

CITIZENS PROPERTY INSURANCE CORPORATION
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FOR IMMEDIATE RELEASE
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Call Citizens First to Recover from Hurricane Sally

TALLAHASSEE, FL - Citizens Property Insurance Corporation is urging its policyholders to Call Citizens First as they recover from Hurricane Sally to speed up their claims process and protect themselves from scams and abuse.

Citizens representatives are available 24/7 to handle claims calls at 1.866.411.2742. More information can be found in the [Claims section](#) of the Citizens website.

For flood-related claims, individuals with flood insurance policies through the FEMA's National Flood Insurance Program ([NFIP](#)) should also reach out to their insurance agents for more information about filing a claim. Consumers may also reach FEMA directly at 1.800.621.3362

“Citizens is ready to assist our policyholders as they recover from Hurricane Sally,” said Barry Gilway, Citizens President/CEO and Executive Director. “Our claims representatives are ready to help. All you have to do is call.”

Unfortunately, unscrupulous contractors and repair companies thrive in the frenzied days following any storm. Policyholders must be wary of unlicensed contractors or deals that sound too good to be true.

To protect themselves, policyholders who have experienced a loss should Call Citizens First to ensure they stay in control of their claim. Further, Citizens advises policyholders not to sign anything, including an [assignment of benefits](#), before consulting with Citizens or their insurance agent.

Policyholders are most likely to be offered an assignment of benefits (AOB) while making emergency repairs or when companies come to the door soliciting business. Policyholders may be told repairs cannot be completed until they have signed an AOB contract, which allows the company to submit the claim and deal directly with Citizens. More information also can be found on [Citizens' website](#).

Bo Rivard, Chairman, Bay County • Carlos Beruff, Manatee County • Bette Brown, Monroe County
Marc W. Dunbar, Leon County • Reynolds Henderson, Walton County • James Holton, Pinellas County
William Kastroll, Collier County • Carlos Lopez-Cantera, Miami-Dade County
Barry Gilway, President/CEO and Executive Director

To report suspected insurance fraud, Citizens policyholders can call Citizens Special Investigations Unit toll-free at 1.855.748.9596 [or submit a report online](#). Customers also can contact the Department of Financial Services, Division of Consumer Services Insurance Consumer Helpline immediately at 1.877.693.5236. Your concerns will be promptly referred to insurance fraud investigators.

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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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