

SUMMARY OF MAAC MEETING HELD ON MARCH 15, 2016

Chairman Dave Newell facilitated the MAAC meeting.

Staff provided an Agent Services update. Specifically:

- Citizens recently surveyed Top 250 submitting agents and the Agent Roundtable members. Survey results show:
 - 60% of respondents are encountering restrictions and reduced capacity by private market insurers; and
 - 55% of respondents indicated knowledge of private market non-renewal activity.

- Agencies with large books is trending down, resulting in more agencies with smaller books. This is a positive result, signifying a movement of policies into the private market.

- Reviewed the work of the Agency Manager field team and current assignments and progress.

- Overview of agent training activities including webinars and live education related to the deployment of the Agency and Agent Appointment Agreements.

Staff discussed the upcoming revisions to the Agency Agreement and the Agent Appointment Agreement. Copies of the documents were shared with MAAC for input and feedback.

- A motion to support the Citizens Board of Governors' approval of the new Agency Agreement and the Agent Appointment Agreement passed unanimously.

Staff provided a program update on the Clearinghouse including an overview of new business and renewal results for 2014, 2015, and through February 2016.

- 16 carriers are currently active in the Clearinghouse.
- HO-3, DP-1, DP-3, and HO-6 policy forms are active in the Clearinghouse.

Staff also provided an overview of the 2015 depopulation results and planned activity for 2016.

- 272,785 depopulated in 2015
- 30,000 policies depopulated through February of 2016