Identity & Access Management Program Update

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CITIZENS
PROPERTY INSURANCE CORPORATION

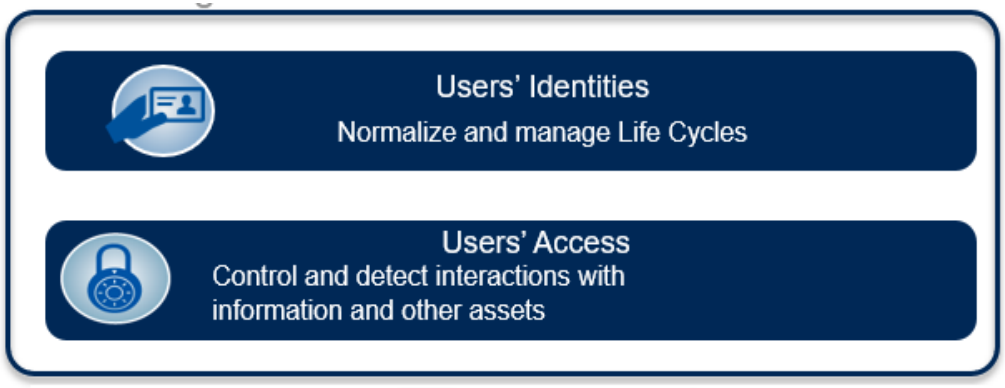
Business Objectives Driving IAM

Reduce Cybersecurity Risk	Ensure regulatory Compliance	Enhance User Experience and Productivity	Improve Operational Efficiency	Facilitate Digital Innovation
• Streamline the provisioning and de-provisioning of users and better manage user and systems identity access privileges to reduce the risk of unauthorized access.	• Improve visibility to compliance through better analytic capabilities • Reduce risk of non-compliance by reducing the number of known risk items. For example, removing manual processing and workflows related to IAM through process automations.	• Improve service-levels and business user satisfaction pertaining to on-boarding, off-boarding, and other provisioning requests. • Avoid delays in users' ability to access the resources they need and have permission to access.	• Remove process inefficiencies such as manual processes and approvals that cause delays in providing user access.	• Streamline the IAM system to quickly and securely integrate with or implement cloud platforms, applications and other services.

IAM Overview

"Identity is the new perimeter"

IAM is: "*Providing the right people with the right access at the right time, PLUS predicting their need for access and detecting and responding if their access is inappropriate*"



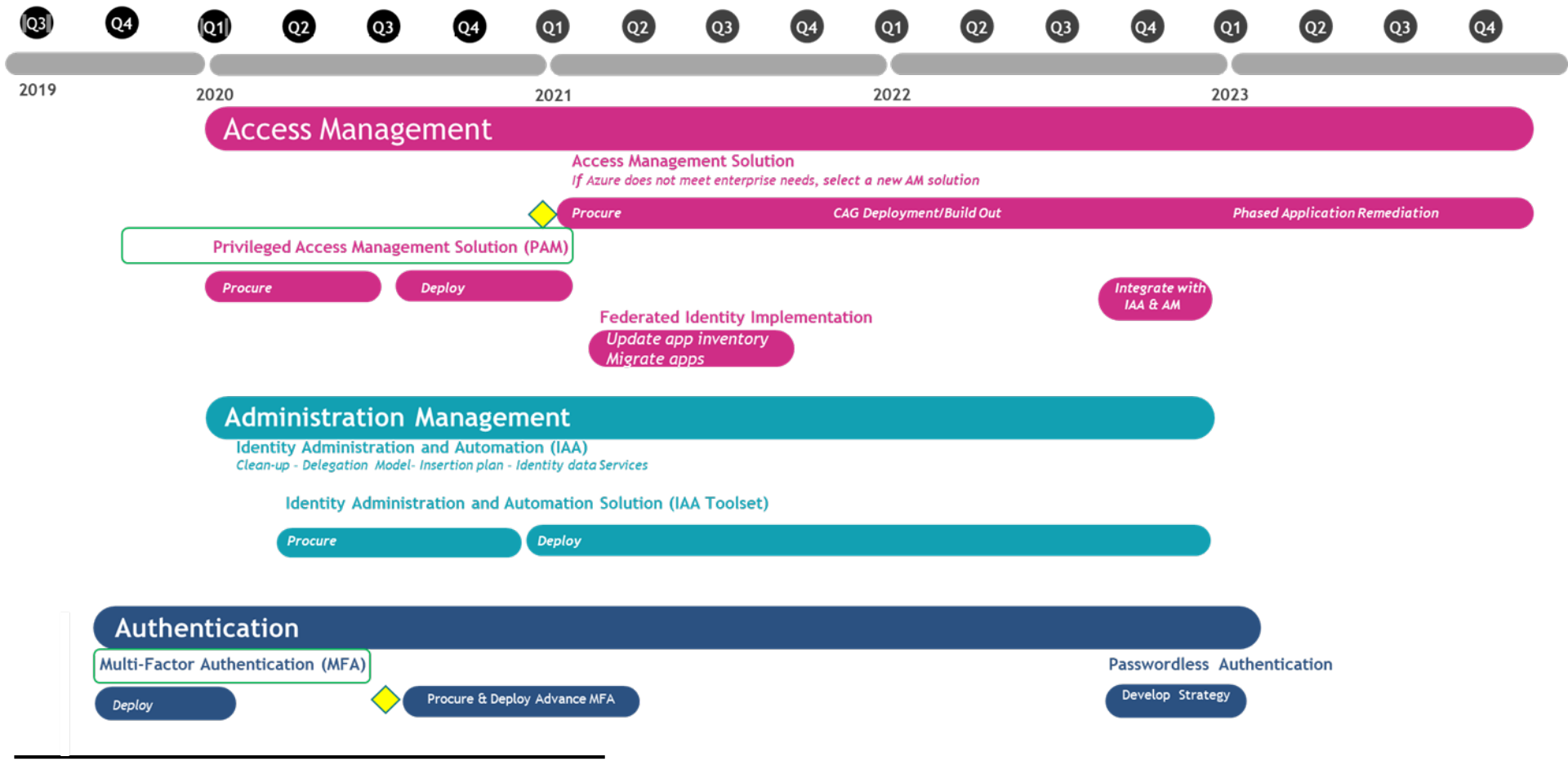
Gartner Engagement Summary

- 12-week engagement with 3 deliverables: 1) Strategy Validation 2) Gap Analysis with Recommendations 3) Implementation Roadmap
- Identified 53 functional gaps with 23 recommendations in the following 3 key areas:
  - Authentication – The act of validating that users are who they claim to be.
  - Administration Management – The continuous management of User IDs and Roles through their lifecycle.
  - Access Management – Oversight of who can access what resource based on their role and need to know basis.

Implementation Approach

- Ongoing checkpoints every 12-18 months due to the quickly evolving IAM industry/landscape and related tools
- Kelly Booten is the Program Sponsor; Robert Sellers is the Program Owner; the Steering Committee for the program will be ITSC (IT Steering Committee), which is comprised of the Executive Leadership Team
- Projects within the program may run in parallel or overlap, based on dependencies or constraints
- Program updates will be provided at the quarterly ISAC and the BOG meetings

Projected Implementation Roadmap



Roadmap Commentary:

- Items are currently in progress
- Projected 4-year program duration with an implementation cost estimate of ~$7.3M
- ◆ = known decision point re: procurement of a more robust MFA tool

Citizens IAM Value Attainment and Economic Considerations

Value Attainment Measure

- Significant reduction in risks to the organization in the area of access control and authorization processes
- Expectations through implementation of the IAM program:
  - Citizens will see a significant net reduction in audit findings associated with IAM Domains indicating lower risk in this area
  - Citizens will see a significant reduction in work effort to manage and maintain the appropriate levels of access for individuals and organizational units during day to day operational activity

Economic Considerations

- Tangible financial impact is high and would be defined as:
  - Reduction in re-work and mitigations related to audit findings
  - Reduction in time required by business staff to track and manage identity information and appropriate access across the organization
- Potential costs of preventable incidents
  - Financial loss from data breach due to inappropriate access control and administration is unpredictable until an incident occurs but has been estimated at $225 per record involved. Record is defined as a single employee, customer or policy/claim confidential record in electronic form.

Questions?