

PENNSYLVANIA SURPLUS LINES ASSOCIATION

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BULLETIN

DATE: September 14, 2007

TO: All Surplus Lines Agencies (corporations, partnerships or proprietorships)

FROM: Kenneth A. Rudert – Executive Director *KAR*

SUBJECT: **Agency Contact Changes**

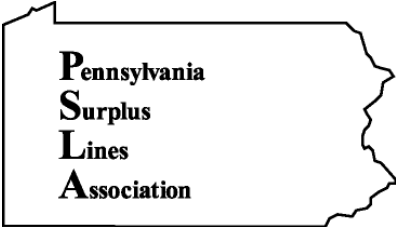
The purpose of this bulletin is to advise all surplus lines licensees of a change in PSLA's contact and response activity with surplus lines agencies effective immediately.

When PSLA began operations a little over ten years ago, as required all contact was made directly with the surplus lines licensee in an agency or agency branch. Later, as a result of many requests and in an effort to assist the various surplus lines agencies, PSLA made an accommodation to correspond with the licensee assigned support staff person(s) with respect to filing and other reporting requirements. PSLA went so far as to create the Licensee and Support Staff Information Form to collect the various contact information. Of late, however, we have had requests from agency personnel to deal with a central office staff member not part of the particular branch office that actually is responsible for the placement and servicing of accounts to be filed. We have attempted to accommodate these requests in a further effort to be helpful to all licensees in their quest to follow through with the filing process.

Unfortunately, this has resulted in very high numbers of errors and omissions by central offices with regard to the overall filing requirements of the Law and in addition, has created an unusually high number of accounting issues for PSLA. PSLA does not have the staff or the resources to continuously straighten out all of these problems that are beginning to reach serious levels of frequency and severity. We would remind all surplus lines agencies that this stamping office is only required to correspond with the duly licensed surplus lines licensee responsible for the placement in question. Our accommodation to correspond with other office support staff members beyond the individual licensee is just that, an accommodation to help the agency. The added steps of dealing with a regional, national or central staff personnel unfamiliar with the many filing process procedures and individual account terms and conditions has proven to be an excessive burden to this stamping office.

In an effort to return accountability and responsibility back to where it belongs, from this point forward PSLA will contact only the agency, or where applicable, the agency branch office personnel responsible for the placement and servicing of the account involved, and will no longer correspond with a central or national office elsewhere. If the office in question prefers or is required to obtain the assistance of a central office, this is viewed by PSLA as an internal agency function and is beyond our scope of responsibility. We urge all agencies to update their contact information to avoid PSLA having to contact the licensee directly in every instance.

This change in our contact and response activity is effective immediately.



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