

**Citizens Property Insurance Corporation
Board of Governors Meeting Agenda**

Wednesday, March 16, 2016 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751

Teleconference Number: 888-942-8686 • Participant Code: 574 373 5657#

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

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| 1. | Approval of Prior Meeting’s Minutes
▲ 01.19.16 [AI Index A] | Chairman Gardner |
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| 2. | Chairman’s Report | Chairman Gardner |
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| 3. | President’s Report | Barry Gilway |
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| 4. | Chief Financial Officer Report
▲ Finance & Investment Committee Report, Chris Gardner, Chair
▲ Projected 2016 Risk Transfer Program, Layer Charts
▲ Financial Statements, 12.31.15
▲ Quarterly Financial Analysis, 12.31.15
▲ Sinkhole Analysis, 12.31.15 | Jennifer Montero |
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| 5. | Chief Systems & Operations Officer Report
▲ Information Systems Advisory Committee Report, Jim Holton, Chair | Kelly Booten |
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| 6. | Chief Claims Officer Report
▲ Claims Committee Report, Gary Aubuchon, Chair
○ Contractor Repair Services, ITN 15-0011 [AI Index B]
○ Sinkhole Engineering Services, RFP 15-0031 [AI C Index]
○ Claims Legal Services–Supplemental First Party Property, RFP 16-0009 [AI D Index] | Jay Adams |
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| 7. | Chief of Internal Audit Officer Report
▲ Audit Committee Report, Juan Cocuy, Chair
▲ OIA 2015 Annual Report
▲ Audit Committee Charter [AI Index E]
▲ Audit Dashboard
▲ Open Audit Items Synopsis | Joe Martins |
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| 8. | Chief Consumer & Agent Services Report
▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
▲ Agency and Agent Appointment Agreements [AI Index F]
▲ Clearinghouse Update | Steve Bitar |
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| 9. | Chief Risk Officer Report
▲ Actuarial & Underwriting Committee Report, Jim Henderson, Chair
▲ Product Changes – Lender Placed Coverage, Personal Lines [AI Index G]
▲ Product Changes – Increased Cost of Construction, Commercial Lines [AI Index H]
▲ Product Changes – Water Product Update and Proposal, Personal Lines [AI Index I]
▲ Property Characteristics Web Services [AI Index J]
▲ Replacement Cost Estimating Services [AI Index K] | John Rollins |

10. **Vice President of Human Resources**

Violet Bloom

- ▲ Professional Networking Services [AI Index L]

11. **Vice President of Communications, Legislative & External Affairs Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Freddie Schinz, Chair
- ▲ Legislative Update

12. **Consideration of Consent Items**

Chairman Gardner

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.

- ▲ Infrastructure Software – Application Performance Management Software
- ▲ Non-Litigated and Litigated Claims Adjusting Services, RFP-15-14-0019
- ▲ Kronos Annual Support and Professional Services, GS 35F-0265X
- ▲ Commercial Banking Services Contract Renewal, 11-10-0005-00

New Business / Adjourn

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

- A. Board of Governors Board Meeting Minutes January 19, 2016
- B. Contractor Repair Services ITN 15-0011
- C. Sinkhole Engineering Services RFP 15-0031
- D. Claims Legal Services – Supplemental First Party Property, RFP 16-0009
- E. Audit Committee Charter
- F. Agency and Agent Appointment Agreements
- G. Product Changes – Lender Placed Coverage, Personal Lines
- H. Product Changes – Increased Cost of Construction, Commercial Lines
- I. Product Changes – Water Product Update and Proposal
- J. Property Characteristics Web Service ITN 15-0027
- K. Replacement Cost Estimation Services ITN 15-0026
- L. Professional Networking Services

Florida Market Assistance Program Board of Governors Meeting
(Noticed to convene immediately following Citizens Board of Governors Meeting.)

Citizens Property Insurance Corporation's Next Committee and Board Meetings
Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751
June 22, 2016