

# More Post-Irma Information

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**September 20, 2017**

Citizens has four additional informational items for our agents.

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## New FAQs

Citizens staff has developed Hurricane Irma frequently asked questions [frequently asked questions](#) (FAQs) to address claims issues frequently raised by our Personal Lines policyholders. These FAQs also are accessible in the left column of the [Hurricane Irma](#) webpage.

*Note:* The FAQs will be updated frequently as other issues are addressed.

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## Update on Claims Outreach Initiatives

To better serve our Florida Keys policyholders, Citizens has opened two new Catastrophe Response Centers (CRCs) and a satellite office to provide in-person service to our policyholders who may be cut off from their usual means of communication. Citizens also has representatives at the Department of Financial Services (DFS) Insurance Villages.

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# Current CRC and Satellite Office Locations and Operating Hours

## CRC Location

## Hours of Operation

### New CRC!

Marathon City Marina  
800 35th Street Ocean  
Marathon, FL 33050

Beginning September 19:  
Daily from 7 a.m. to 7 p.m. curfew permitting

### New Satellite Office!

Morgan Insurance Group  
31109 Avenue A, Suite 4  
Big Pine Key, FL 33043

Daily from 9 a.m. to 5 p.m. until Sunday, September 24.

*Note:* See our [Hurricane Irma](#) webpage for information after September 24.

Murray Nelson Government  
Center  
102050 Overseas Highway  
Key Largo, FL 33037

Daily from 7 a.m. to 7 p.m.

### New CRC!

Walmart parking lot  
1425 NE 163rd St.  
North Miami Beach, FL 33162

Daily from 7 a.m. to 7 p.m.

*Note:* Our Naples and Florida City CRCs have relocated to Marathon and North Miami Beach.

Citizens' staff can:

- Process first notices of loss
- Make advance payments for additional living expenses, when warranted
- Answer questions and offer general assistance

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## Notes

- As our policyholder needs are identified and addressed, we will relocate our CRCs and satellite offices as necessary. You can access the latest claims outreach information (including DFS's Insurance Villages) on the right side of our [Hurricane Irma](#) webpage.
- 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 popular conference calls/simultaneous webinars next week for our appointed agents to advise about our post-storm operations. These calls/webinars allow for live Q&A. Call in to the conferences (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. 26 | 10 a.m. | 800.791.4813<br>Code: IRMA       | <a href="#">Register here</a> |
| Thur., Sept. 28 | 10 a.m. | 800.791.4813<br>Code: IRMA       | <a href="#">Register here</a> |

### Tree Debris Coverage: Key Points

Hurricane Irma claims will generate many wind and lightning peril losses involving trees. Citizens developed some key points to consider when tree(s) are part of a claim. For more information, log into the *Agents* site to access this [Knowledge Base link](#).

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