

Executive Summary

Market Accountability Advisory Committee (MAAC) Meeting, March 19, 2020

Board of Governors Meeting, March 25, 2020

Update to the Board of Governors

Summary of MAAC Meeting held on March 19, 2020

Chairman Dave Newell facilitated the meeting.

Carl Rockman, Senior Director of Agency and Market Services, provided an Agency Services update. Specifically:

- Agency and agent counts have declined due to mergers/acquisitions and agency staffing efficiencies, with 7,058 agents and 4,542 agencies respectively.
- An update on the Performance Violation and Late Submission programs was given.
- Agent outreach activities including webinars and live education for 2020 were reviewed.

Steve Bitar, Chief of Underwriting and Agency Services, provided the committee an update on Citizens' response to COVID-19 (coronavirus). Business operations are uninterrupted and Citizens remains prepared to service the needs of its policyholders and agents.