

Board of Governors Meeting

Thursday, May 14, 2020 • 11:00 a.m. (Eastern Time)

Public Teleconference Number: 888-942-8686 • Participant Code: 944 710 6691#

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Chairman's Report** Chairman Rivard
 ▲ Opening Comments
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2. **Chief Financial Officer Report** Jennifer Montero
 ▲ 2020 Risk Transfer Program
 ○ 2020 Risk Transfer Program Executive Summary
 ○ Layer Charts
 ○ 2020 Risk Transfer Program [AI A]
 ▲ Tropical Cyclone Forecasting Services [AI B]
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3. **Chief Human Resources Report** Violet Bloom
 ▲ Retirement Plan Financial Advisor and Exhibit [AI C]
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4. **Proposed Senior Manager Vice President, Customer Experience** Chairman Rivard
 ▲ Executive Summary and Action Item [AI D]
 ○ Discussion of new position, VP Customer Experience
 ○ Organizational implications of reassigned responsibilities (Org Chart)
 ○ Recommendation of Jeremy Pope into the VP Customer Experience position
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New Business / Adjourn

ACTION ITEM INDEX: Items **requiring** detailed explanation to the Board of Governors

- A. 2020 Risk Transfer Program
- B. Tropical Cyclone Forecasting Services
- C. Retirement Plan Financial Advisor
- D. Proposed Senior Manager

Next Scheduled
Citizens Board of Governors Meeting
Florida Market Assistance Program (FMAP) Board of Governors Meeting
June 24, 2020
To Be Held Telephonically (COVID-19 Impact)