

## Results Summary

*"Please Indicate Your Attendee Type"*

<b>Response</b>	<b>Count</b>
Insurance Carrier	36
Agency / Brokerage	28
Vendor / Technology Provider	22
User Group / Association	9
Consultant / Other	6
<b>Total</b>	<b>101</b>

## Results Summary

*"Which workflow aspects create the most waste?"*

<b>Response</b>	<b>Count</b>
Workflow Inefficiency	30
Redundancy (Agency-Carrier)	30
Disconnected Systems	16
Legacy Technology	15
Data Quality	11
Manual Work	8
Retention Bias	3
Unscaled risk improvements	1
Human Bias (U/W account review)	1
<b>Total</b>	<b>115</b>

## Results Summary *"Are you using an API at this time?"*

<b>Response</b>	<b>Count</b>
Yes!	82
No	7
Considering	6
Unsure	1
<b>Total</b>	<b>96</b>

**Response**

***"How are you using APIs at this time?"***

- 3rd-Party Integrations
- Agent portal
- Appetite
- Bank
- Bind
- Carrier integration
- Claims servicing
- Client communication
- Client experience
- Communicate Data
- Connection
- Consumer websites
- CRM
- CRM
- CRM
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- CRM
- CSR 24
- Download
- E-signature integration
- Google maps
- Horizontalization
- Inquiry
- Integration
- Integrations
- Integrations
- Maps
- Marketing
- Money transfer to children
- NPS
- NPS score sharing
- Partner API
- Payments
- Payments
- Placing
- Policy Inquiry
- Portal
- Pulling data from trusted sources
- Quoting
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Quoting - Online  
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Rating - Comparative  
Rating - Comparative  
Reconciliation  
Reports  
Risk acceptability  
SalesForce  
Service  
Underwriting  
Website  
Website  
Website  
Website  
Website 'Find Us' map section

## Response

*"Why are you NOT using an API at this time?"*

Management System - Doesn't integrate

Management System - Doesn't integrate

Management System - Doesn't integrate

Management System - Doesn't integrate

Management System - Doesn't integrate

Integration (overall)

Cost

Cost

DOS

Expertise / Lack of Knowledge

Expertise / Lack of Knowledge

Expertise / Lack of Knowledge

IT needs, competing priorities

Legacy Systems

Legacy Systems

Scared

Security

Standards

Standards

Tech-debt

**Results Summary**

*"Please rank the next 'Deep Dive' topic the SFI Work Group should address next"*

<b>Response Totals</b>	<b>Count</b>
Artificial Intelligence (AI)	30
Sharing Economy	19
Drones/Visualization	2
Voice Computing	1
<b>Total</b>	<b>52</b>

**Response**

***"Which topic(s) do you want ACT to address for new Risk Advisories?"***

Accord standard shared by all pieces of industry  
Agency technology solutions

AI

AI

AugmentedReality

Autonomous Vehicles

Autonomous Vehicles 🚗

Bi-directional real time non-transactional communication

Bots

Bots

CAN-SPAM

Capturing texts in AMS

Chatbots

Chatbots

Chatbots

Chatbots

CL quoting simplification on the E&S side

Cloud Security

Cyber security legal standards

Data sharing of anonymous info

Data sharing of anonymous info

Digital Marketing

Digital priorities

Disintermediation

Electronic polling

Industrial robots

Information search

Machine learning

Managing Messaging of all kinds

Other

Pay to drive technologies

Robo calls

Security

Security

Security

Social media marketing

Social Proofs

Specialty Markets

Text-messaging

Unified Communications

Virtual CSR

**Results Summary**    *"What is the average amount for a Water Claim?" (Answer: ~\$10,000)*

<b>Response</b>	<b>Count</b>
\$10,000	30
\$13,000	12
\$8,000	12
\$6,000	2
<b>Total</b>	<b>56</b>

**Results Summary** *"How many have a Water Mitigation Device?"*

<b>Response</b>	<b>Count</b>
None	42
Individual sensor	12
Whole-home system	3
Both	0
<b>Total</b>	<b>57</b>

**Results Summary**

***"How Many are Helping Customers with Connected Homes and/or Water Mitigation?"***

<u>Response</u>	<u>Count</u>
Not at this time	32
Yes - Connected Home Devices (smoke, heat, security)	3
Yes - Water Sensors	2
Yes - Both	1
<b>Total</b>	<b>38</b>