

# Market Accountability and Advisory Committee Agency Services Update

June 13, 2019



# Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2018			
	Apr-19	Dec-18	Net Change
Agencies	4,515	4,551	-36
Agents	7,000	7,040	-40
LCRs	3,081	2,980	101

Current Tri-County Agent and Agency Counts vs. YE 2018			
	Apr-19	Dec-18	Net Change
Agencies	2,076	2,032	44
Agents	2,825	2,843	-18
LCRs	967	954	13

Agency Segmentation						
	Apr-19			Dec-18		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	8	49,779	11.9%	9	53,213	12.5%
Tier 2 (500-1,999 PIF)	110	87,888	20.9%	114	89,112	20.8%
Tier 3 (200-499 PIF)	410	126,370	30.1%	413	126,723	29.6%
Tier 4 (50-199 PIF)	1,098	115,173	27.4%	1,118	117,336	27.5%
Tier 5 (49 or less PIF)	2,586	40,596	9.7%	2,602	41,013	9.6%
Tier 6 (0 PIF)	303	0	0.0%	295	0	0.0%

**Note:**

- 64% of Citizens agencies have less than 50 policies in force



# Performance Violations (PV):

Program update

2018 Monthly Performance Violation Counts								
	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
	90,768	3,980	4%	975	87	827	2,075	31

2019 Monthly Performance Violation Counts								
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
January	6,059	184	3%	27	3	33	111	10
February	5,745	360	6%	61	1	66	227	5
March	6,734	505	7%	101	7	64	323	10
April	7,482	594	8%	112	8	86	376	12
May								
June								
July								
August								
September								
October								
November								
December								
YTD Grand Total	26,020	1,643	6%	301	19	249	1,037	37

Binding Violation Key								
Circumventing the Electronic Document Submission Process: Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated								
Ineligible Risk: Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule).								
Uninsurable Risk: Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals.								
Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract: The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability or the premium finance company contract was not submitted with the new-business submission or policy renewal.								
Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures: The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing: <ul style="list-style-type: none"> <li>•Documentation to support mitigation credits was not submitted or insured signature was missing</li> <li>•Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted</li> <li>•Acceptable proof of prior insurance was not submitted</li> <li>•Insured or agent signature missing on application</li> </ul>							Agents Under:	
							Warning Notices	144
							Suspensions	3
							Terminations	0

# Late Submission Violations (LSV):

Program update

2018 Monthly Late Submission Violation YE					
	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
	90,859	15,493	17%	3,872	4%

2019 Monthly Late Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
January	6,059	914	15%	234	4%
February	5,745	869	15%	197	3%
March	6,734	979	15%	263	4%
April	7,482	1,282	17%	243	3%
May					
June					
July					
August					
September					
October					
November					
December					
YTD Grand Total	26,020	4,044	16%	937	4%

Agents Under:	
Warning Notices	97
Suspensions	3
Terminations	0

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a Late Submission Alert for Required Documents activity six business days after the effective date when required documents have not been uploaded, or if upload has not been completed by selecting the SUBMIT button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A Late Submission Alert for Required Documents cannot be disputed.

# Agent Outreach 2019

## Agent Round Table

Improving the Agent Experience

Feedback

Emergency Services & Managed Repair

## Webinar: Agent Association Sponsored

Citizens Updates

Breaking News

Forecasting

Support Offerings

## Live Agent Town Halls

Agreement Compliance

New Business Submissions

Depopulation & Clearinghouse

Call Citizens First

## Webinar: PolicyCenter V9

New Look

New Features

New Opportunities

## Webinar: New Agent/Performance Opportunity Agent

Eligibility

Citizens Policy Features and Benefits

Document Requirements

Date	Type	
January 15, 2019	W	✓
March 13, 2019	L	✓
May 21, 2019	W	✓
August 27, 2019	W	
November 7, 2019	L	

L = Live (In-Person)  
W = Web-Conference

Date	Attendance
January 22, 2019	26
March 8, 2019	50
March 28, 2019	24
May 14, 2019	53
July 23, 2019	
August 7, 2019	
September 17, 2019	
November 19, 2019	
December 3, 2019	

Date	Attendance
February 20, 2019	113
June 21, 2019	
July 18,2019	
August 1, 2019	
September 11, 2019	

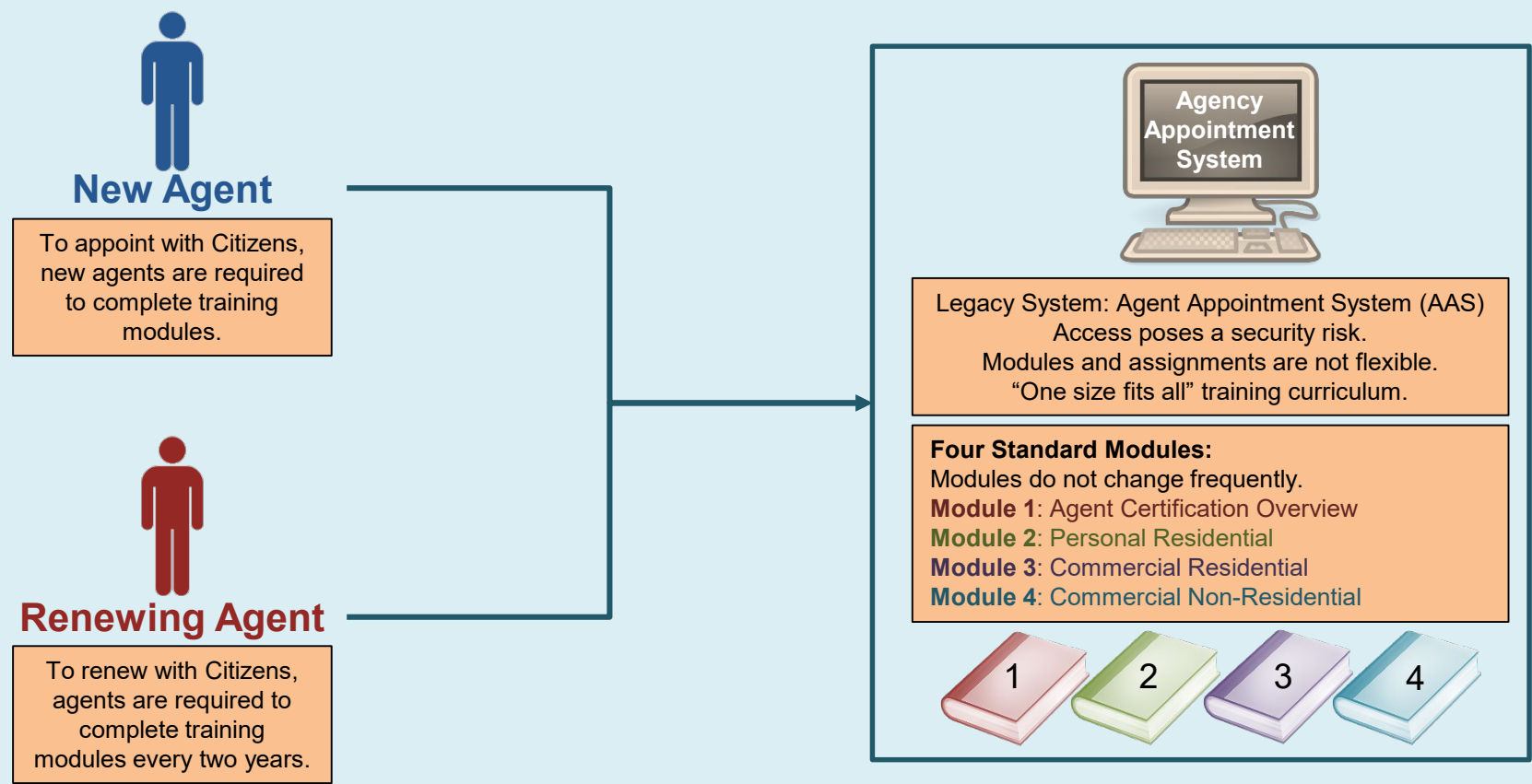
Date	Registrations*
June 4, 2019	1,018
June 11, 2019	448
June 13, 2019	304

\*As of 5/31/19

Dates	Attendance
October 2019	
November 2019	
December 2019	



Current State



Desired State



New Agent

To appoint with Citizens, new agents are required to complete training modules.

Modules in the Learning Management System (LMS)  
Individual credentials through LMS.  
Modules and assignments are more flexible.

**Five New Modules:**  
Modules have the ability to be updated as needed:  
**Module 1:** Citizens as a Residual Market  
**Module 2:** The Agent Appointment Agreement  
**Module 3:** The Agent Performance Program  
**Module 4:** Claims and Loss Management  
**Module 5:** Citizens Business Systems and Resources



Agency Field Managers



Renewing Agent

Throughout appointment, agents/agencies will be prescribed specific education. Need identified via analytics and Agency Field Manager recommendations.

**ANALYTICS**  
  
myAgency System

Agency Field Managers

New Agent/Performance Opportunity Webinar

Eliminate “one size fits all” renewal education. Implement prescriptive education focused on areas **where** each agent/agency needs improvement, **when** they need it. (LMS, Job Aids, Product Guides, Webinars, etc.)

Performance Violations

Late Submissions

Managed Repair Adoption

Inaccurate Submissions

Learning Management System

New Agent/Performance Opportunity Webinar

# Appendix

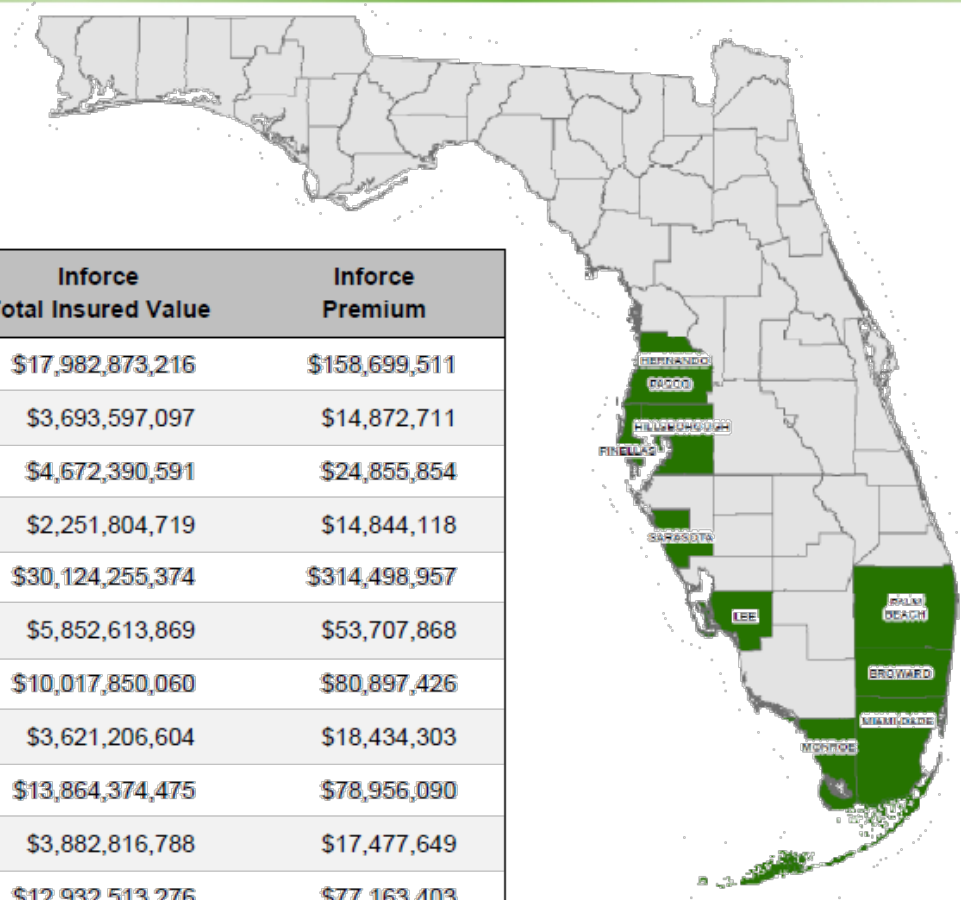
**Appendix A: High County Volume Market Share**

**Appendix B: Avoiding Late Submission Violations**



# Appendix A: High County Volume Market Share

County	Policy Count	% of Total Policy Count	Inforce Total Insured Value	Inforce Premium
Broward	73,142	17%	\$17,982,873,216	\$158,699,511
Hernando	13,023	3%	\$3,693,597,097	\$14,872,711
Hillsborough	19,153	4%	\$4,672,390,591	\$24,855,854
Lee	10,155	2%	\$2,251,804,719	\$14,844,118
Miami-Dade	105,728	25%	\$30,124,255,374	\$314,498,957
Monroe	13,701	3%	\$5,852,613,869	\$53,707,868
Palm Beach	37,962	9%	\$10,017,850,060	\$80,897,426
Pasco	16,559	4%	\$3,621,206,604	\$18,434,303
Pinellas	56,179	13%	\$13,864,374,475	\$78,956,090
Sarasota	14,081	3%	\$3,882,816,788	\$17,477,649
All Other	67,714	16%	\$12,932,513,276	\$77,163,403
<b>Total</b>	<b>427,397</b>	<b>100%</b>	<b>\$108,896,296,069</b>	<b>\$854,407,890</b>



## Notes:

- 1) Total Insured Value for personal residential multi-peril policies includes Coverages A, B, C and D, except for DP-1/MDP-1 policies, which include Coverages A and C only. All commercial policy forms include building coverage, other structure coverage and business personal property.
- 2) Excludes takeout policies
- 3) For commercial policies with buildings in multiple counties, policy count and premium are assigned based on the location of the first risk listed on the policy. Total Insured Value is reported at the risk level.

# Appendix B: Avoiding Late Submission Violations

