



Program Administrators Association

"Where Program Business Gets Done"

State of Program Management Business 2023 - Service Providers

Introduction

Welcome to the Target Markets Program Administrators Assn. (TMPAA) 2023 State of Program Business survey. Since 2011, this study has been a nationally recognized source of information about the program business segment of the insurance industry. New this year, we are seeking TMPAA service provider members to share their thoughts on the state of the program business marketplace.

We define Program Administrators as providing insurance products targeted to a particular niche market or class that are placed with one carrier. Program Administrator responsibilities include underwriting selection, binding, issuing, and may also include marketing, billing, premium collections, data gathering, claims management/loss control and possibly risk sharing.

The survey data you submit goes directly to Zywave to ensure the confidentiality and anonymity of responses. Zywave will not use this data for any other purpose beyond creating the study results for the TMPAA. The TMPAA will only receive the analysis without any identifying information.

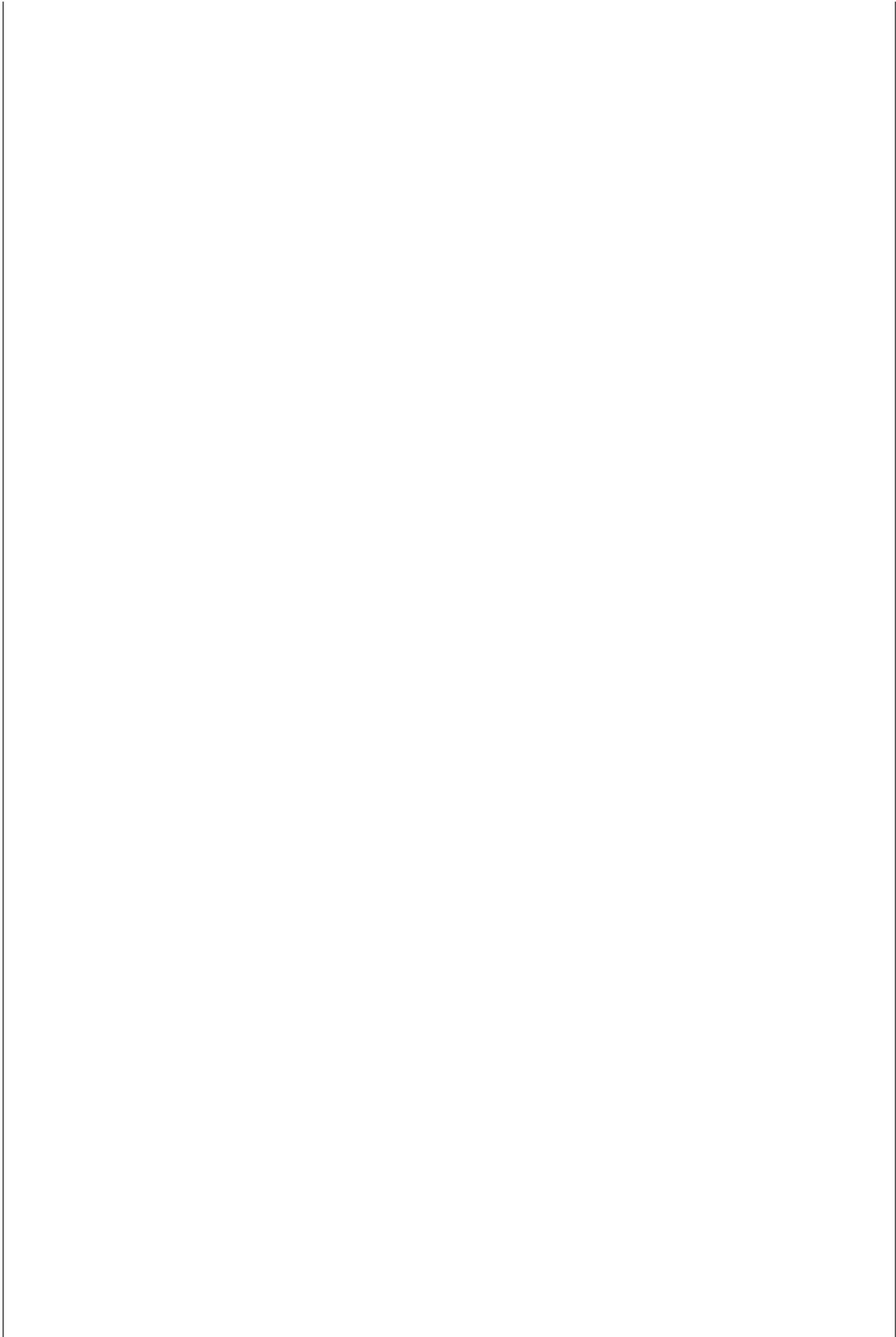
Please enter any numeric amounts without "\$" or ","!

* 1. Provide the name of your firm: (We request this to avoid duplicate survey entries and to be sure you receive the full study results)

2. Provide the name of your ultimate parent firm, if different:

3. Which of the following best describes your firm? (Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Actuarial | <input type="checkbox"/> Client Management Software |
| <input type="checkbox"/> Claims Management | <input type="checkbox"/> Data Solutions |
| <input type="checkbox"/> M&A Advisory | <input type="checkbox"/> Regulatory Compliance |
| <input type="checkbox"/> Capital/Financial Provider | <input type="checkbox"/> Program/Product Development |
| <input type="checkbox"/> Rating and Issuing Software | <input type="checkbox"/> Back-office/Underwriting Outsourcing |
| <input type="checkbox"/> Other (please specify) | |





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Thoughts on the PA marketplace

1. What in your view are strengths of the program business today?

2. What in your view are weaknesses of the program business today?

3. What opportunities do you see for the program business in the next five years?

4. What threats do you see for the program business in the next five years?

5. Please provide any final thoughts regarding the future prospects of the program administration business.

6. What characteristics do you look for in a potential acquirer to determine if they are a good match?



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Thank You!