

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, September 23, 2020 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time)
Please visit our website to join via Zoom Webinar: www.citizensfla.com
Dial In: 786-635-1003; Participant Code: 956 3792 7111

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken. Please submit your request with the attached form within 5 days of this meeting.

1. **Board Ratification & Approval Prior Meeting's Minutes** Chairman Rivard
 - ▲ June 24, 2020 [AI Index A]
 - Ratify Two Retirement Plan Action Items (Roth Account Option and CARES Act Option) Due to Dropped Public Line
 - Approve June 24, 2020 Minutes

2. **Chairman's Report** Chairman Rivard

3. **President's Report** Barry Gilway

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Bo Rivard, Chair
 - Reinsurance Advisory and Broker Services [AI Index B]
 - ▲ 2Q2020 Results of Operations and Financial Position
 - ▲ 2Q2020 Results of Operations and Financial Position – Commentary
 - ▲ Actuarial Consulting Services Extension [AI Index C]

5. **Chief Operating Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1 [AI Index D]
 - ▲ Market Accountability Advisory Committee Report, Dave Newell

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Will Kastroll, Chair

7. **Chief Human Resources** Violet Bloom
 - ▲ Employee Benefits Consulting and Brokerage Services [AI Index E]
 - ▲ Medical and Prescription Drug Coverage Administrative Services Only (ASO) [AI Index F]
 - ▲ Dental Insurance Coverage [AI Index G]
 - ▲ Basic & Voluntary Life, Basic AD&D, Voluntary AD&D, and Long-Term Disability [AI Index H]
 - ▲ Short Term Disability and Family Medical Leave Administrative Services Only [AI Index I]

8. **Acting Inspector General** Mark Kagy
 - ▲ IG Overview
 - ▲ 2019 Annual Report

9. **Chief Internal Audit Officer Report**

Joe Martins

- ▲ Audit Committee Report, Marc Dunbar, Chair
- ▲ OIA Executive Summary

10. **Chief Legal Officer and General Counsel**

Dan Sumner

- ▲ Cyber Liability Insurance [AI Index J]
- ▲ Directors & Officers/Fiduciary Liability Insurance [AI Index K]

11. **Vice President, Customer Experience**

Jeremy Pope

- ▲ Business Process Outsourcing – Call Center Services (Temporary Pricing Extension) [AI Index L]

New Business / Adjourn

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

- A. Approval and Ratification of Board of Governors Meeting Minutes, June 24, 2020
- B. Reinsurance Advisory and Broker Services
- C. Actuarial Consulting Services Extension
- D. Technology Infrastructure, Software, and Professional And Staff Augmentation Services (Part 1)
- E. Employee Benefits Consulting and Brokerage Services
- F. Medical and Prescription Drug Coverage Administrative Services Only
- G. Dental Insurance Coverage
- H. Basic & Voluntary Life, Basic AD&D, Voluntary AD&D, and Long-Term Disability
- I. Short Term Disability and Family Medical Leave Administrative Services Only
- J. Cyber Liability Insurance
- K. Directors & Officers/Fiduciary Liability Insurance
- L. Business Process Outsourcing – Call Center Services

**Citizens Property Insurance Corporation
December 15-16, 2020**

Omni Hotel, Jacksonville
DUE TO COVID VENUE TO BE CONFIRMED



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: _____

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:

Please submit this form to:

Barbara Walker at barbara.walker@citizensfla.com
(850) 513-3744 or (850) 445-9645
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Tallahassee, FL 32303