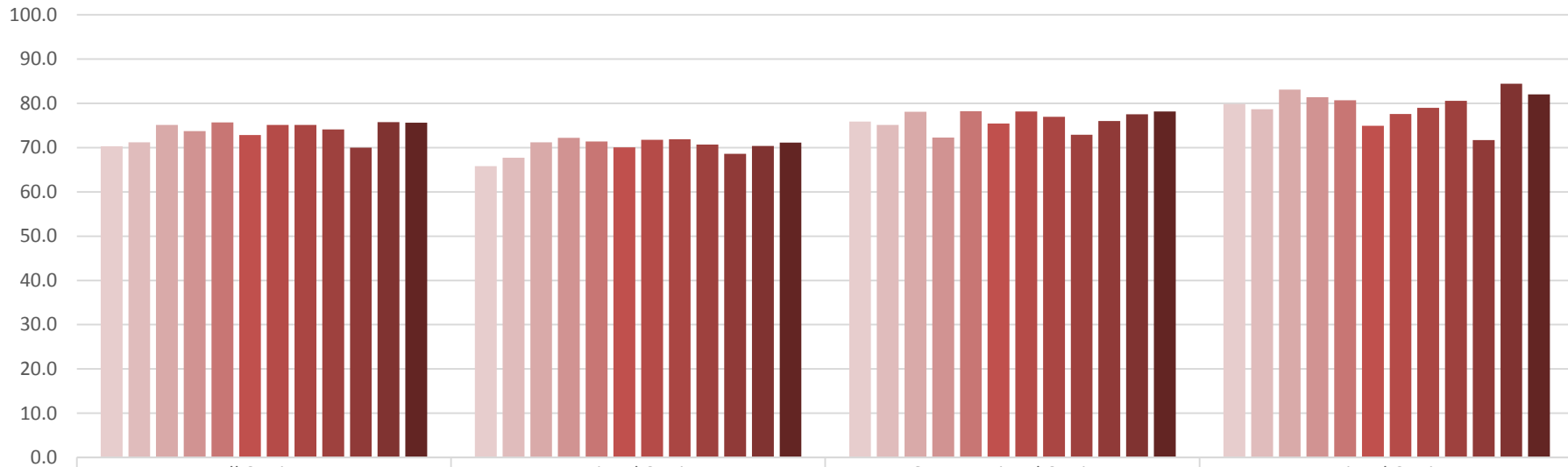
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2016

Factor Scores - Underwriters are empowered, responsive and consistent.

S-C-2007 W-C-2007 S-2008 W-2008 S-2009 2010 2011 2012 2013 2014 2015 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
S-C-2007	70.3	65.8	75.9	79.9
W-C-2007	71.2	67.7	75.1	78.7
S-2008	75.1	71.2	78.1	83.1
W-2008	73.7	72.2	72.3	81.4
S-2009	75.7	71.4	78.2	80.7
2010	72.8	70.1	75.5	74.9
2011	75.1	71.8	78.1	77.6
2012	75.10	71.91	76.96	78.98
2013	74.1	70.7	72.9	80.6
2014	70.0	68.6	76.0	71.7
2015	75.8	70.3	77.5	84.4
2016	75.6	71.1	78.2	82.0

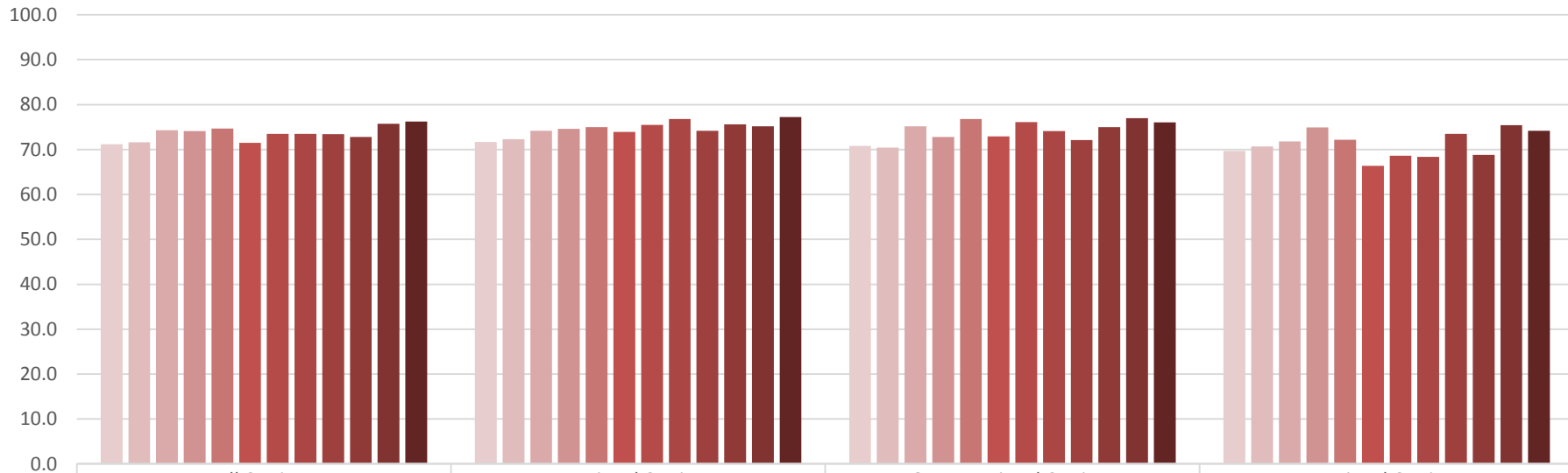
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2016

Factor Scores - Technology and documentation are easy to use.

S-C-2007 W-C-2007 S-2008 W-2008 S-2009 2010 2011 2012 2013 2014 2015 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
S-C-2007	71.2	71.7	70.8	69.7
W-C-2007	71.6	72.3	70.4	70.7
S-2008	74.3	74.2	75.2	71.8
W-2008	74.1	74.6	72.8	74.9
S-2009	74.7	75.0	76.8	72.2
2010	71.5	73.9	72.9	66.4
2011	73.5	75.5	76.1	68.6
2012	73.50	76.81	74.14	68.36
2013	73.4	74.2	72.1	73.5
2014	72.8	75.6	75.0	68.8
2015	75.8	75.2	77.0	75.4
2016	76.2	77.2	76.1	74.2

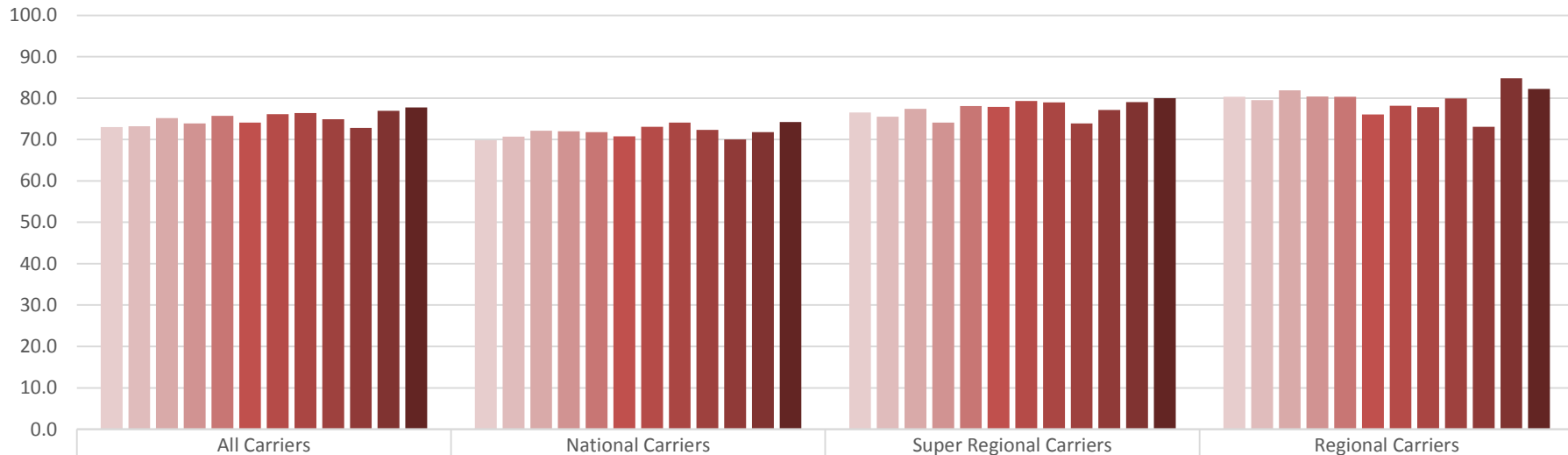
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S-C-2007 W-C-2007 S-2008 W-2008 S-2009 2010 2011 2012 2013 2014 2015 2016



	All Carriers	National Carriers	Super Regional Carriers	Regional Carriers
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W-2008	73.9	72.0	74.1	80.4
S-2009	75.7	71.8	78.1	80.3
2010	74.1	70.7	77.9	76.1
2011	76.1	73.1	79.3	78.1
2012	76.40	74.10	78.94	77.80
2013	74.9	72.3	73.9	79.9
2014	72.8	70.0	77.1	73.1
2015	76.9	71.7	79.0	84.8
2016	77.7	74.2	80.0	82.2

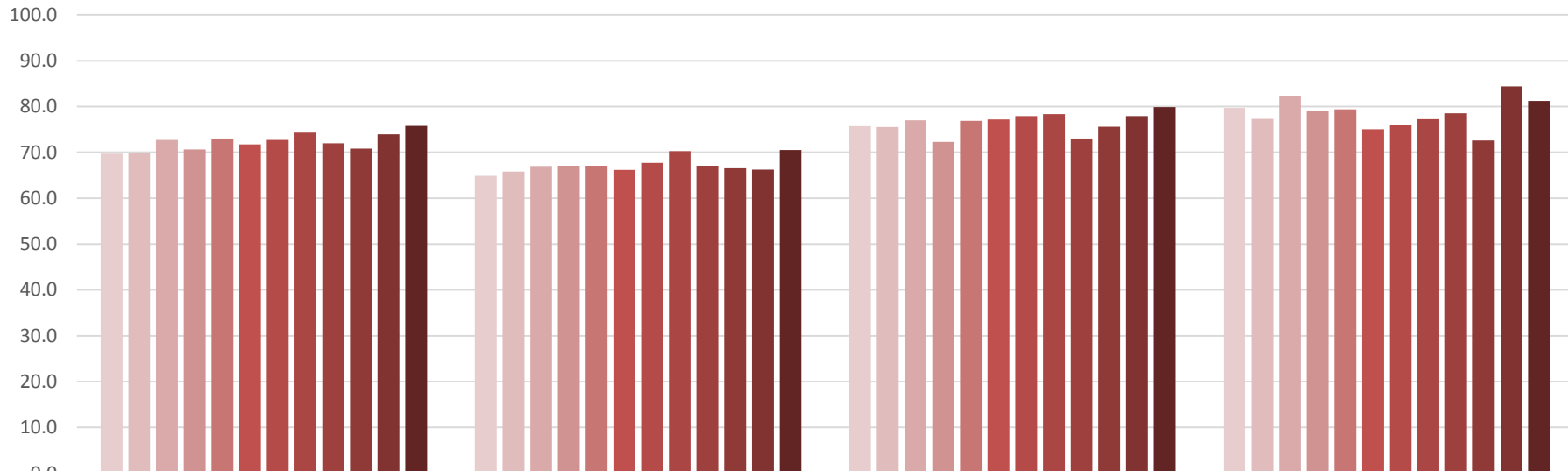
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S-2009	73.0	67.1	76.9	79.4
2010	71.8	66.2	77.2	75.0
2011	72.7	67.7	77.9	75.9
2012	74.30	70.27	78.33	77.21
2013	72	67.1	73	78.5
2014	70.8	66.7	75.6	72.6
2015	73.9	66.2	77.9	84.4
2016	75.7	70.5	79.8	81.2

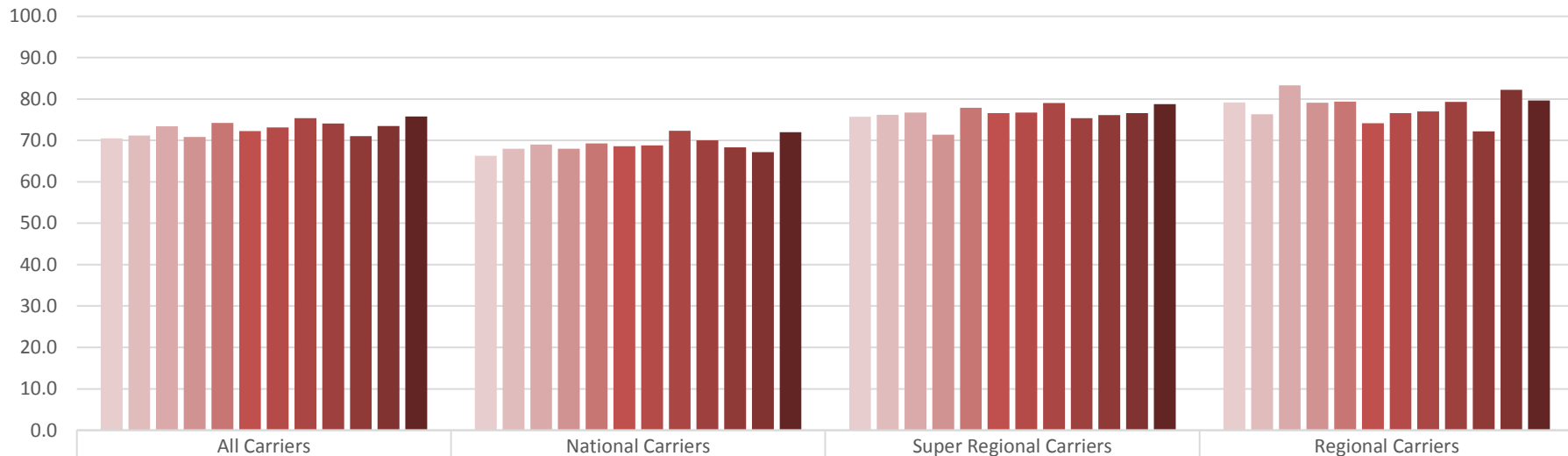
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W-2008	70.8	68.0	71.4	79.1
S-2009	74.2	69.3	77.9	79.4
2010	72.2	68.6	76.6	74.1
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2012	75.40	72.35	79.03	77.02
2013	74.1	70	75.4	79.3
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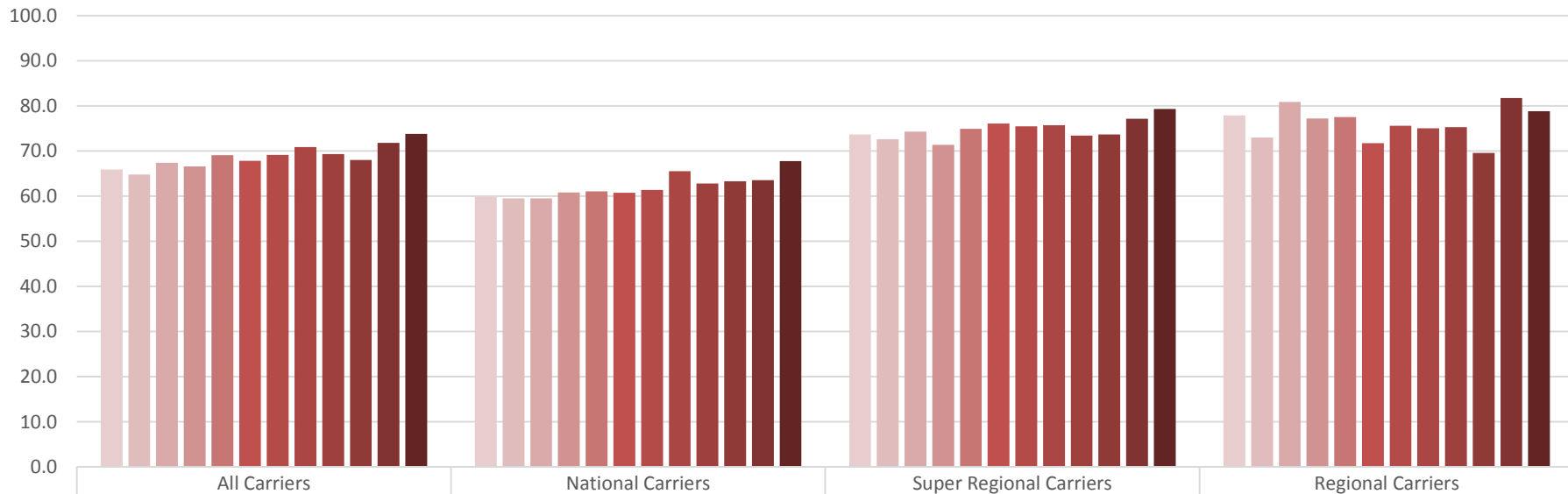
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W-2008	66.6	60.8	71.4	77.2
S-2009	69.1	61.1	74.9	77.5
2010	67.9	60.8	76.1	71.8
2011	69.2	61.4	75.5	75.6
2012	70.90	65.54	75.73	75.05
2013	69.3	62.8	73.4	75.3
2014	68.0	63.3	73.7	69.6
2015	71.8	63.6	77.1	81.8
2016	73.8	67.8	79.3	78.8

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.

4. Auxiliary Topics Included in the Survey – Includes responses to new questions added to the annual study. This section of the survey includes questions, which are changed annually and cover items of current interest to IIABNY and its members.

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.



For More Information

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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.

