

Executive Summary

Consumer Services Committee Meeting, June 1, 2020

Board of Governors Meeting, June 24, 2020

Consumer Services Committee Report

The Consumer Services Committee met via teleconference on Monday June 1, 2020. During the meeting, the committee received updates from Jay Adams, Chief Claims Officer, and Jeremy Pope, Vice President of Customer Experience, on Citizens on-going hurricane preparedness efforts leading to the start of the 2020 Atlantic Hurricane Season. Both presentations placed specific focus on adjustments that have been made due to the ongoing COVID-19 pandemic.

The committee did not have any action items for consideration at the meeting.