

# Hurricane Irma Aftermath: Citizens Responds

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November 03, 2017

## Emergency Order Expiration

As noted in the [Agent Updates bulletin](#) dated September 25, 2017, the Florida Office of Insurance Regulation (OIR) issued an Emergency Order 214271-17-EO requiring insurers to extend coverage for certain cancellations and nonrenewals. This section of the order has expired, and as a result, Citizens began issuing notices of cancellation on October 17, 2017, for nonpayment of premium associated with the extension.

In the aftermath of Hurricane Irma, we are committed to assisting our policyholders, as explained below.

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## Extra Time for Premium Payments

Citizens is making a one-time extension for premium payments and will accept late payment until December 1, 2017, for any cancellation notice issued on or after October 17, 2017.

Starting December 1, 2017, Citizens will return to its standard payment deadlines.

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## Policyholders with Damaged Property

Advise your Citizens policyholders to submit first notices of loss as soon as possible.

Due to extensive Hurricane Irma damage, Citizens will not request proof of repairs for Hurricane Irma damage before October 1, 2018 (next year), for renewal policies effective on or after March 1, 2019. Agents, however, are encouraged to work with policyholders throughout the claims process and provide proof of repairs as soon as it is available.

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## Resources

For more information, log in to the *Agents* site, and select **Search** from the website's top menu, then select **Search Frequently Asked Questions** (FAQs) and enter *Irma* into the search field.

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