



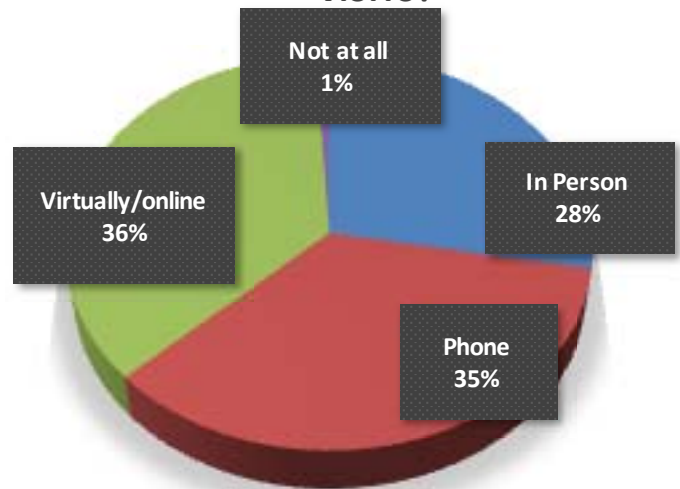
Independent Insurance Agents & Brokers of South Carolina

In late August, IIABSC conducted a survey among agency members including agency principals, producers, CSRs and other agency staff to assess the willingness and readiness of agencies to conduct meetings with company representatives. We received responses from 174 respondents and the collected responses are reported here.

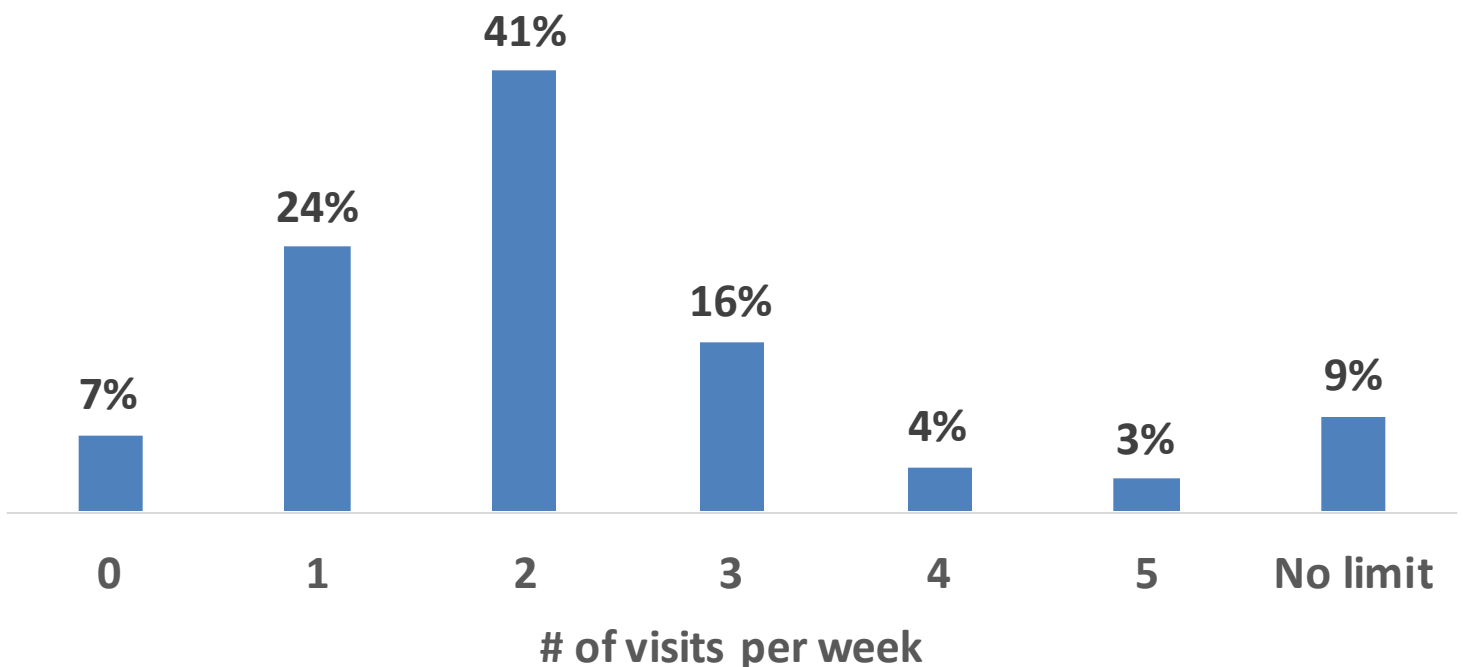
WHO ANSWERED THE SURVEY?



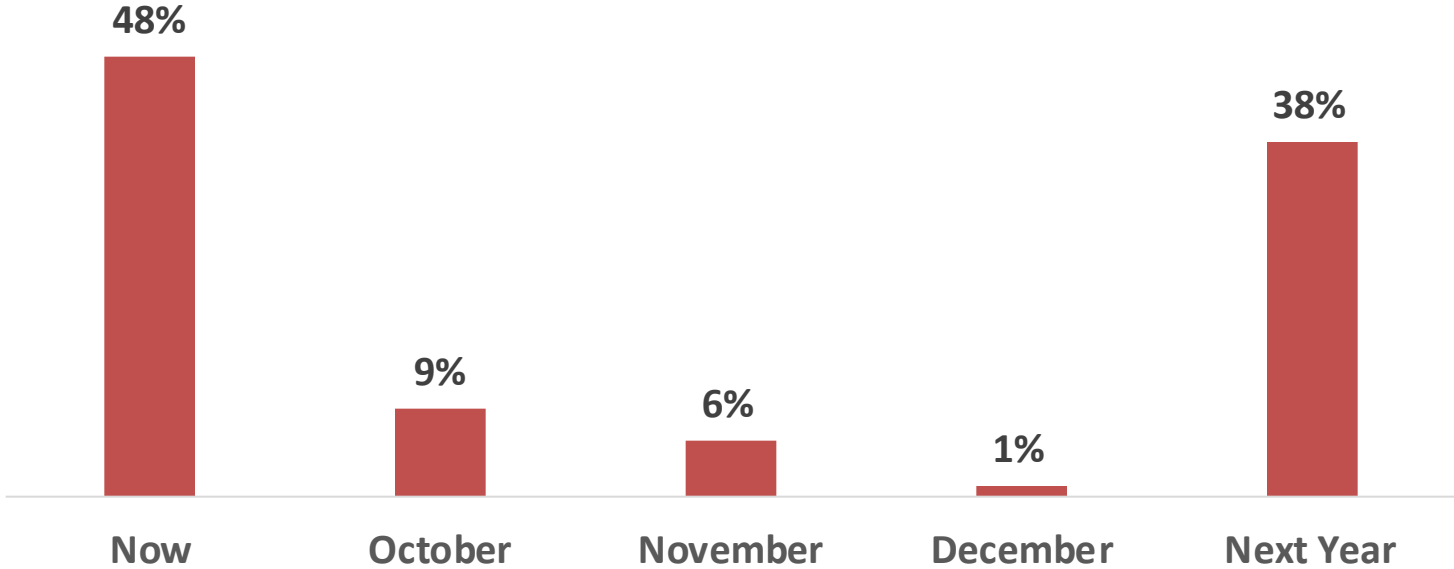
HOW WILL YOU PARTICIPATE IN CARRIER VISITS?



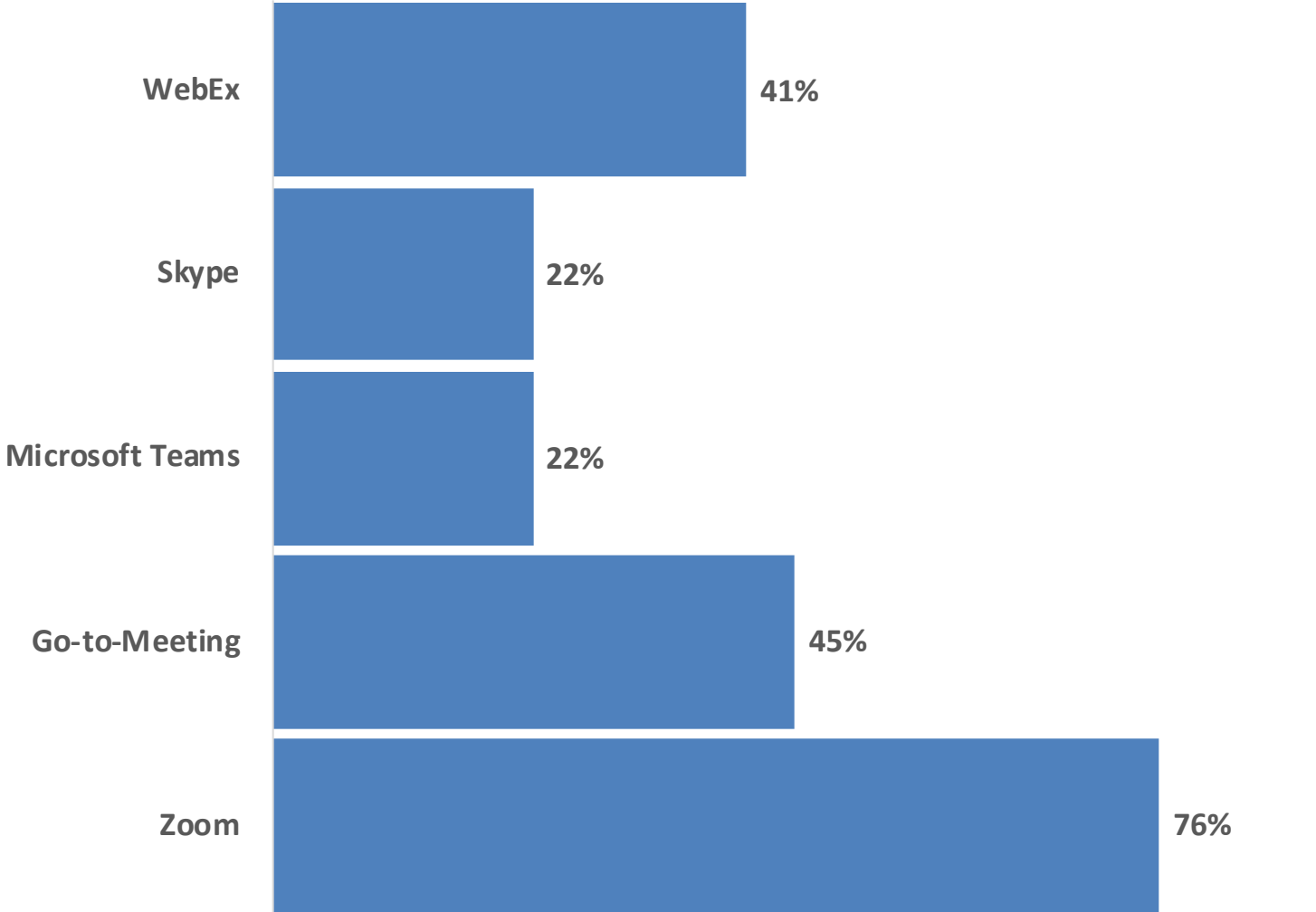
HOW MANY VIRTUAL VISITS ARE YOU WILLING TO HAVE WITHIN ONE WORKWEEK?



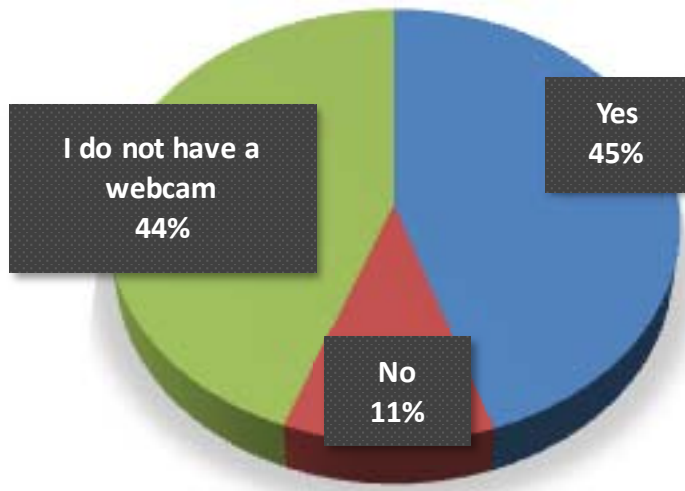
WHEN WILL YOUR AGENCY ALLOW IN-PERSON CARRIER/PARTNER VISITS?



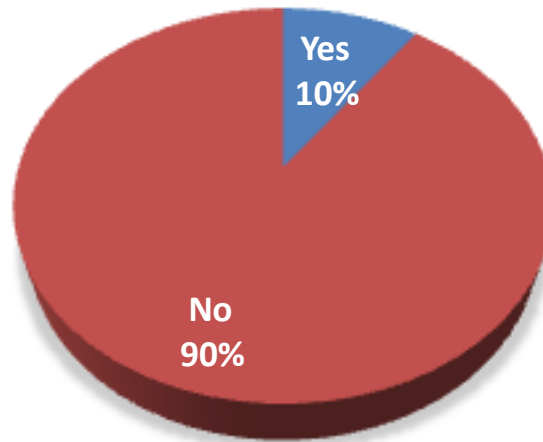
WHAT TECHNOLOGY IS YOUR AGENCY WILLING TO USE FOR VIRTUAL MEETINGS? (Choose all that apply)



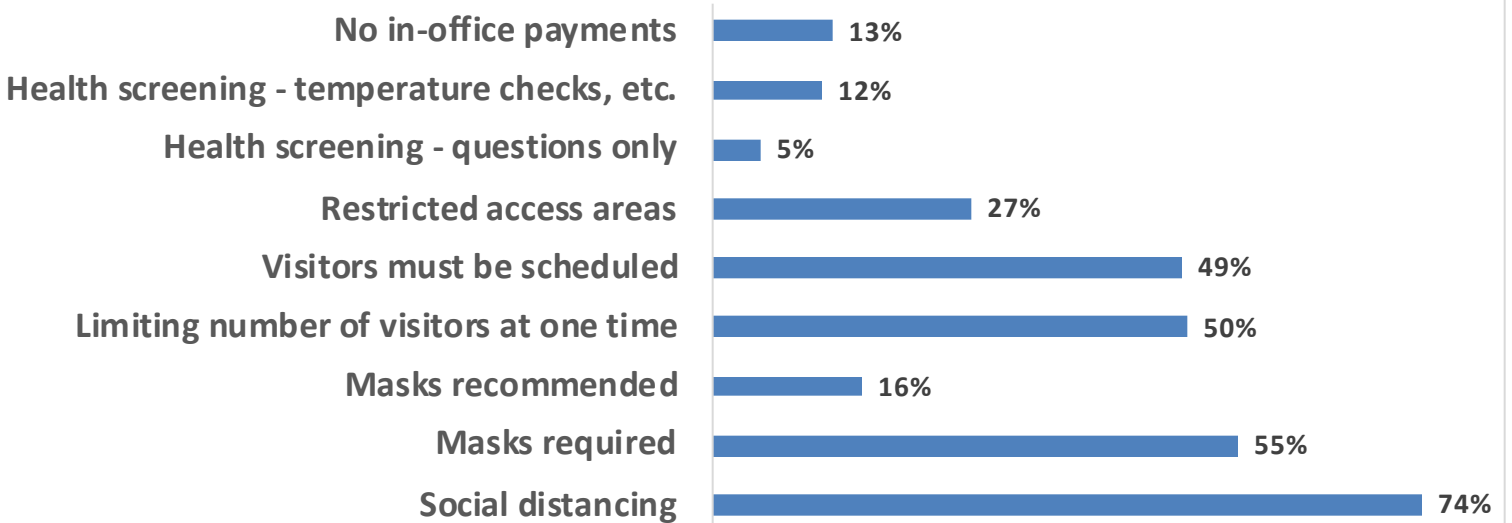
WOULD YOU SHARE YOUR WEBCAM FOR A VIRTUAL MEETING?



DOES YOUR AGENCY NEED TECHNICAL SUPPORT TO PARTICIPATE IN VIRTUAL MEETINGS?



WHAT SAFETY PRECAUTIONS WOULD YOU REQUIRE TO HOLD AN IN-PERSON MEETING? (Choose all that apply)



WHAT SUPPORT DO YOU NEED FROM CARRIERS DURING YOUR REOPENING PHASE

Supplies

Masks, gloves, hand sanitizer, distancing notes/floor stickers, laptops

Flexibility for customers

Fewer restrictions on nonpayments

Flexibility with renewals and paperwork

More attention to claims handling (process is slower because of virtual contact)

Technology updates

Enhance e-sign capability

More mobile friendly websites

Online applications

Company/Agency Relationships

Schedule calls/visits ahead of time - do not drop in

Give agencies plenty of notice

Provide carrier points of contact for easy connection

Phone calls are ok - don't have to be visual

Be patient with agencies - some will be slow to reopen

Be prepared for agencies that might start full-time remote work

Consider incentives for bonuses and/or commissions to help us with lost revenues due to covid

Patience

ADDITIONAL OBSERVATIONS FROM COMMENTS

Maintain flexibility - some agencies are ready for in-person visits - some are not

Virtual meetings have become necessary and will be part of the business environment

More agencies are comfortable with remote working - which may become more permanent

Patience - it appears some agencies are still uncomfortable with virtual meetings and will need help adjusting