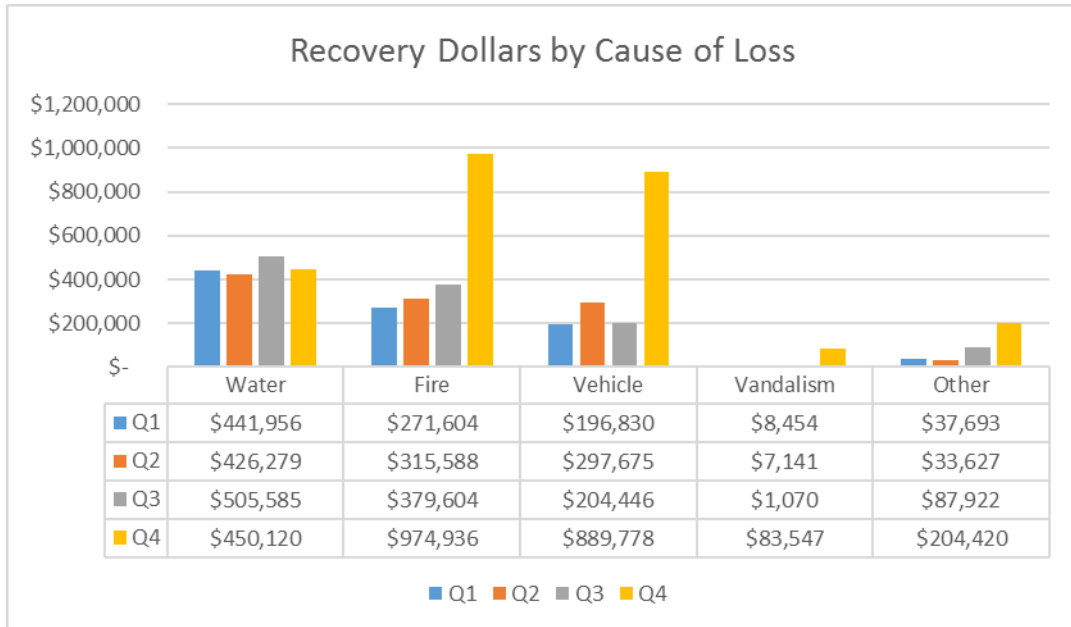


# ADDENDUM: RECOVERY CASES OF INTEREST

CLAIMS COMMITTEE MEETING MARCH 9, 2016  
BOARD OF GOVERNORS MEETING MARCH 16, 2016

## 2015 Year End Summary



In 2015, year-end total gross recoveries totaled **\$4,201,183** (40 percent over the 2015 goal of \$2,783,000).

In 2015, Citizens refunded **\$441,096** to policyholders in deductible refunds.

## Recovery Cases of Interest

**Fire Loss:** This loss involved fire damage to an owner-occupied dwelling. An HVAC company was working on the air-conditioning lines in the insured's home. While torching the lines inside a stud-wall, the copper pipe insulation ignited, damaging the framing and plumbing while blowing soot throughout the risk. The insured was a witness to the incident. Citizens recovered \$65,000, 86 percent of the \$74,737 gross claims amount (GCA).

**Water Loss:** This loss involved water damage to an owner occupied dwelling. The icemaker supply line in the upstairs unit failed. Citizens recovered \$10,300 (100 percent of the \$10,300 GCA).

**Water Loss:** The insured discovered water damage due to a bathroom leak originating from the upstairs unit. The upstairs unit-owner was not occupying the unit at the time. The condominium association regulations require that water be turned off during extended absences. Citizens recovered \$125,000 (40 percent of the \$308,470 GCA).

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**Vandalism Loss:** This loss involves vandalism damage to a tenant-occupied dwelling. The tenant used the risk for an illegal marijuana grow house and was convicted in criminal court with an order to pay restitution to Citizens' and the insured. Citizens recovered \$63,230 (98.4 percent of the \$64,230.21 GCA) from the sale of a property.

**Water Loss:** This loss involves water damage to an owner-occupied dwelling. The washing machine failed after first use from a product defect. Citizens recovered \$36,000.00 (62 percent of the \$58,104 GCA) from the manufacturer.

**Vehicle Damage:** This loss involves vehicle damage to an owner-occupied dwelling. The vehicle lost control and crashed into the home causing damage to walls and surrounding areas. Citizens recovered \$32,134 (74 percent of the \$42,951 GCA).

**Fire Loss:** This loss involved severe fire damage to a tenant-occupied dwelling. On the night of the fire, all three tenants and nine guests were at the property for an Independence Day party. The origin of the fire was improperly discarded fireworks, smoking materials or candles within a plastic trash bin. Citizens recovered \$100,000 (57 percent of the \$235,000 GCA).

**Fire Loss:** This loss involved fire damage to an owner-occupied dwelling. The policyholders' restoration of the building was nearing completion. The restoration company was using an experimental method to remove rust stains from the terrazzo floor and failed to properly ventilate the building during the process. As a result, poultice vapors ignited causing an explosion. Citizens recovered \$210,000 (89 percent of the \$235,933 GCA).

**Water Loss:** This loss involves water damage to an owner-occupied dwelling from the failure of a 9 year old dishwasher. Citizens recovered \$6,000 (32 percent of the \$19,229 GCA) from the manufacturer.

**Water Loss:** This loss involved water damage to a tenant-occupied condo unit. Failure to maintain the building's water supply line to the HVAC cooling tower caused water damage to the policyholder's unit. Citizens recovered \$3,982 (59 percent of the \$6,739 GCA).

**Water Loss:** This loss involved water damage to an owner-occupied dwelling. The pump for the ice maker system failed prematurely and water discharged onto the laminate wood flooring causing damage. Citizens recovered \$2,467.47 (75 percent of the \$3,289.96 GCA) from the manufacturer.

**Water Loss:** This loss involved water damage to the insured's condo unit. The cause of loss was water intrusion from another unit's failed hot water tank. Citizens recovered \$6,956.10 (98 percent of the \$7,729 GCA).