

**BEST'S REVIEW®**

**ISSUES & ANSWERS:**

# Agent/Broker Success

Societies and schools, companies that offer errors and omissions coverage, technology firms and related professionals discuss how their products and services can help agents succeed.

**Interviewed Inside:**



**Kevin Westrope**

*National Association of Professional Surplus Lines Offices*

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# Innovation and Value

Kevin Westrope, President RT Specialty Kansas City, and the 2013-2014 President of the National Association of Professional Surplus Lines Offices, says the surplus lines market continues to show stable growth. The following are excerpts from that interview.



## Kevin Westrope

President of the National Association of Professional Surplus Lines Offices

“The wholesale distribution system provides access to a unique segment of the insurance industry and NAPSLO members can offer really cost-effective insurance solutions that are tailored to each client’s needs.”

## NAPSLO

Incorporated in 1975.

NAPSLO serves more than 700 member organizations, representing 1,500 offices and over 20,000 industry professionals.

Provides valuable member services including regulatory and legislative advocacy, networking and education and career development programs.

## What challenges and opportunities do the excess and surplus lines markets face?

The surplus lines industry is financially stable. A.M. Best’s 2013 *Special Report on U.S. Surplus Lines* noted strong growth in the surplus lines market and projects continued growth for the future. That report also indicates that the industry has had no financially impaired companies in the last nine years. The challenge is adapting to the evolving marketplace and emerging issues; the opportunity for the E&S industry is to continue to provide innovative solutions that can’t be found in the standard market.

Other challenges include effectively recruiting bright new talent into the E&S industry, and educating industry professionals throughout their careers to continually develop new E&S market leaders.

**How is NAPSLO addressing those challenges?** NAPSLO’s Career Awareness and Internship programs recruit and educate students. These programs make students aware of career opportunities and provide internships that allow them to learn with on-the-ground training. As we bring new talent into our firms, NAPSLO’s education and career development schools provide important training, offering E&S professionals valuable educational opportunities for every phase of their careers.

NAPSLO also provides critical legislative advocacy. That work continues to focus first and foremost on the Nonadmitted and Reinsurance Reform Act (NRRRA) and its successful uniform implementation of home-state regulation and taxation, but also on various legislation and regulatory issues in each of the states and national issues, including NARAB legislation, private market solutions to flood insurance, TRIA, lender-placed insurance and concerns regarding the applicability of the Foreign Account Tax Compliance Act to the property/casualty industry.

## What added value does a NAPSLO member wholesaler provide to the retail market?

NAPSLO member wholesalers provide innovative specialty insurance solutions with the highest level of integrity in every transaction. Retail agents and insurance buyers can count on them to be specialists where retail agents might not have expertise. The wholesale distribution system provides access to a unique segment of the insurance industry and NAPSLO members can offer really cost-effective insurance solutions that are tailored to each client’s needs.

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