

# Catastrophe Update

December 4, 2019

Claims Committee



## 2019 Catastrophe Events

Event	Claim Total	Percent First Closed	Indemnity Paid
Brevard Hail Storm	373	98%	\$4,398,635
Hurricane Dorian	116	89%	\$246,263
Tropical Storm Humberto	8	75%	\$7,072
Tropical Storm Nestor	48	52%	\$135,525
<b>Total</b>	<b>545</b>	<b>92%</b>	<b>\$4,787,495</b>

## 2019 New First Notice of Loss (FNOL) – Hurricane Claims

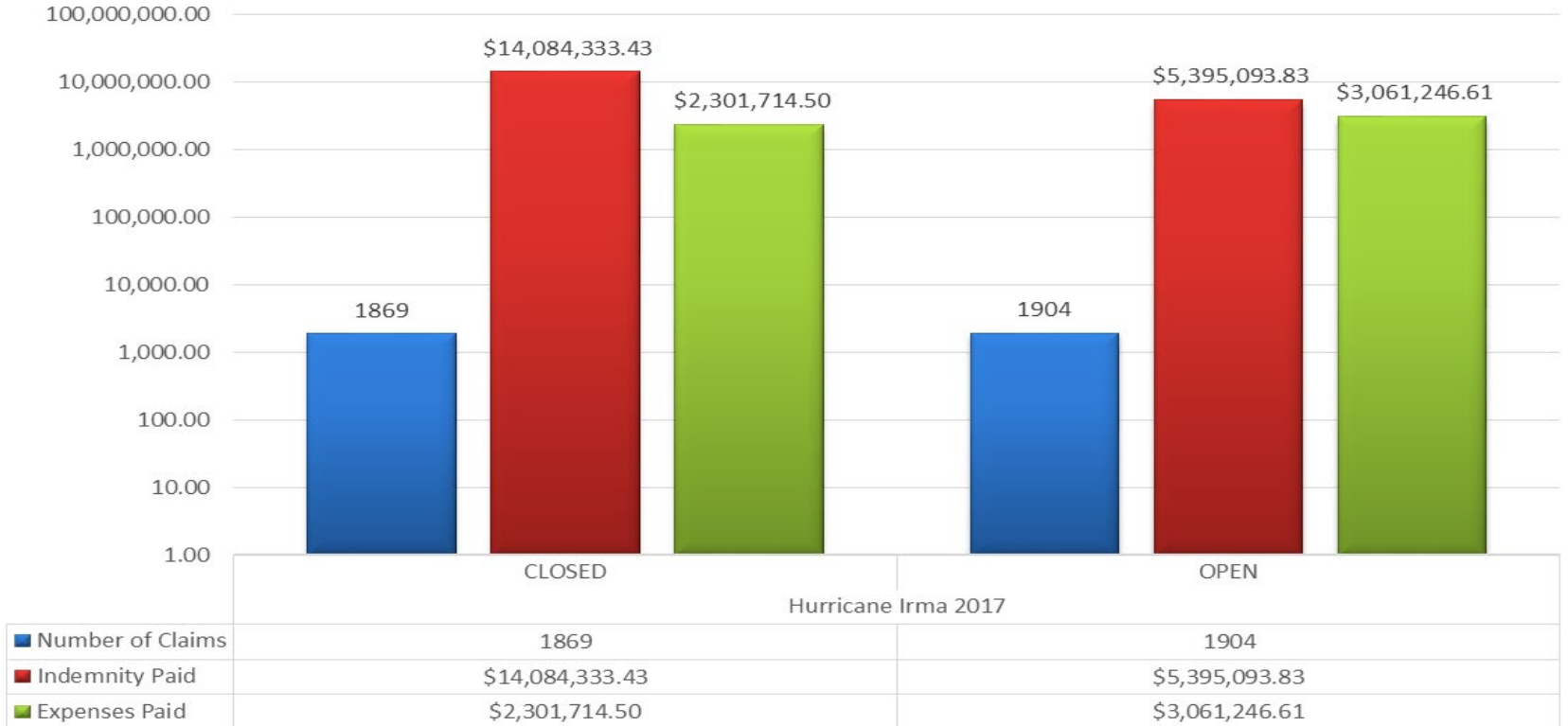
Event	New FNOL's	Total Claims Received Since Event	Percent Of Total Received In 2019
Hurricane Irma 2017	3,773	73,025	5.1%
Hurricane Michael 2018	250	3,620	6.9%
<b>Total</b>	<b>4,023</b>	<b>76,645</b>	<b>5.2%</b>

## 2019 Catastrophe First Notice of Loss (By Cause of Loss)

Cause of Loss	Hurricane Irma	Hurricane Michael
Liability	-	2
Loss Assessment	376	78
Water Damage – Weather Related	180	10
Wind	3,226	175
<b>Total</b>	<b>3,773</b>	<b>265</b>

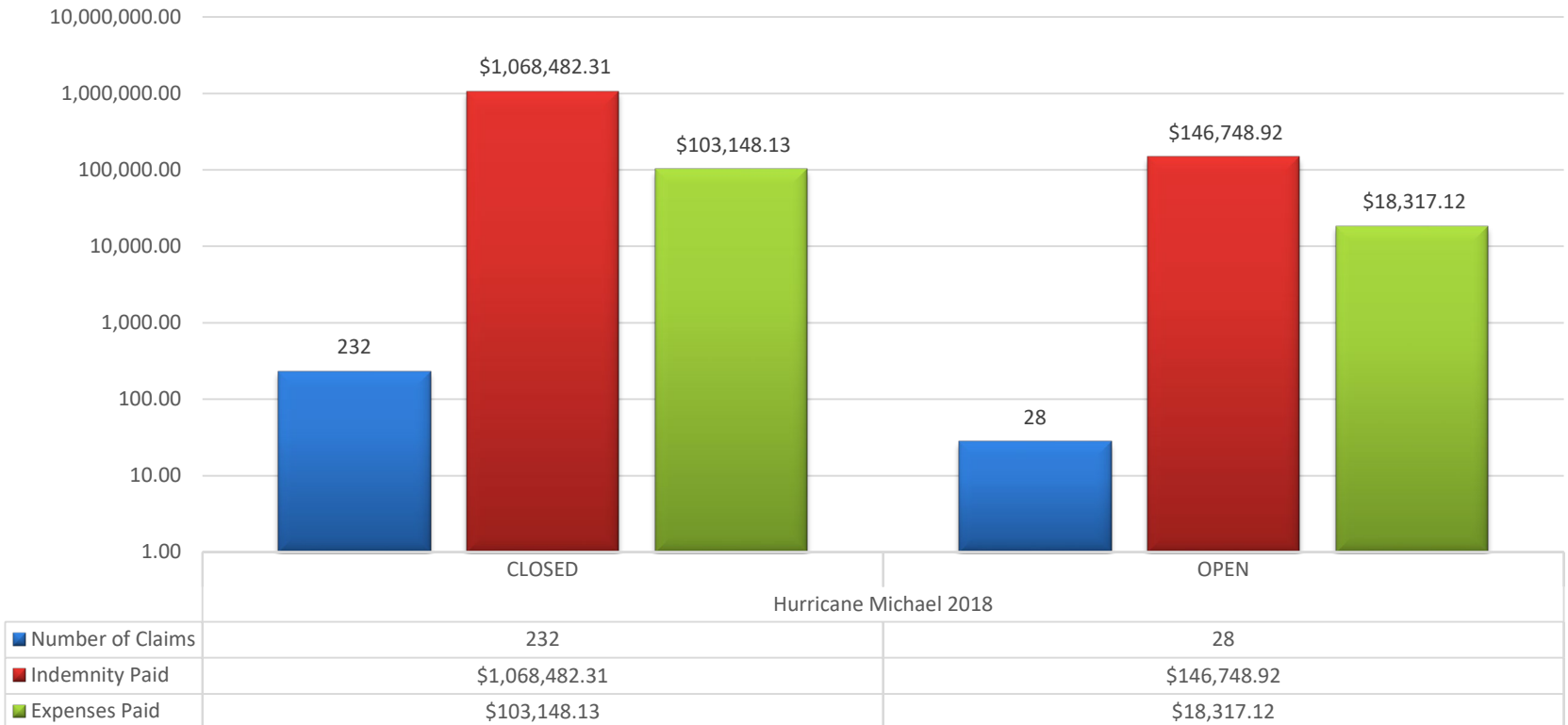
# Hurricane Irma Payments by Claims Status

(January 1, 2019 through November 4, 2019)



# Hurricane Michael Payments by Claims Status

(January 1, 2019 through November 4, 2019)



## Status of Open Hurricane Claims

Reason For Open Status	Hurricane Irma	Hurricane Michael
First Notice of Loss	108	5
Mobile Home Total Loss	4	18
DFS Mediation	17	3
Appraisal	1,944	164
Litigation	4,671	59
Subrogation/Salvage	-	1
<b>Total</b>	<b>6,744</b>	<b>250</b>

# Citizens Is Ready

*Citizens Is Ready* is a public education campaign to enhance public awareness of the many ways Citizens prepares for a catastrophe year-round.

Channels include:

- Email
- Press releases
- Social media
- Direct mail
- Radio
- Television
- Website
- Citizens' internal and external newsletters

