



ADA Nonemployment Access and Coordination Notice

Citizens Property Insurance Corporation (Citizens) is a government entity created per Section 627.351(6), Florida Statutes to provide affordable property insurance to applicants who are in good faith entitled to procure insurance through the voluntary market but are unable to do so.

Title II of the Americans with Disabilities Act of 1990 (ADA) applies to government entities such as Citizens. Information about the ADA can be found at www.ada.gov. In accordance with the ADA, Citizens does not discriminate against qualified individuals with disabilities on the basis of disability in its employment practices or in its services, programs or activities.

Citizens will, upon request, provide appropriate aids and/or services leading to effective communication for qualified individuals with disabilities so that they may participate equally in Citizens' services, programs or activities. Citizens will provide reasonable accommodations or make reasonable modifications to its business practices and programs to ensure that people with disabilities have an equal opportunity to be provided services.

Anyone requesting accommodation, aid or reasonable modification to Citizens' business practices or programs to ensure access to Citizens' services, programs or activities must contact:

ADA Coordinator

Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, FL 32303

Email: adacoordinator@citizensfla.com
Phone: 850.513.3866

No charge or surcharge will be imposed upon an individual to whom an accommodation or aid is provided or for whom a reasonable modification to business practices or programs is made.

The ADA does not require that Citizens take any action that would fundamentally alter the nature of its programs or services, or impose on it an undue financial or administrative burden.

A person with a disability contacting Customer Care via telephone relay service does not need to contact the ADA Coordinator. By initiating a call to Customer Care at 866.411.2742 using the telephone relay service, Citizens will be able to communicate with the caller using the service.

Grievance Procedure

A person, other than an employee, who wishes to file a complaint alleging discrimination on the basis of disability relating to the provision of services, activities, programs, or benefits by Citizens may do so using this procedure. Employment related complaints are governed by Citizens' personnel policies.

Any complaint filed pursuant to this procedure should be in writing and must contain specific information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. All complaints, and any requests for alternative means of filing such complaints, must be directed to:

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Tallahassee, FL 32303

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Upon receipt of the complaint, Citizens' ADA Coordinator will conduct a review to determine whether the alleged discrimination may be addressed and whether a reasonable accommodation, aid, or a reasonable modification to business practices or programs may be provided to address the issue. Within 15 days calendar days after the receipt of the complaint, Citizens' ADA Coordinator, in conjunction with other Citizens' personnel, will contact the complainant to discuss the complaint and any possible resolutions. Within 15 calendar days after conferencing with the complainant, Citizens will respond to the complainant in writing or in a format accessible to the complainant. The response will set forth the position of Citizens and Citizens' available options, if any, for resolving the complaint.

If the response from Citizens does not satisfactorily resolve the complaint, the complainant may, within 15 calendar days after receipt of Citizens' written response, escalate the complaint by way of correspondence directed to Citizens' President and CEO at:

Timothy M. Cerio

President, CEO, Executive Director
c/o ADA Coordinator
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, FL 32303

Email: adacoordinator@citizensfla.com
Phone: 850.513.3866