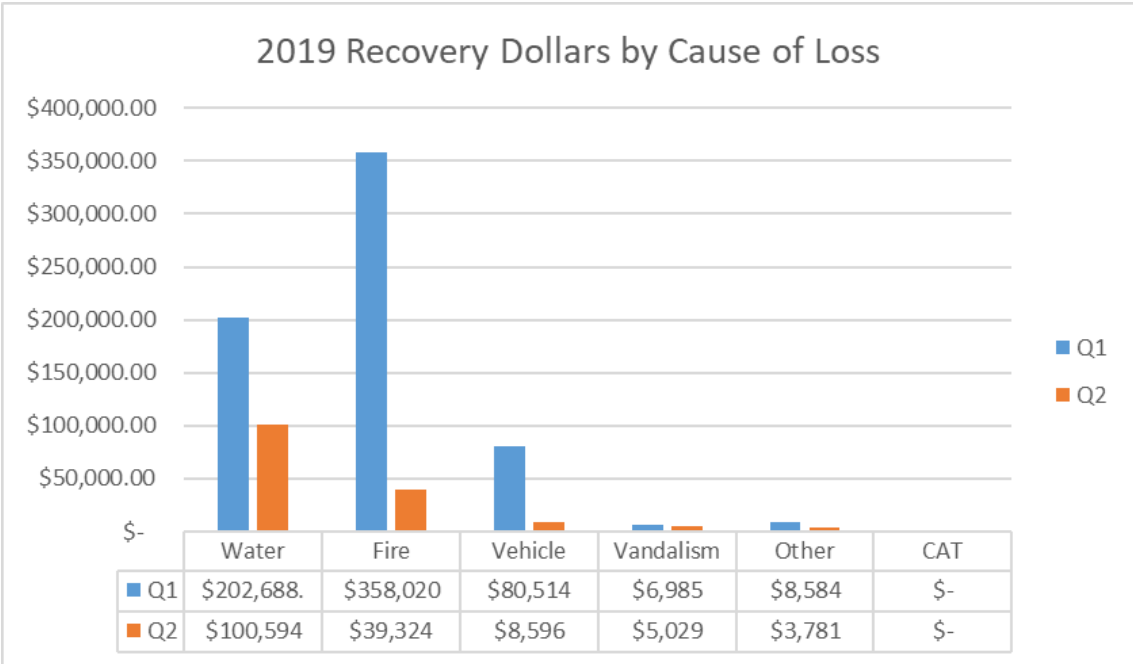


Recovery Cases of Interest

Claims Committee Meeting, June 12, 2019
 Board of Governors Meeting, June 19, 2019

January – April 2019 Summary



2019 January through April total gross recoveries are **\$814,115.69**

January through April 2019, Citizens refunded **\$61,022** to Policyholders in deductible refunds.

Recovery Cases of Interest

Water Loss: This loss involves water damage inside the insured’s residence due to a water leak from another unit. We recovered \$24,500.00 or 92 percent of the Gross Claim Amount (GCA) of \$26,704.69.

Vehicle Loss: This loss involves vehicle impact damage to an owner-occupied dwelling and occurred due to a third-party driver who crashed their vehicle into our insured’s home causing damage. We recovered \$5,786.99 or 100 percent of the GCA.

Water Loss: This loss involves water damage to an owner-occupied dwelling from the faulty installation of a new HVAC system. We recovered \$8,344.91 or 91 percent of the \$9,151.42 GCA from the contractor’s carrier.



Recovery Cases of Interest

Claims Committee Meeting, June 12, 2019
Board of Governors Meeting, June 19, 2019

Water Loss: This loss involves water damage to an owner-occupied condominium from the faulty installation of a water heater in the unit above. We recovered \$10,000.00 or 100 percent of the GCA from the contractor's carrier.

Fire Loss: This loss involves fire damage to a tenant occupied dwelling. The tenant's guest carelessly discarded a cigarette into a trash can in the garage. We recovered \$35,703.29 or 86 percent of the \$41,356.34 GCA from the tenant's carrier.

Water Loss: This loss involves water damage to our tenant occupied condominium. The water heater leaked, therefore our policy holder retained a plumber to replace the water heater. The plumber broke the shut-off valve, allowing water to flow and damage the unit below. Citizens' accepted vicarious liability and paid \$43,475.60 for the damage to the unit below through liability. We recovered \$43,475.60 or 100 percent of liability payment from the plumber's carrier.

Water Loss: The loss involves water damage to an owner-occupied condominium. The water damage was a result of a water leak from the unit above. We recovered \$5,091.29 or 92 percent of the \$5,513.52 GCA.