

Insurance Agents and Carriers Are Finding Value in Commercial Lines Download to Improve Efficiency

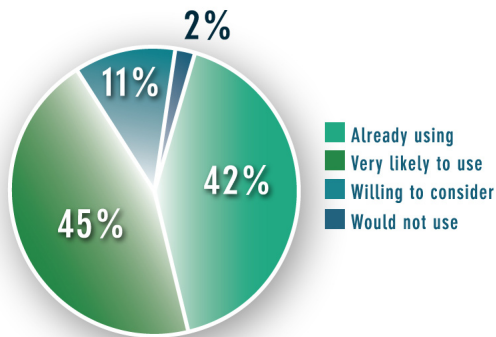
As a carrier-agency communications technology partner for more than 25 years, IVANS regularly engages the property-casualty insurance community on trends in the industry. IVANS recently surveyed both agents and carriers across the country to weigh in on the value of using Commercial lines download technology. Over 420 agents and 68 carriers participated in these respective surveys.

Key Agent Survey Findings

Agents indicated significant interest in doing Commercial lines download. Forty-two percent are already using commercial lines download, and another 45 percent indicated they would “very likely use” the technology if offered to them.

The top barrier keeping agents from adopting Commercial lines download is that carriers are not offering it to them.

87% of Agents Are “Already Using” or “Very Likely” to Use Commercial Lines Download

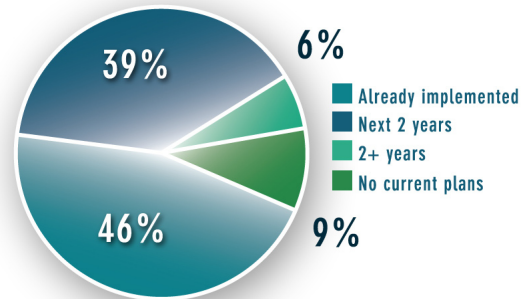


Source: IVANS Agent Survey Winter 2009

Key Carrier Survey Findings

Carriers indicated that making investments in Commercial lines is an important goal. Forty-six percent of carriers have already implemented commercial lines download, while 39 percent have plans to do so within the next two years.

85% of Carriers Plan to Implement Commercial Lines Download Within the Next Two Years



Source: IVANS 2010 Carrier Survey

In 2009, usage of IVANS Commercial lines download grew 78% and today there are more than 400,000 Commercial lines download transactions conducted each month. As agencies look for ways to grow their business in a soft market, Commercial lines download technology offers agents an efficient way to serve their customers more quickly and accurately. For insurance carriers, Commercial lines download represents an opportunity to improve operational efficiency and accelerate new business with agents.

For more information on getting started with Commercial lines download, please call IVANS at 1-800-548-2690.

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