

# Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 16, 2020 • 9:00 a.m. – 2:00 p.m. (Eastern Daylight Time)

ZOOM Webinar Link available at [www.citizensfla.com](http://www.citizensfla.com)  
Teleconference: 786-635-1003; Conference 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.

1. **Approval Prior Meeting's Minutes** Chairman Beruff  
    ▲ September 23, 2020 [AI Index A]
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2. **Chairman's Report** Chairman Beruff
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3. **President's Report** Barry Gilway  
    ▲ Industry Overview  
    ▲ 2021 Operating Budget  
    ▲ 2021 Operating Budget [AI Index B]  
    ▲ Exposure Reduction & Depopulation Opportunities (FSU Study), Jack Nicholson
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4. **Chief Financial Officer Report** Jennifer Montero  
    ▲ Finance & Investment Committee Report, Carlos Beruff, Chair  
        ○ Reinsurance Advisory and Brokerage Services [AI Index C]  
    ▲ 3Q2020 Results of Operations and Financial Position  
    ▲ 3Q2020 Results of Operations and Financial Position - Commentary  
  
    ▲ **Actuarial & Underwriting Report**, Will Kastroll, Chair  
        ○ Annual Recommended 2021 Rate Indications  
            ▲ Rate Filings (All Lines) [AI Index D]  
        ○ Actuarial Sound Rates for New Business  
        ○ Rate Structure Discussion, Chairman Beruff [AI Index E]  
        ○ Actuarial Consulting Services [AI Index F]
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## BREAK – 15 minutes

5. **Chief Operating Officer Report** Kelly Booten  
    ▲ Actuarial and **Underwriting** Committee Report, Will Kastroll, Chair  
        ○ 2021 Product Changes [AI Index G]  
        ○ Property Characteristics Data Services [AI Index H]  
        ○ 360Value-Replacement Cost Estimating Services [AI Index I]  
        ○ Replacement Cost Estimating Services [AI Index J]  
  
    ▲ COVID-19 Business Exceptions [AI Index K]  
  
    ▲ Information Systems Advisory Committee Report, Jim Holton, Chair  
        ○ Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2 [AI Index L]  
  
    ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
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6. **Chief Claims Officer Report** Jay Adams  
    ▲ Claims Committee Report, Will Kastroll, Chair  
        ○ Claims Operational Consultancy Update

- Matter Management Procurement Status Update
- Appraisal Services Contract [AI Index M]
- Sinkhole Engineering Services [AI Index N]

**7. Chief Human Resources Officer Report**

Violet Bloom

- ▲ Stop Loss Coverage for Medical and Prescription Drug Coverage [AI Index O]
- ▲ Retirement Plan Administrative Services Agreement [AI Index P]
- ▲ Ad Hoc Committee Report, Jim Holton, Chair
  - Executive Search Firm [AI Index Q]

**BREAK – 15 minutes**

**8. Chief of Internal Audit Report**

Joe Martins

- ▲ Audit Committee Report, Marc Dunbar, Chair
- ▲ OIA Executive Summary
  - Governance Risk and Control Software Services (GRC) [AI Index R]
  - 2021 OIA Strategy and Plan

**9. Chief Legal Officer and General Counsel Report**

Dan Sumner

- ▲ Legal Services Agreement [AI Index S]
- ▲ Commercial Business Insurance [AI Index T]

**10. Chief Communications, Legislative & External Affairs Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Bette Brown, Chair

**11. Vice President, Customer Experience Report**

Jeremy Pope

- ▲ BPO Call Center Services [AI Index U]
- ▲ Mortgagee Self-Service Portal [AI Index V]

**New Business / Adjourn**

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

- A. Board of Governors Meeting Minutes, September 23, 2020
- B. 2021 Operating Budget
- C. Reinsurance Advisory and Brokerage Service
- D. Annual Recommended 2021 Rate Filings
- E. Rate Structure Discussion
- F. Actuarial Consulting Services
- G. 2021 Product Changes
- H. Property Characteristics Data Services
- I. 360Value-Replacement Cost Estimating Services
- J. Replacement Cost Estimating Services
- K. COVID-19 Business Exceptions
- L. Technology Infrastructure, Software and Professional and Staff Augmentation Services – Part 2
- M. Appraisal Services Contract
- N. Sinkhole Engineering Services
- O. Stop Loss Coverage for Medical and Prescription Drug Coverage
- P. Retirement Plan Administrative Services Agreement
- Q. Executive Search Firm

- R. Governance Risk and Control Software Services (GRC)
- S. Legal Services Agreement
- T. Commercial Business Insurance
- U. BPO Call Center Services
- V. Mortgage Self-Service Portal

## FMAP Board of Governors Meeting Agenda

Wednesday, December 16, 2020 • Immediately Following Citizens Board of Governors meeting  
(Eastern Daylight Time)

### 1. Approval Prior Meeting's Minutes

- ▲ June 24, 2020 [AI Index W]

Chairman Beruff

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### 2. CFO's Report

- ▲ 2021 Annual Operating Budget [AI Index X]

Jennifer Montero

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### 3. COO Report

- FMAP Enhancements [AI Index Y]

Kelly Booten

ACTION ITEM INDEX: Items [requiring](#) detailed explanation to the FMAP Board of Governors

- W. June 24, 2020 Minutes
- X. 2021 Annual Operating Budget
- Y. FMAP Enhancements

### Board of Governor's Quarterly Meeting Dates

March 2-3, 2021

June 22-23, 2021

September 21-22, 2021

December 14-15, 2021