

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, June 24, 2020 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time) Teleconference
Number: 888-942-8686 • Public 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. **Approval of Prior Meeting's Minutes** Chairman Rivard
 - ▲ March 25, 2020 [AI Index A]
 - ▲ May 14, 2020 [AI Index B]

2. **Chairman of the Board Report** Chairman Rivard
 - ▲ June 2020 Chairman's Report

3. **President/CEO Report** Barry Gilway
 - ▲ June 2020 President's Report

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Bo Rivard, Chair
 - 2020 Risk Transfer Program Executive Summary Update
 - Updated 2020 Layer Charts
 - Implementation of New Coastal Account Master Trust Indenture
 - ▲ 1Q2020 Results of Operations and Financial Position
 - ▲ 1Q2020 Results of Operations and Financial Position – Commentary
 - ▲ Qualification Documentation for Appointed Actuary- Brian Donovan
 - ▲ **Actuarial & Underwriting Committee**, John Wortman, Chair
 - Rate Comparison Software [AI Index C]
 - ▲ Audited 2019 Financial Statements for INFO Only – Not Presenting

5. **Chief Operating Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - Oracle Products and Services [AI Index D]
 - ▲ Actuarial & **Underwriting** Committee, John Wortman, Chair
 - 2020 Product Changes [AI Index E]
 - ▲ Strategic Plan: 2020 Multiyear with Narrative

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Will Kastroll, Chair
 - ▲ 2020 Catastrophe Preparation: COVID-19

7. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Marc Dunbar, Chair
 - OIA Executive Summary
 - Audit Committee Charter [AI Index F]

8. **Chief Human Resources** Violet Bloom
 - ▲ Amendment to Retirement Plan (adding a Roth Account Option) [AI Index G]
 - ▲ Amendment to Retirement Plan (adopt selected provisions of the CARES Act) [AI Index H]

- ▲ Security Officer Services - TLH and JAX [AI Index I]

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9. **Chief Communications, Legislative & External Affairs Officer Report** Christine Ashburn
- ▲ Consumer Services Committee Report, Bette Brown, Chair
 - ▲ Communication and Advertising Services [AI J]

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10. **Consideration of Consent Items** Chairman Rivard
- Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors.
Items not requiring detailed explanation to the Board of Governors.
- ▲ Multifunction Copier Leases/Extensions – TLH and JAX
 - ▲ Adjusted Compensation for Catastrophe Deployments
 - ▲ Claims Estimate Mobile App
 - ▲ Business Process Outsourcing (BPO) Inbound and Outbound Call Center Svcs.

New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, March 25, 2020
- B. Board of Governors Meeting Minutes, May 14, 2020
- C. Rate Comparison Software
- D. Oracle Products and Services
- E. 2020 Product Changes
- F. Audit Committee Charter
- G. Amendment to Retirement Plan (Roth Account Option)
- H. Amendment to Retirement Plan (Selected Provisions of the CARES Act)
- I. Security Officer Services
- J. Communication and Advertising Services

REMINDER
FMAP BOARD OF GOVERNORS MEETING *IMMEDIATELY FOLLOWING*

Citizens 2020 Quarterly Board of Governors and Committee Meetings

September 22-23, 2020
Teleconference

December 15-16, 2020
(TBD) Omni Hotel, Jacksonville



SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: _____

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(____) _____

Representing: _____

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): _____

I SUPPORT OPPOSE Information Only

2. I am designating the following person to speak on my behalf:
