



## Meet the Team - Vendor Management

### Consumer and Policy Services, Underwriting, Agency and Market Services vendors

#### About the Team

Being one of three Vendor Management Office (VMO) teams, the Vendor Management (CUAV) team supports areas of the former UAS, which includes Consumer and Policy Services, Underwriting, and Agency and Market Services vendors (shortened to CUAV). This team delivers value by collaborating with business partners to contract business needs and optimize vendor relationships.

They are a member of the Vendor Management Office (VMO), which is part of Enterprise Services in Enterprise Operations. The team is in Jacksonville.

#### What does the team do?

The Vendor Management CUAV team manages the vendor relationships supporting Consumer and Policy Services, Underwriting (UW), Product, and Agency and Market Services by enforcing performance of the contract terms and conditions and serving as a liaison with the vendors. Examples of the services provided by the vendors they manage are the business process outsourcing (BPO) Call Center services, BPO UW production, print and mail, property inspections and technology.

The team procures a vendor, answers vendor contract questions, credentials vendor staff, assists UW property inspection processing, provides proof of mailing, invoice reconciliation and payment, and spend for each vendor. The team interacts with the business units and the vendors daily because vendors complete a large volume of transactions for Citizens.

To complete their work, the team uses many different tools such as the Citizens Insurance Suite, Vendor Contract Management System, Credential Administration Information System (CAIS), Microsoft Office and Power BI.

#### What is the team working on now?

Lately, they are very busy coordinating the ramp up of Citizens' call center and UW production vendors due to the rapid increase in new business, with property inspections growing accordingly as well. They also work with multiple business units when onboarding new vendors, such as CoreLogic (replacement cost estimates), Mass Markets (FNOL call center), and Lenderdock (mortgagee self-service software). The team said that working with the business units and the vendors to staff up the call centers and UW production to keep pace with the increasing volume has been challenging to say the least but seeing improvement in the performance is their reward.

#### What do you want people to know about the team?

Teamwork, organization and flexibility is what makes them successful! They are a four-person team that manages many vendor relationships and a very large volume of transactions daily that support Citizens' reputation in the market.