

Citizens Property Insurance Corporation Charter - Claims Committee

I. Statement of Purpose

The Claims Committee (Committee) of Citizens Property Insurance Corporation (Citizens) assists the Board of Governors (Board) in fulfilling its oversight responsibilities in assuring that claims governance is fully integrated into enterprise governance and is effectively implemented. The Committee assures the Board is appropriately informed on claims matters and risks, and provides the Board with timely recommendations on strategic plans.

II. Organization and Operation

a. Authority and Charter

The Committee's authority comes from the Board. The Committee charter shall establish purpose, organization, and responsibilities of the Committee. At least annually, the charter shall be reviewed by the Committee and any proposed changes shall be subject to Board approval.

b. Committee Composition

The Board Chair shall appoint no less than two Board members to the Committee, with one Board member being designated as Committee Chair. The Board Chair will additionally appoint no less than one industry advisor, each having appropriate expertise and experience, to serve on the Committee. Committee members serve at the pleasure of the Board Chair.

c. Meetings and Communications

The Committee shall meet at least four times a year and additional meetings may be convened as the Committee Chair directs. Agendas and supporting material will be provided to Committee members in advance of meetings. Minutes of each meeting will be approved by the Committee at a subsequent meeting. The Committee is governed by and operates under the same rules as the Board, including compliance with the Florida Sunshine Law.

d. Notice, Quorum; Action by Committee:

Subject to the Plan of Operation, the Committee is governed by the same rules regarding meetings (including meetings by telephone conference), public notice, and quorum and voting requirements as are applicable to the Board. Committee meetings and notices shall be in compliance with the Florida Sunshine Law. A quorum at any Committee meeting shall consist of a majority of the Committee members present. A quorum is not needed for meetings where no vote will be required and is for advisory information only. All determinations of the Committee shall be made by a majority of its members present and voting at a meeting duly called and held.

III. Primary Responsibilities

a. Review and assess Citizens' Claims governance practices.

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- b. Review and assess Claims strategic plans and ensure their alignment with business plans.
- c. Review Claims status and plans for solicitations to insure cost-effectiveness and value in delivery of services.
- d. Make timely recommendations to the Board on major Claims solicitation decisions and their values.
- e. Review of Claims audit findings and management response plans.
- f. Annually evaluate the Committee's discharge of all responsibilities outlined in this Charter.
- g. Other responsibilities as delegated by the Board Chair.

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