

# Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 11, 2019 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time)  
Teleconference Number: 888-942-8686 • Participant Code: 944 710 6691# • PIN: 4021#  
Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Rivard
  - ▲ September 25, 2019 [AI Index A]

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2. **Chairman's Report** Chairman Rivard

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3. **President's Report** Barry Gilway
  - ▲ Exposure Reduction and Depopulation Opportunities Analysis
  - ▲ 2020 Planning & Budget
  - ▲ 2020 Operating Budget [AI Index B]

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4. **Chief Financial Officer Report** Jennifer Montero
  - ▲ Finance & Investment Committee Report, Bo Rivard, Chair
    - Investment Policy Changes [AI Index C]
    - Optional Redemption of Series 2015A Bonds [AI Index D]
  - ▲ Financial Summary and Statement of Operations, 09.30.19
  - ▲ Quarterly Financial Update, 09.30.19
  - ▲ Independent CPA Auditing Services [AI Index E]

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5. **Chief Systems & Operations Officer Report** Kelly Booten
  - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
    - Amendment to Existing Agreement Software Maintenance & Support for Customized Insurance Management Licenses and Successor Agreement for Software Maintenance and Support for Customized Insurance Management Licenses [AI Index F]
    - Oracle Fusion Managed Services, Contract Amendment [AI Index G]
    - Technology, Infrastructure, Software, and Professional and Staff Augmentation Services [AI Index H]
  - ▲ Vendor and Contract Management System [AI Index I]
  - ▲ Vendor Risk Management Services [AI Index J]

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6. **Chief Claims Officer Report** Jay Adams
  - ▲ Claims Committee Report, Will Kastroll, Chair
  - ▲ HB 7065 Assignment of Benefits: Metrics Update
  - ▲ Roof and Property Reporting Services [AI Index K]

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7. **Chief Underwriting & Agency Services Report** Steve Bitar
  - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
  - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
    - Agency Management System Subscription Services, Professional Services and Staff Augmentation for Implementation and Ongoing Support [AI Index L]

8.	<b>Chief Internal Audit Officer Report</b>	Joe Martins
	<ul style="list-style-type: none"> <li>▲ Audit Committee Report, Marc Dunbar, Chair</li> <li>▲ OIA Dashboard</li> <li>▲ 2020 OIA Strategy Plan</li> </ul>	
9.	<b>Chief Human Resources</b>	Violet Bloom
	<ul style="list-style-type: none"> <li>▲ Professional Recruitment Services [AI Index M]</li> <li>▲ Stop Loss Coverage for Medical and Prescription Drug Coverage [AI Index N]</li> </ul>	
10.	<b>Chief Communications, Legislative &amp; External Affairs Officer Report</b>	Christine Ashburn
	<ul style="list-style-type: none"> <li>▲ Consumer Services Committee Report, Bette Brown, Chair</li> </ul>	
11.	<b>Chief Legal Officer and General Counsel</b>	Dan Sumner
	<ul style="list-style-type: none"> <li>▲ Board of Governors Vice Chair Nomination/Election [AI Index O]</li> </ul>	

**Consideration of Consent Items**

Chairman Rivard

Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors.

Items not requiring detailed explanation to the Board of Governors.

- ▲ Remittance Processing System, Contract Increase
- ▲ Contractor Managed Repair Program, Contractor Repair Services Program, Contract Amendment
- ▲ Deposition Guidelines
- ▲ Security Services, Tallahassee
- ▲ Employee Benefits Consulting and Brokerage Services
- ▲ Human Resource Management Services
- ▲ Business Insurance

**New Business / Adjourn**

ACTION ITEM INDEX: Items requiring detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes, September 25, 2019
- B. 2020 Operating Budget
- C. Investment Policy Changes
- D. Optional Redemption of Series 2015A Bonds
- E. Independent CPA Auditing Services
- F. Amendment to Existing Agreement for Software Maintenance & Support for Customized Insurance Management Licenses and Successor Agreement for Software Maintenance and Support for Customized Insurance Management Licenses
- G. Oracle Fusion Managed Services, Contract Amendment
- H. Technology, Infrastructure, Software, and Professional and Staff Augmentation Services
- I. Vendor and Contract Management System
- J. Vendor Risk Management Services
- K. Roof and Property Reporting Services
- L. Agency Management System Subscription Services, Professional Services and Staff Augmentation for Implementation and Ongoing Support
- M. Professional Recruitment Services
- N. Stop Loss Coverage for Medical and Prescription Coverage
- O. Board of Governors Vice Chair Nomination/Election

## FMAP Board of Governors Meeting

Sheraton Orlando North, 600 N. Lake Destiny Dr., Maitland, FL 32751  
Conference Call Dial-in: 1-888-942-8686, Conference ID: 944 710 6691#

*Scheduled to convene immediately following Citizens Board of Governors Meeting*

1. **Approval of Prior Meeting's Minutes** Chairman Rivard

▲ June 19, 2019 [AI Index P]

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2. **2020 Operating Budget** [AI Index Q] Jennifer Montero
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### **New Business / Adjourn**

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ACTION ITEM INDEX: Items requiring detailed explanation to the Board of Governors

P. FMAP Board of Governors Meeting Minutes, June 19, 2019

Q. 2020 Operating Budget

## **Citizens 2020 Quarterly Board of Governors and Committee Meetings**

**March 24-25, 2020**

Sheraton Tampa/Brandon Hotel

**June 23-24, 2020**

Miami Airport Marriott

**September 22-23, 2020**

Sheraton at Bay Point, Panama City

**December 15-16, 2020**

Omni Hotel, Jacksonville



## SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(\_\_\_\_) \_\_\_\_\_

Representing: \_\_\_\_\_

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): \_\_\_\_\_

I  SUPPORT  OPPOSE  Information Only

2. I am designating the following person to speak on my behalf:

\_\_\_\_\_