



## Is Your Policy Ready for Hurricane Season?

May 29, 2020

Weather experts are predicting [an active 2020 hurricane season](#), which starts June 1 and ends November 30.

The staff at Citizens have the utmost concern for the safety of our policyholders, whether it's the COVID-19 health risk or hurricane season. We want you and your property at <Property\_Address\_1>, <Property\_Address\_2> in <Property\_City> to be ready for hurricane season. We urge you to contact your agent at <agent\_email> to help you:

- Review the coverages, deductibles and mortgagee(s) information for your policy. Citizens' staff does not have the authority to update your coverages or deductibles – only your agent can do that at your direction.
- Ensure Citizens has your correct and complete contact information.
- Secure flood insurance if you need it. As a reminder, Citizens does not offer flood insurance.

### myPolicy

If you haven't already, we advise you to register for [myPolicy](#), Citizens' online and smartphone-friendly policyholder self-service tool available 24/7. With myPolicy, you can report a claim, which may be faster than reporting it via phone in the aftermath of a hurricane. You can even view your policy, claims and billing information and make payments under certain conditions.

### Contact Citizens First

If you become aware of or suspect damage, report your claim to Citizens. You can report a claim to Citizens even before you know the full extent of damage. Citizens will work with you to make sure any covered damage is repaired quickly and correctly. You can report a claim via myPolicy or by calling the claims 24/7 toll-free hotline at 888.411.2742. Should you have to file a claim, remember to do the following, if you are able to do so safely:

- Take photos of the damages
- Protect your property from further damage
- Keep all receipts of any repairs and expenses

For more information about the claims process, visit the [Claims](#) section of our website and read our [Reporting a Claim in Four Easy Steps brochure](#).

### Handy Tips:

- Make a contact record in your phone that includes the link to myPolicy ([www.citizensfla.com/mmp](http://www.citizensfla.com/mmp)), our Customer Care Center toll-free number (888.411.2742) and your agent's contact information.
- Visit our [Storms](#) webpage for more tips about preparing for hurricane season.

### Resources

The [Learning](#) section of our website provides a variety of [brochures](#) and [videos](#) to assist you before and after a storm. You also can access FAQs from the website's top menu. Select **FAQs** and enter *hurricane* in the search field.

Other helpful webpages include:

- [Hurricane Ready](#)
- [Thunderstorm Ready](#)

Like our [Facebook](#) page and follow us on [Twitter](#).

See [citizensfla.com/coronavirus](http://citizensfla.com/coronavirus) for our response to the coronavirus health risk

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No reply to this email is required; however, if you would like to reply to this email to request assistance for your policy or claim, please include the name of the policyholder, policy or claim number, and the associated property address in your response.

This email is not spam. You received this email because you are a Citizens policyholder, and we want to convey important information about your policy. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the [Privacy Policy](#) section on Citizens website.



**Citizens Property Insurance Corporation**

[www.citizensfla.com](http://www.citizensfla.com)

[myPolicy](#)

Report claims, view claim and policy status, and make payments 24/7/365

**866.411.2742**

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET