

# **More Post-Irma Information: Catastrophe Response Centers and More Conference Calls**

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**September 15, 2017**

Three updates for our agents:

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## **Catastrophe Response Centers**

Citizens has deployed our mobile Catastrophe Response Centers (CRCs) to impacted areas to provide in-person service to our policyholders who may be cut off from their usual means of communication. Citizens' CRC staff will:

- Process first notices of loss (FNOL)
  - Make advance payments for additional living expenses, when warranted
  - Answer questions and offer general assistance
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# CRC Locations and Operating Hours

Location	Hours of Operation
Walmart parking lot 11225 Tamiami Trail North Naples, FL 34110	Daily from 7 a.m. to 7 p.m., curfew permitting
Kings Court Key 355 E. Palm Drive Florida City, FL 33034	Daily from 7 a.m. to 7 p.m., curfew permitting
Murray Nelson Government Center 102050 Overseas Highway Key Largo, FL 33037	Daily from 7 a.m. to 7 p.m., curfew permitting

## Notes:

- Refer to the [Hurricane Irma](#) webpage for more information and to verify CRC locations and hours of operation.
- Policyholders unable to travel to a CRC can call Citizens' claims hotline 24/7 at 866.411.2742 or contact their agent.

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## More Conference Calls with Agents

Citizens will continue our teleconference calls/simultaneous webinars next week for our appointed agents to advise of our post-storm operations. These calls/webinars allow for live Q&A. Call in to the teleconferences (for audio only) and/or register for the optional webinars via the links below:

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# Live Q&A for Agents: Hurricane Irma Conference Calls and Webinars

Date	Time	Toll-free Number and Access Code	Register for Webinars
Tues., Sept. 19	10 a.m.	800.791.4813 Code: IRMA	<a href="#">Register here</a>
Thur., Sept. 21	10 a.m.	800.791.4813 Code: IRMA	<a href="#">Register here</a>

## Post-Irma Email to Policyholders

Citizens sent an [email](#) today to our policyholders with an email address on file, with the exception of those who have had their policy assumed and those without wind coverage. The email includes information about claims information, CRC locations and hours of operation and the risks associated with assignment of benefits (AOB).

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- [mailto:?subject=More Post-Irma Information: Catastrophe Response Centers and More Conference Calls&body=Check out this site I came across http://www.citizensfla.com/agent-updates-bulletin?p\\_p\\_id=com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet&p\\_p\\_lifecycle=2&p\\_p\\_state=exclusive&p\\_p\\_resource\\_id=exportArticle&p\\_p\\_cacheability=cacheLevelPage&com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet\\_groupId=20702&com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet\\_articleId=5390612&com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet\\_plid=1490056&com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet\\_portletResource=com\\_liferay\\_asset\\_publisher\\_web\\_portlet\\_AssetPublisherPortlet\\_INSTANCE\\_3YC3hsskaUbZ&com\\_liferay\\_journal\\_web\\_portlet\\_JournalPortlet\\_targetExtension=pdf](mailto:?subject=More Post-Irma Information: Catastrophe Response Centers and More Conference Calls&body=Check out this site I came across http://www.citizensfla.com/agent-updates-bulletin?p_p_id=com_liferay_journal_web_portlet_JournalPortlet&p_p_lifecycle=2&p_p_state=exclusive&p_p_resource_id=exportArticle&p_p_cacheability=cacheLevelPage&com_liferay_journal_web_portlet_JournalPortlet_groupId=20702&com_liferay_journal_web_portlet_JournalPortlet_articleId=5390612&com_liferay_journal_web_portlet_JournalPortlet_plid=1490056&com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publisher_web_portlet_AssetPublisherPortlet_INSTANCE_3YC3hsskaUbZ&com_liferay_journal_web_portlet_JournalPortlet_targetExtension=pdf)