



# Citizens' Response to the Coronavirus Health Risk

March 19, 2020

The health and safety of our policyholders are of utmost importance to us. Citizens continues to monitor the latest developments related to the spread of the new coronavirus (COVID-19) health risk. To lessen its spread, Citizens has encouraged all Citizens employees to work remotely. Based on our emergency plans in place, we do not anticipate this decision to have a negative impact on our ability to service your policy and provide a high level of service to you.

As we continue through these challenging times, Citizens remains committed to continuing the policy and claims support you have come to expect.

## Resources

To assist in our service to you, please note the following:

- Our toll-free phone lines to our Customer Care Center (866.411.2742) remain open and available for our policyholders during regular business hours.
- As always, you can report a loss or receive the status of a claim by contacting our 24/7, toll-free Claims Reporting Center at 866.411.2742.
- You can email us using our [Contact Us](#) webpage.
- We encourage you to use [myPolicy](#), our self-service and smart phone-friendly tool, to:
  - Submit a claim online
  - View your policy, claims and billing information
  - Submit premium payment under certain conditions
- Citizens offers many convenient premium payment options, including online/pay-by-phone payments. Visit our [Payments](#) webpage for more details.

We continue to monitor COVID-19 and will follow guidance from public health officials and government agencies to make ongoing assessments and consider ways to further support our customers and communities as needs unfold.

Please take care. For more information about COVID-19 and what you can do to keep healthy and safe, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov) or your local health department's website.

Citizens will continue to post information about our response to COVID-19 on our [website](#) and on social media.

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No reply to this email is required; however, if you would like to reply to this email to request assistance for your policy or claim, please include the name of the policyholder, policy or claim number, and the associated property address in your response.

This email is not spam. You received this email because you are a Citizens policyholder, and we want to convey important information about your policy. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the [Privacy Policy](#) section on Citizens website.



**Citizens Property Insurance Corporation**

[www.citizensfla.com](http://www.citizensfla.com)

[myPolicy](#)

Report claims, view claim and policy status, and make payments 24/7/365

**866.411.2742**

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET