

Office Of Inspector General

Tell Citizens Education and Outreach Plan

Mark Kagy, Acting Inspector General



How do employees know about the OIG or *Tell Citizens*?

- Mandatory Employee Training
- Inspector General Internal Web Page
- Presentations
- Employee ID Badges

Current Activities

Citizens' 2018 Ethics Survey showed **93%** of employees either Strongly Agree or Agree with the statement:

“I am aware that the Tell Citizens reporting program is available to Citizens employees to report employee misconduct, including violations of the Code of Ethics.”

Raising Awareness

Who do we need to reach?

➤ Internal

- Employees
- Supervisors and above

➤ External

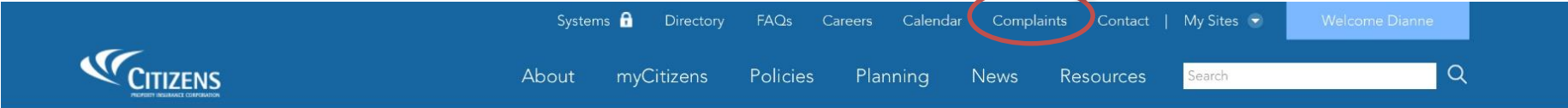
- Vendors
- Vendor Staff
- Policyholders and General Public



Raising Employee Awareness

Internal Website

Creation of a 'Complaints' link on the internal web site.



An anti-fraud banner for Stephen Chaney. On the left, it says "I STOP FRAUD" in large, bold letters. To the right is a magnifying glass icon and the text "Fraud: Identify It. Report It. Help Stop It." Below this is a photo of Stephen Chaney, a man in a light blue shirt, smiling. Underneath the photo, it reads: "Stephen Chaney, Claims Manager, Agency/Underwriting Team, Special Investigations Unit".

A grid of six colorful, square icons with white text and symbols. The icons are: 1. Green square with a thumbs-up icon and the text "Kudos". 2. Purple square with a newspaper icon and the text "News Clips". 3. Orange square with a sunburst icon and the text "Report a Threat". 4. Teal square with a speech bubble icon containing the text "SIGN UP" and the text "Lunch 'n Learn" below it. 5. Blue square with an icon of three people and the text "Org Chart". 6. Red square with a location pin icon and the text "Career Pathing".

Raising Employee Awareness

➤ **Digital Signage/Articles/Polls**

- Leaders Corner
- Team Spotlight

➤ **Distribution Materials**

- Posters and table tents to be displayed through out Citizens work locations
- Brochures to be provided to new hires

➤ **Promotional items**

➤ **Training**

- Mandatory Employee Training
- Mandatory Supervisor Training

➤ **Presentations**

All Employees

- Citizens' Health Fair
- Business Unit Town Hall Meetings

Managers/Supervisors

- Lead 365 (Supervisor Training)
- Leadership Summit
- One on One Meetings with Supervisors/Managers

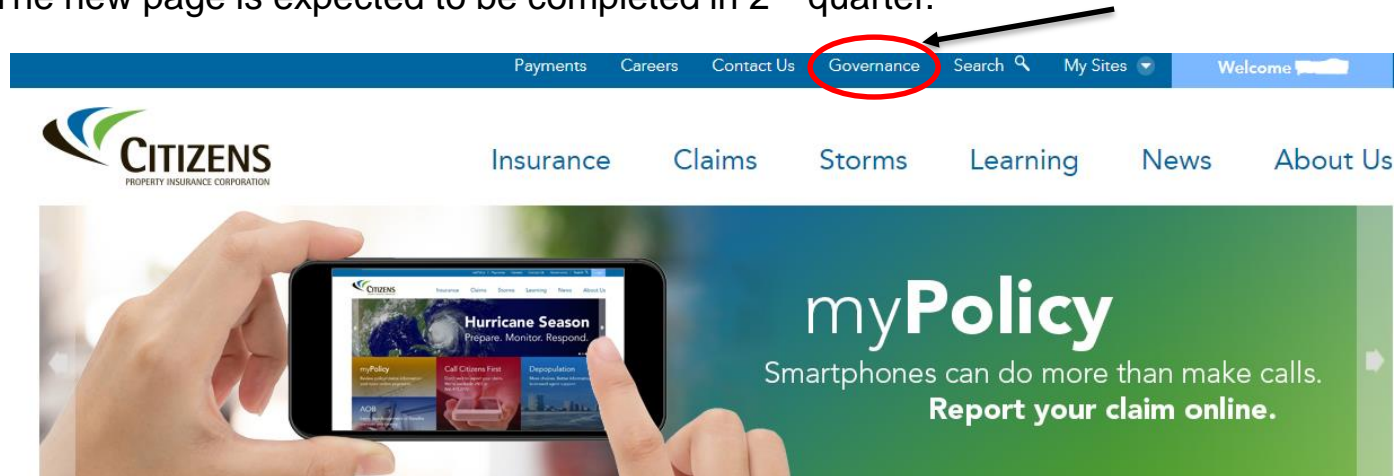


Raising Awareness - External

Raising awareness for Vendors and External Parties

➤ External Website

An Inspector General page will be added to the Governance section of Citizens' external website. The new page is expected to be completed in 2nd quarter.



Raising Awareness - Vendor

Raising awareness - Vendors and Vendor Employees

➤ Vendor Outreach

- Link to the OIG page on Citizens' external website will be added to pages most visited by vendors
- Email points of contact for all vendor companies
- Mail awareness materials to points of contact for all vendor companies

➤ Distribution Materials

➤ Contact Card

- To be added to the Contact Us section on all Global, Adjuster and Vendor sites.

Office of Inspector General

To file a complaint, visit
www.tellcitizens.com.

850.521.8318

ask.inspectorgeneral@citizensfla.com

Moving Forward 2021 and Beyond

The OIG will reevaluate the education and awareness plan each year to determine the best way to increase awareness.

Some of the items reviewed annually:

- Annual reminders/refreshers to vendor
- Training (Employee and Supervisor/Manager)
- Internal Website Articles
- Internal & External Website Content
- Presentations during Citizens' training and events