

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, June 19, 2019 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time)
Teleconference Number: 888-942-8686 • Participant Code: 944 710 6691#

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Aubuchon
 - ▲ March 27, 2019 [AI Index A]
 - ▲ May 17, 2019 [AI Index B]

2. **Chairman's Report** Chairman Aubuchon

3. **President's Report** Barry Gilway

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Gary Aubuchon, Chair
 - ▲ Risk Transfer Program Update
 - ▲ Financial Summary and Statement of Operations, 03.31.19
 - ▲ Quarterly Financial Update, 03.31.19
 - ▲ 2018 Audited Financial Statement STAT, 12.31.18
 - ▲ 2018 Audited Financial Statement GAAP, 12.31.2018
 - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
 - Annual Recommended 2019 Rate Filings [AI Index C]

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Multifunction Copiers [AI Index D]

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - Special Investigations Unit Update
 - ▲ Supplemental Claims Legal Services [AI Index E]
 - ▲ Claims Print Management Hardware & Software Upgrade [AI Index F]
 - ▲ Commercial Adjusting Services [AI Index G]

7. **Chief Underwriting & Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
 - Loss History Reporting RFP [AI Index H]
 - Product Changes [AI Index I]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Bette Brown, Chair
 - ▲ OIA Dashboard

9. **Chief Human Resources**

Violet Bloom

- ▲ Learning Management System (LMS), SuccessFactors [AI Index J]

10. **Chief Communications, Legislative & External Affairs Officer Report**

Christine Ashburn

- ▲ Legislative Update

Consideration of Consent Items

Chairman Aubuchon

Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors.

Items not requiring detailed explanation to the Board of Governors.

- ▲ Commercial Banking Services Contract Extension
- ▲ Jacksonville Janitorial Services
- ▲ Electronic Document Services – Data Migration Services

New Business / Adjourn

ACTION ITEM INDEX: Items requiring detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes, March 27, 2019
- B. Board of Governors Teleconference Minutes, May 17, 2019
- C. Annual Recommended 2019 Rate Filings
- D. Multi-Function Copiers
- E. Supplemental Claims Legal Services
- F. Claims Print Management Hardware & Software Upgrade
- G. Commercial Adjusting Services
- H. Loss History Reporting
- I. Product Changes – June 2019
- J. Learning Management System (LMS), SuccessFactors

FMAP Board of Governors Meeting

Scheduled to Convene Immediately Following Citizens Board of Governors Meeting

Next Board of Governors and Committee Meetings

September 24-25, 2019

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751



SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: _____

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(____) _____

Representing: _____

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): _____

I SUPPORT OPPOSE Information Only

2. I am designating the following person to speak on my behalf:
