

CITIZENS PROPERTY INSURANCE CORPORATION
2101 MARYLAND CIRCLE
TALLAHASSEE, FLORIDA 32303-1001

TELEPHONE: (850) 504-4300 FAX: (850) 575-1879



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Contact: Michael Peltier
(850) 264-7702 (cell)

Citizens extends cancellation moratorium until end of year

TALLAHASSEE – Citizens Property Insurance Corporation will extend a moratorium on cancellations until the end of 2020 in response to continued challenges facing policyholders from COVID-19 and concerns raised by stakeholders.

Barry Gilway, Citizens President/CEO and Executive Director said the decision to extend the moratorium scheduled to expire August 15 comes in response to concerns raised by CFO Jimmy Patronis and discussions with Citizens Board of Governors Chairman Bo Rivard over timing.

“Our top priority has been and will continue to be our policyholders,” Gilway said. “This extension will provide our customers with further assurances that we have their backs during hurricane season and beyond. I thank CFO Patronis and Chairman Rivard for their input and support.”

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. Rivard said the rapidly changing Florida landscape warranted a re-evaluation of plans made in early July to end the moratorium August 15.

“Citizens has led the industry in taking care of its customers during these challenging times, and I appreciate that the board has been kept well informed,” Rivard said. “COVID-19 has been a moving target and I agree that at this time it makes good sense to extend the moratorium until the end of the year.”

Customers with questions 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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