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Gilway Responds to CFO Jimmy Patronis' request to extend moratorium on nonrenewals

TALLAHASSEE, FL – Here is a statement from Barry Gilway, Citizens President/CEO and Executive Director in response to [a press release](#) Friday from CFO Jimmy Patronis that Citizens extend a moratorium on cancellations and nonrenewals set to expire August 15, 2020. Citizens imposed the moratorium in March to address a significant uptick in the percentage of premiums not paid by the due date. That figure has since fallen to pre-COVID-19 levels, and now stands at 7.5%.

“Faced with the uncertainty of COVID-19, Citizens in March took steps we believed were in the best financial interest of our policyholders. Likewise, the decision to end the temporary moratorium on August 15 was made with our policyholders’ best financial interests in mind. I welcome CFO Patronis’ input on this important matter and will certainly work with him, our Board of Governors, and other stakeholders to do what’s best for our customers in these challenging times.”

“Since enacting the moratorium in March, Citizens has put together special payment arrangements to assist customers still affected by COVID-19. Specifically, we are allowing policyholders who typically pay premiums on a quarterly or annual basis the option of breaking up payments into smaller installments. The message has been sent to all agents and directly to policyholders. The message is clear: Citizens remains committed to assisting our policyholders through COVID-19. If you need help, we will work with you,” Gilway said.

Customers with question about premium payments can contact their agent or Citizens directly at 1.866.411.2742 or via email at customer.care@citizensfla.com.

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In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

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