

	AGENCY AND AGENT APPOINTMENT AGREEMENT - REVISIONS
PURPOSE / SCOPE:	<p>PURPOSE</p> <p>This Action Item requests Board approval for revised Agency and Agent Appointment Agreements.</p> <p>An independent third party assessment of the information privacy and security risks arising out of Citizens’ agent and agency relationships was conducted. The objective of this assessment was to identify and evaluate risks associated with non-public personal information (NPI) relating to Citizens transactions that is either accessible by agents using Citizens’ systems or that agents store on their own systems. The assessment included an evaluation of and recommendations for improving Citizens’ strategy to minimize risks arising from Citizens’ agent and agency relationships.</p> <p>BACKGROUND</p> <p>The agency and agent appointment agreements are being updated to incorporate requirements and recommendations made as a result of the independent third party security assessment.</p> <ul style="list-style-type: none">• The revised agreements were presented at the January Agent Roundtable meeting and to Florida’s top five agent associations for input.• All input received has been considered and changes that align with the independent security assessment have been incorporated into the updated agreements. <p>PROPOSAL</p> <p>Citizens’ staff proposes implementation of the updated agreements in compliance with applicable noticing requirements. The deployment of the agreements will be accompanied by an extensive training and education campaign that guides the impacted agent community through the process needed to comply with any new requirements and recommendations. This campaign will include sample documentation and plans, referrals to applicable resources, and a variety of classroom, remote, and electronic training sessions to support agents with new security standards that are vital to protecting the non-public personal information of Citizens consumers.</p>

RECOMMENDATION:	<p>Citizens' staff recommends that the Citizens Board:</p> <ul style="list-style-type: none">(a) Approve the Agency Agreement and Agent Appointment Agreement as Revised; and(b) Authorize staff to take any appropriate or necessary action consistent with this Action Item, including formal noticing of agencies and agents, development of associated training and education materials, and related deployment activities.