

# Personal Lines: Agent Performance Standards Program

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May 21, 2018

Beginning May 18, 2018, Citizens has renamed *binding violations* to *performance violations*, and the program has been branded as the *Performance Standards Program*. The program measures the number of late submissions and performance violations incurred by an agent for quality improvement purposes, which will help our Underwriters provide efficient and fast service.

As mentioned in the [December 29, 2017, Personal Lines Bulletin](#), Citizens also has expanded the performance violation types to include:

- Failure to upload a premium finance company contract (when applicable)
- Incorrect application of credits, discounts or surcharges
- Failure to acquire necessary policyholder signature(s)

To make agents aware of the new violation types, Underwriters will begin sending *Performance Violation Notices* for these new violation types beginning today; however, until further notice, Citizens will not impose disciplinary action based solely on the accumulation of these new performance violations.

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## Resources

Log in to the *Agents* site, and select **Training** → **Personal** → **Agent Activities** for the updated job aid, [Disputing a Performance Violation](#).

From the *Agents* site's top menu, select **Search** → **Search Frequently Asked Questions** (FAQs), and enter *Performance Violation* in the search field.

*Note:* Agents also can access the FAQs via the Knowledge Base link at the top-right corner of every screen in PolicyCenter®.

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