

# CitizensAdvisor



## Citizens Board Approves 2021 Rate Recommendations

TALLAHASSEE, FL – Citizens Property Insurance Corporation's Board of Governors last month approved a pair of rate recommendations that make Citizens rates more competitive with private insurance company policies to slow the flow of policyholders returning to the Florida's insurer of last resort.

Board members on a 7-2 vote approved rates recommendations for 2021 that call for a statewide average increase of 7.2 percent for personal lines policyholders – homeowners, condominium unit owners, mobile homeowners, dwelling, and renters. If approved by the Office of Insurance Regulation (OIR), the 2021 rates would go into effect for policies renewed after August 1, 2021.

Homeowner policies would increase by an average 6.1 percent. Condo owners would see an average 9.4 percent increase. Renters rates would increase 4 percent on average.

The board then voted 7-2 to recommend that new policyholders pay actuarially sound rates instead of benefiting from the same capped premiums that existing Citizens policyholders receive. If approved by OIR, the recommendation would increase rates for new business by an average of 21 percent.

In a related 6-3 vote, the board urged OIR to maintain caps for new business in Monroe County at 10 percent over the rate charged to renewing policyholders.

Citizens policy count over the past year has risen from 443,000 to 552,000, a 19.7 percent increase. Higher than expected losses from Hurricanes Irma and Michael coupled with stubbornly high litigation and reinsurance costs have prompted many private insurers to raise rates, limit coverage and exit markets.

"The objective here is to create a healthy, private insurance market in Florida that better represents what we are supposed to be, Florida's insurer of last resort," said Carlos Beruff, Board of Governors Chairman.

Citizens is required by law to recommend actuarially sound rates, while complying with a legislative glide path that caps individual rate increases at 10 percent, excluding coverage changes and surcharges. Meanwhile, private insurers are receiving rate increases far more than the 10 percent cap, widening the premium gap between private insurer and Citizens policies.

**February 11, 2021**

### Events

**February 17 @ 1 p.m.**  
[Consumer Services Committee](#)  
[Zoom Webinar](#)

**February 17 @ 3 p.m.**  
[Market Accountability Advisory Committee](#)  
[Zoom Webinar](#)

**February 23 @ 1 p.m.**  
[Claims Committee](#)  
[Zoom Webinar](#)

**March 2 @ 12:30 p.m.**  
[Audit Committee](#)  
[Zoom Webinar](#)

**March 2 @ 2 p.m.**  
[Finance and Investment Committee](#)  
[Zoom Webinar](#)

**March 2 @ 3:30 p.m.**  
[Depopulation Committee](#)  
[Zoom Webinar](#)

**March 3 @ 9 a.m.**  
[Citizens Board of Governors](#)  
[Zoom Webinar](#)

# Citizens resumes cancellation process after lengthy COVID moratorium

TALLAHASSEE, FL – Nearly a year after temporarily halting cancellations in response to COVID-19, Citizens last week began processing cancellations for nonpayment of premium while continuing to work with policyholders adversely impacted by the pandemic.

On February 1, 2021, Citizens began processing cancellations and nonrenewals to policyholders who were part of the Citizens COVID-19 Payment Deferral Program and have not yet paid or made arrangements to pay the outstanding balance. Established in March 2020, the deferral program was part of a larger Citizens effort to assist customers by temporally halting nonrenewals, modifying underwriting inspection requirements and creating flexible payment options.

Citizens will consider new monthly payment arrangements to policyholders who continue to be directly impacted by COVID-19 and as a result, cannot make payments. Examples include, but are not limited to, loss of employment, diminished wages or business income. Policyholders remain responsible for any past unpaid balances. Affected customers should contact their agents or call Citizens at 1.866.411.2742 for more details.

Over the past 11 months, Citizens has sent multiple notices to policyholders and agents reminding them that the temporary moratorium would not relieve them of their payment obligations. Citizens also set up additional payment options to help customers pay off existing balances.

## Candace Bunker Elected to FAPL Board



Candace Bunker,  
Director of Cabinet  
and Legislative Affairs

TALLAHASSEE, FL – Candace Bunker, Citizens Director of Legislative and Cabinet Affairs, was recently elected to the Florida Association of Professional Lobbyists Board of Directors for a two-year term beginning in 2021.

Founded in 2002 and representing more than 250 legislative and executive branch lobbyists, the organization's mission is to establish and maintain high standards for the lobbying profession in Florida with a focus on education and ethical conduct.

Before joining Citizens in 2006, Bunker spent five years as Legislative Affairs Director at the Florida Department of Business and Professional Regulation, and seven years as a legislative aide in the Florida House of Representatives. She said she is ready to serve and meet the challenges of the year ahead.

"By serving on the FAPL Board of Directors, I hope to bring my institutional knowledge and 20 years of lobbying experience to the organization," Bunker said. "I look forward to joining my colleagues and advancing the priorities of FAPL in the upcoming year."

## Spotlight



### Belinda Miller

Interim General Counsel  
and Chief Legal Officer

## Policies in Force

**544,648**

as of February 5, 2021

## Quick Links

[Newsroom](#)

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[Outreach Form](#)

[Online Sunshine](#)

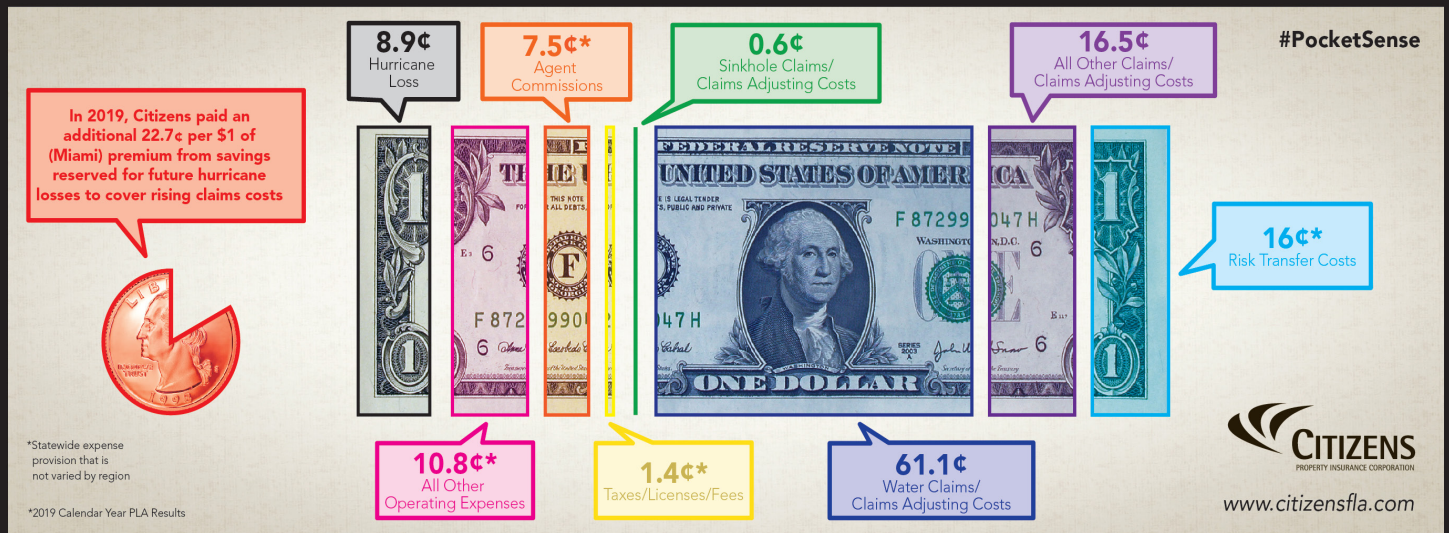
[The Florida Channel](#)

[Board of Governors  
Materials](#)



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# Miami-Dade: Where does my **premium dollar** go?



## News Links

[Keys face insurance rate hike](#)  
KeysNews.com

[Florida Ruling Points to Potential Pitfall in Insurance Litigation](#)  
Law.com

[Citizens home insurance policies soar in Central Florida; higher costs could hit all our pocketbooks](#)  
Orlando Sentinel

[Insurers sending letters to replace your roof or lose your coverage](#)  
WFLA

[You may have to sort out Citizens Insurance without your agent's help](#)  
Sun Sentinel

[Fitch Affirms Florida Citizens Property Insurance Corp. Bonds at 'AA'; Outlook Stable](#)  
Fitch Ratings