

# SILA Survey Guidelines

## General

SILA members offer an excellent source of information on a variety of topics regarding insurance and securities. Members are welcome to survey the SILA membership to gather useful information. To assure the best possible use of this resource, SILA provides the following guidelines for survey requests.

1. Any survey request must be submitted to SILA (Diana Capes) containing a minimum of the following information:
  - Survey Title
  - Statement of Purpose
  - List of survey objectives
  - Target audience
  - Disclaimers
  - List of Survey Questions
  - Survey Contact Information (person responsible for the survey request)

Requests submitted without one or more of these items will be returned to the submitter for correction. Approval or rejection by the SILA Board members of the survey request will be provided to the submitter within 10 business days. Rejections will be accompanied by an explanation for the rejection. The submitter may appeal the decision to the SILA Executive Committee.

2. Once a survey request is complete, the survey questions must be approved by the SILA Board prior to distribution. The SILA Board will have no more than 10 business days to review and respond.

The Board members will analyze the survey questions and provide suggested changes (editorial or content) wherever indicated:

- Are the survey questions in sync with the survey purpose and objectives?
- Are additional questions needed to attain the objectives?
- Are the survey questions likely to produce accurate answers in keeping with the survey purpose?
- Are all parts of the target audience identified; are all the parts of the audience that should be excluded clearly identified.

Once agreement has been reached between SILA and the submitter regarding content, arrangements for distribution of the survey to the targeted audience will be coordinated with the submitter.

**Note:** All surveys and survey results become the property of SILA at the point of submission to SILA.

# **SILA Survey Guidelines**

## **Sample Survey Submission**

**Title:** Property-Casualty Appointment Processing Time

**Purpose:** To determine the average appointment processing time experienced by each P&C carrier from the point of submission to the state to the confirmation of state issuance based on method of submission and how the carriers manage that process.

**Objectives:**

1. Determine the average appointment time of each survey respondent from the point of submission to the state to the confirmation of state issuance:
  - Paper submissions
  - State website submissions
  - NIPR submissions
  - Business partner submissions
2. Identify any particular states that require an extraordinary amount of time to process appointments.
3. Determine if and how other carriers measure the state appointment processing time and if they have a target date for confirmation before following up with the state.