

Market Accountability and Advisory Committee Agency Services Update

March 19, 2020



Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2019			
	Jan-20	Dec-19	Net Change
Agencies	4,542	4,569	-27
Agents	7,058	7,125	-67
LCRs	1,898	1,870	28

Current Tri-County Agent and Agency Counts vs. YE 2019			
	Jan-20	Dec-19	Net Change
Agencies	2,160	2,168	-8
Agents	2,846	2,863	-17
LCRs	894	915	-21

Agency Segmentation						
	Jan-20			Dec-19		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	10	56,562	12.8%	10	56,092	12.7%
Tier 2 (500-1,999 PIF)	125	99,175	22.4%	126	99,423	22.5%
Tier 3 (200-499 PIF)	434	131,278	29.6%	428	129,539	29.3%
Tier 4 (50-199 PIF)	1,110	115,026	26.0%	1,119	116,269	26.3%
Tier 5 (49 or less PIF)	2,568	41,001	9.3%	2,585	40,879	9.2%
Tier 6 (0 PIF)	295	0	0.0%	301	0	0.0%

Note:
63% of Citizens agencies have less than 50 policies in force



Performance Violations (PV):

Program update

Annual Performance Violation Summaries								
Year	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
2018	90,859	3,980	4%	975	87	827	2,075	31
2019	89,873	7,222	8%	1,335	65	1,163	4,538	105

2020 Monthly Performance Violation Counts								
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
January	8,264	223	3%	30	1	44	145	3
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Grand Total	8,264	223	3%	30	1	44	145	3

Binding Violation Key

Circumventing the Electronic Document Submission Process: Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated

Ineligible Risk: Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule).

Uninsurable Risk: Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals.

Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract: The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability or the premium finance company contract was not submitted with the new-business submission or policy renewal.

Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures: The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing:

- Documentation to support mitigation credits was not submitted or insured signature was missing
- Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted
- Acceptable proof of prior insurance was not submitted
- Insured or agent signature missing on application

Agents Under:	
Warning Notices	635
Suspensions	54
Terminations	0

Late Submission Violations (LSV):

Program update

Annual Late Submission Violation Summaries					
Year	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
2018	90,859	15,493	17%	3,872	4%
2019	89,873	15,626	17%	3,806	4%

2020 Monthly Late Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
January	8,264	1,276	15%	287	3%
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
YTD Grand Total	8,264	1,276	15%	287	3%

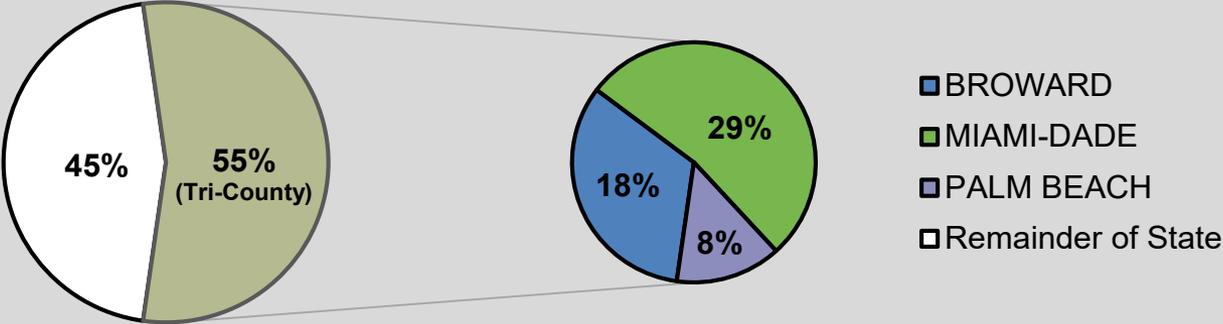
Agents Under:	
Warning Notices	157
Suspensions	5
Terminations	0

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

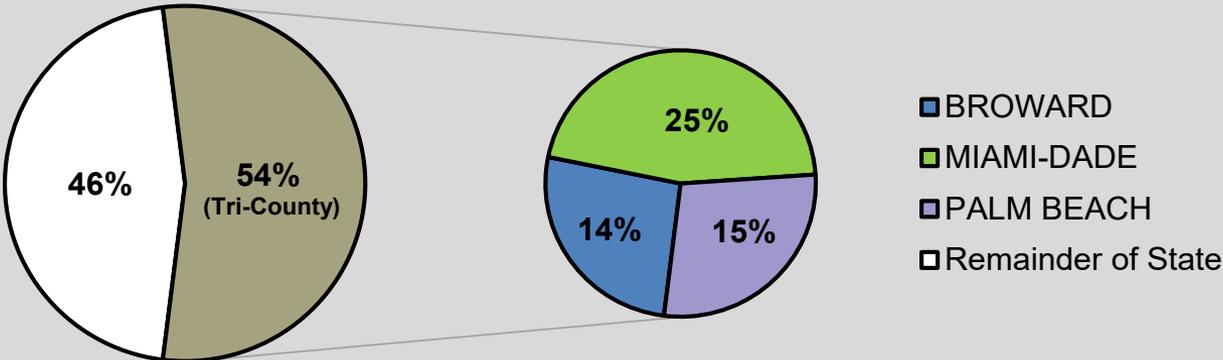
Citizens sends a Late Submission Alert for Required Documents activity six business days after the effective date when required documents have not been uploaded, or if upload has not been completed by selecting the SUBMIT button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A Late Submission Alert for Required Documents cannot be disputed.

Performance and Late Submission Violations by County

YTD Performance Violations by County



YTD Late Submission Violations by County



Agent Outreach 2020

Agent Round Table Meetings

- Improving the Agent/Customer Experience
- Citizens Initiatives
- Feedback

Agent Assn. Citizens Essentials & Convention Booth

- Quality Submissions
- Product Guides
- What's New at Citizens
- Staff Interaction/ Q&A

Webinar: Citizens Sponsored

- Performance/Late Submission Violations (PV/LSV)
- Clearinghouse: Mobile Homes (CMH)
- myAgency (MA)

Webinar: Agent Association Sponsored "Power Hour"

- Citizens Updates
- Breaking News
- Forecasting
- Support Offerings

Date	Type	
January 28	W	✓
March 5	L	✓
June 2	W	
September 1	W	
December 10	L	

L = Live (In-Person)
W = Web-Conference

Date	Sponsor	#
February 20	BLAAIA Class	80
April	FAIA	
May 21	IIABC Class	
June 11 & 12	FAIA Booth	
June 12	FAIA Class	
July 16 & 17	NAIFA Booth/Class	
July 23	IIAPBC Class	
August 6	LAAIA Class	
August 7	LAAIA Booth	

Date	Type	#
February 27 2 p.m.	PV/LSV	86
March 17 10 a.m.	CMH	
March 19 2 p.m.	CMH	
March 26 2 p.m.	PV/LSV	
Mid-May	MA	

Date	Sponsor	#
April	LAAIA	
May	FAIA	
June	NAIFA	
July	PIA	
August	LAAIA	
September	FAIA	
October	NAIFA	
November	PIA	
December	LAAIA	



Notes:
All future dates are tentative and subject to change,
Last update: 2/18/2020.