Catastrophe Update

March 12, 2020
Claims Committee

CITIZENS
PROPERTY INSURANCE CORPORATION

2020 Catastrophe Planning

- Planning began at the end of the 2019 Hurricane season with an analysis of the opportunities from the prior season
    - Partnering with Xactware to develop a new tool for our Field Inspection Services that automate much of the scoping and estimating processes
    - Integration of new Xactware services with Citizens systems
- Coordination with internal and external business partners for the upcoming season
- Communication of 2020 plan to internal stakeholders

2020 Catastrophe Preparation

- Review and revise the Master Catastrophe Plan with supporting business unit plans
    - Each business unit provides their respective Catastrophe Plan
    - Continuous monitoring of ongoing preparation and adherence to timelines
        - Business units' plans are due March 31, 2020
        - Master Catastrophe Plan to be completed June 15, 2020
- Coordination of enhancement with technology releases
    - Integration of Xactware's new tool into the Claims workflow
- Reporting and communication of results to Leadership and Internal stakeholders

2020 Catastrophe Testing

- First Notice of Loss (FNOL) Call Center stress test
- Catastrophe Response Center (CRC) deployment exercise
- Claims Service Vehicle readiness testing
- System load and stress testing
- Adjuster on-boarding process
- Agility office solutions through Business Continuity

Continuous Improvement

- Each year the Citizens Catastrophe Operations Team strives to find efficiencies in technology and processes to ensure we meet the needs of our customers during a storm response.

- Every department at Citizens is engaged to ensure that we have a comprehensive and scalable Catastrophe Plan to meet the changing needs in the Florida marketplace.

Citizens Is Ready

Citizens Is Ready is a public education campaign to enhance public awareness of the many ways Citizens prepares for a catastrophe year-round.

Channels include:
- Email
- Press releases
- Social media
- Direct mail
- Radio
- Television
- Website
- Citizens' internal and external newsletters