

Agency Services Update

September 19, 2019

Market Accountability and Advisory Committee



Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2018			
	Aug-19	Dec-18	Net Change
Agencies	4,495	4,551	-56
Agents	6,997	7,040	-43
LCRs	3,369	2,980	389

Current Tri-County Agent and Agency Counts vs. YE 2018			
	Aug-19	Dec-18	Net Change
Agencies	2,159	2,032	127
Agents	2,829	2,843	-14
LCRs	947	954	-7

Agency Segmentation						
	Aug-19			Dec-18		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	9	51,023	12.1%	9	53,213	12.5%
Tier 2 (500-1,999 PIF)	116	90,787	21.6%	114	89,112	20.8%
Tier 3 (200-499 PIF)	400	123,859	29.5%	413	126,723	29.6%
Tier 4 (50-199 PIF)	1,092	114,634	27.3%	1,118	117,336	27.5%
Tier 5 (49 or less PIF)	2,592	40,063	9.5%	2,602	41,013	9.6%
Tier 6 (0 PIF)	286	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	173	3%	25	3	32	112	1
February	5,745	353	6%	61	1	66	225	0
March	6,734	505	7%	101	7	64	323	10
April	7,488	594	8%	112	8	86	376	12
May	8,408	624	7%	115	9	98	399	3
June	7,879	666	8%	126	13	95	414	18
July	8,560	855	10%	174	5	145	519	12
August								
September								
October								
November								
December								
YTD Grand Total	50,873	3,770	7%	714	46	586	2,368	56

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:
 - Documentation to support mitigation credits was not submitted or insured signature was missing
 - Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted
 - Acceptable proof of prior insurance was not submitted
 - Insured or agent signature missing on application

Agents Under:	
Warning Notices	280
Suspensions	7
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%

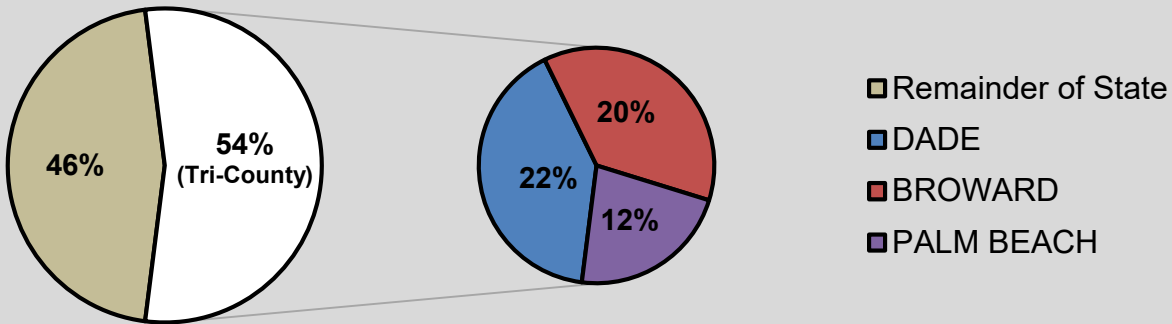
2019 Monthly Late Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
January	6,059	913	15%	234	4%
February	5,745	868	15%	197	3%
March	6,734	977	15%	249	4%
April	7,488	1,279	17%	243	3%
May	8,408	1,364	16%	297	4%
June	7,879	1,336	17%	291	4%
July	8,560	1,704	20%	386	5%
August					
September					
October					
November					
December					
YTD Grand Total	50,873	8,441	17%	1,897	4%

Agents Under:	
Warning Notices	105
Suspensions	3
Terminations	0

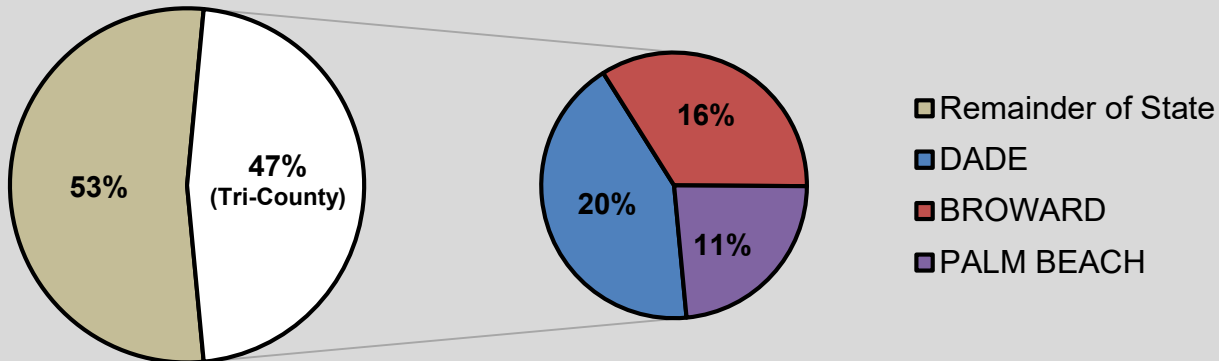
Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

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.

Performance Violations by County



Late Submission Violations by County



Assignment of Benefits

Four sessions will be offered

- September 16th at 10 a.m.
- September 16th at 2 p.m.
- September 18th at 10 a.m.
- September 18th at 2 p.m.

Webinar Content

- Review AoB Scenario**
- AoB Legislation**
 - A. Submitting the AOB Contract
 - Identifying
 - Must be submitted
 - How to submit
 - Have a conversation
 - B. Cancelling the contract
 - C. Rate impacts to AOB legislation
- Managed Repair Program**
 - A. MRP Refresher
 - B. Sublimit Refresher
 - C. Success Story
- Best Practices**
 - A. Point of Sale
 - B. Renewals
 - C. Resources



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: Performance & Late Submission Violations

- Open to All Agents
- Focus between warning and suspension
- Support Materials
- Live Instruction and Q&A

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	58
August 7, 2019	6
September 17, 2019	
November 19, 2019	
December 3, 2019	

Date	Attendance
February 20, 2019	113
June 21, 2019	54
July 18, 2019	56
August 1, 2019	96
September 11, 2019	

Date	Attendees
June 4, 2019	878
June 11, 2019	600
June 13, 2019	457

Dates	Attendance
October 2019	TBD
November 2019	TBD
December 2019	TBD

Note: All future dates are tentative and subject to change.

