

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, September 25, 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
 - ▲ June 19, 2019 [AI Index A]
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- 2. Chairman's Report** Chairman Aubuchon
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- 3. President's Report** Barry Gilway
 - ▲ Insurance Industry Financial Report
 - ▲ Market Analysis, Steve Bitar
 - ▲ RFI Approach, Jay Adams (no documentation)
 - ▲ Hurricane Dorian and Catastrophe Update, Jay Adams
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- 4. Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Gary Aubuchon, Chair
 - ▲ Layer Charts
 - ▲ Legacy Assets [AI Index B]
 - ▲ Financial Summary and Statement of Operations, 06/30/2019
 - ▲ Quarterly Financial Update, 06/30/2019
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- 5. Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - Oracle Products and Services Renewal [AI Index C]
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- 6. Chief Underwriting & Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
 - Product Change – Statutory Coverage Limit [AI Index D]
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- 7. Chief Claims Officer Report** Jay Adams
 - ▲ Claims Legal Update
 - Legal Services Agreement Contract 19-19-5001-00 [AI Index E]
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- 8. Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Bette Brown, Chair
 - ▲ OIA Dashboard

9. **Chief Human Resources Officer**

Violet Bloom

- ▲ 2019 Employee Engagement Survey Highlights
- ▲ Dental Insurance [AI Index F]
- ▲ Life and Long Term Disability Insurance Coverage [AI Index G]
- ▲ Learning Management System and Services [AI Index H]
- ▲ Background Check & I-9 Services [AI Index I]

10. **Chief Legal Officer and General Counsel**

Dan Sumner

- ▲ Board of Governors Vice Chair Nomination/Election [AI Index J]

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.

- ▲ Reinsurance Advisory Brokerage Services – Contract Renewal
- ▲ Medical and Prescription Drug Coverage Administrative Services Only (ASO)
- ▲ Retained Recruitment Services – Executive & Professional
- ▲ Directors & Officers Liability Insurance

New Business / Adjourn

Chairman Aubuchon

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

- A. Board of Governors Meeting Minutes, June 19, 2019
- B. Legacy Assets
- C. Oracle Products and Services Renewal
- D. Product Change – Statutory Coverage Limit
- E. Legal Services Agreement, Contract 19-19-5001-00
- F. Dental Insurance
- G. Life and Long Term Disability Insurance Coverage
- H. Learning Management System (LMS)
- I. Background Check & I-9 Services
- J. Board of Governors Vice Chair Nomination/Election

Next Board of Governors and Committee Meetings

December 15-16, 2019

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