

Market Accountability and Advisory Committee

Agency Services & Market Update

February 17, 2021



Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2019			
	Jan-21	Dec-20	Net Change
Agencies	4,838	4,791	47
Agents	7,767	7,638	129
LCRs	1,890	1,877	13

Current Tricounty Agent and Agency Counts vs. YE 2019			
	Jan-21	Dec-20	Net Change
Agencies	2,215	2,196	19
Agents	3,353	3,312	41
LCRs	879	882	-3

Agency Segmentation						
Tiers	Jan-21			Dec-20		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	16	78,640	14.2%	15	75,237	13.9%
Tier 2 (500-1,999 PIF)	177	142,997	25.8%	175	140,930	26.0%
Tier 3 (200-499 PIF)	527	162,757	29.4%	522	159,925	29.5%
Tier 4 (50-199 PIF)	1,251	129,111	23.3%	1,225	125,506	23.1%
Tier 5 (49 or less PIF)	2,444	41,032	7.4%	2,449	41,141	7.6%
Tier 6 (0 PIF)	423	0	0.0%	405	0	0.0%

Note: 59% of Citizens agencies have fewer than 50 policies in force.

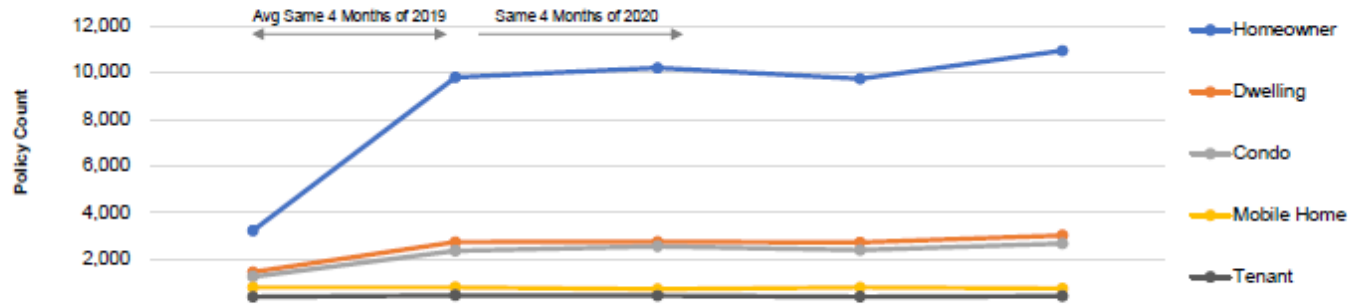
Data as of 1/31/21



Citizens' New-Business Trend (Sep-Dec 2019 Average vs. 2020)

Personal Residential Policy Types

New Business Policy Count by Policy Type



Policy Type	Avg Same Months in '19	Sep '20	Oct '20	Nov '20	Dec '20	% Change 4 Mo Avg 2019 to 4 Mo Avg 2020
Homeowner	3,222	9,796	10,209	9,739	10,943	216%
Dwelling	1,442	2,729	2,744	2,713	3,019	94%
Condo	1,241	2,357	2,548	2,378	2,664	100%
Mobile Home	779	794	710	780	742	4%
Tenant	374	446	429	390	415	12%
Total	7,058	16,122	16,640	16,000	17,783	136%

New Business Policy Count by Geographic Region

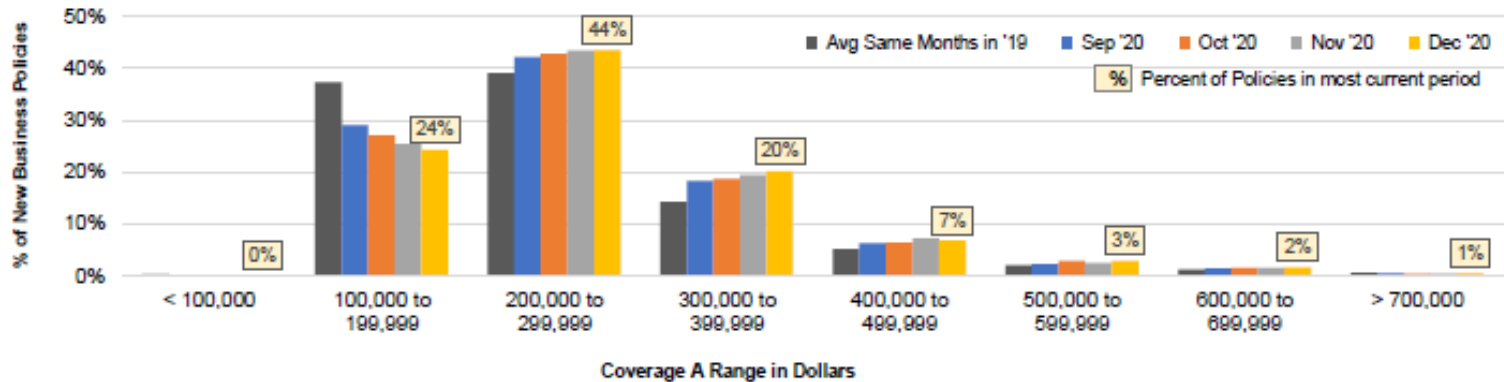
County/Regions	Avg Same Months in '19	Sep '20	Oct '20	Nov '20	Dec '20	2020 Four Month Trend
South Florida	4,044	10,923	11,301	10,424	11,016	
Tampa Bay Area	1,284	2,205	2,209	2,338	2,783	
Southwest Florida	479	694	759	836	999	
Monroe County	222	321	292	215	266	
Orlando Area	156	446	551	542	731	
All Other Counties	874	1,533	1,528	1,645	1,988	
Total	7,058	16,122	16,640	16,000	17,783	

(red dot indicates the peak in the trend line)

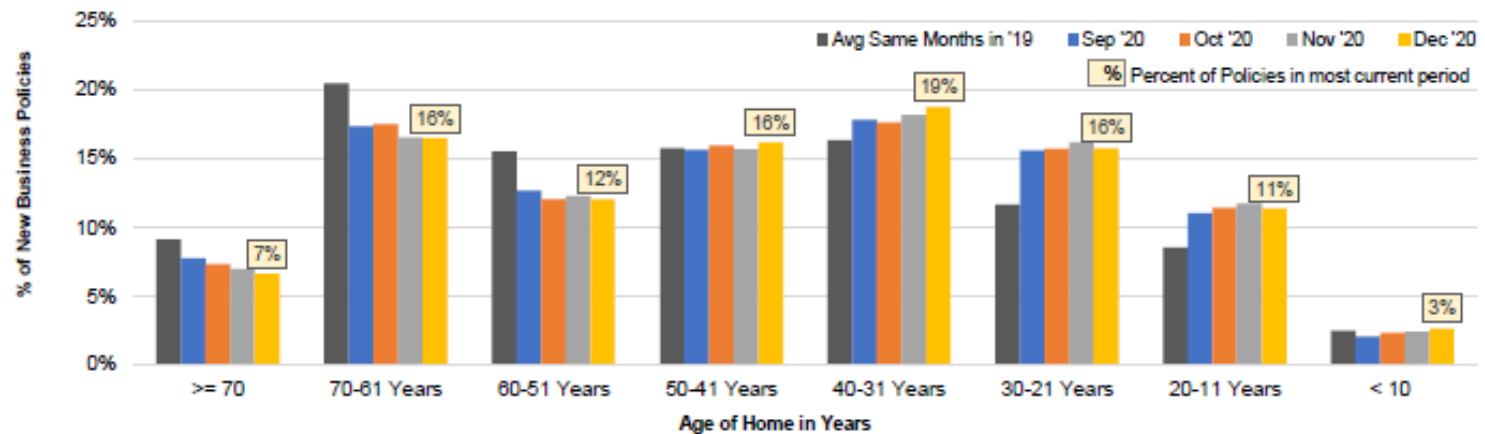
Citizens' New-Business Trend (Sep-Dec 2019 Average vs. 2020)

Personal Residential Policy Types

Homeowner/Dwelling New Business % of Policies by Coverage A Range



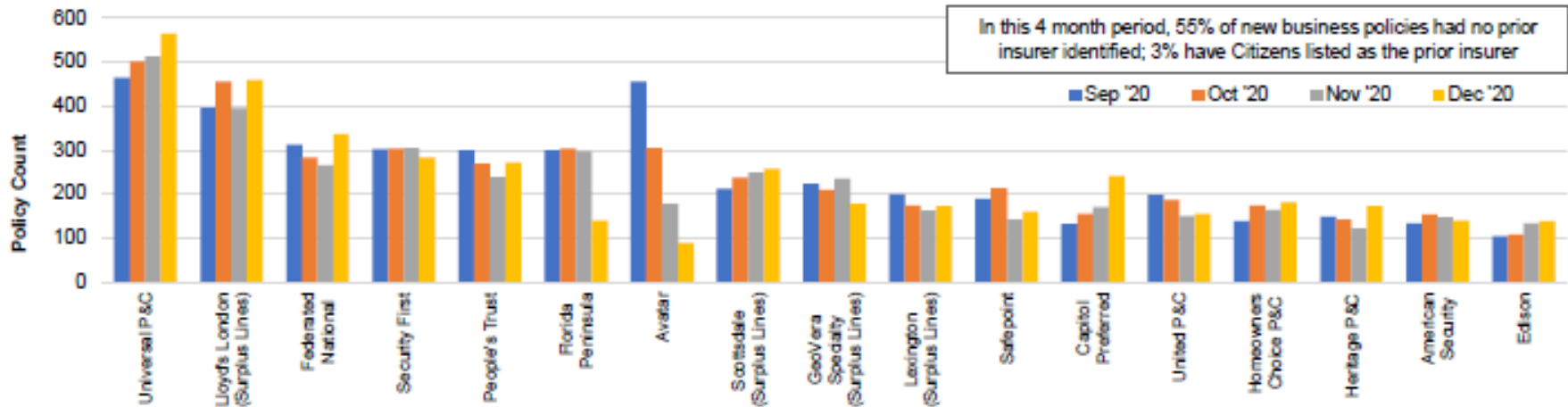
Homeowner/Dwelling New Business % of Policies by Age of Home



Citizens' New-Business Trend (Sep-Dec 2019 Average vs. 2020)

Personal Residential Policy Types

Multi-Peril New Business Policy Count by Prior Insurer (>500 policies in period)



Notes:

1. Policy types are defined as follows:

- Homeowner - HO-3, HO-8, HW-2
- Dwelling - DP-1 D, DP-3 D, DW-2
- Condo - HO-6, HW-6, DP-1 C, DP-3 C
- Mobile Home - MHO-3, MDP-1, MW-2, MD-1
- Tenant - HO-4, HW-4, MHO-4, DP-1 T, DP-3 T

2. Regions are defined by county boundary as follows:

- South Florida - Broward, Miami-Dade, Palm Beach
- Tampa Bay Area - Hernando, Hillsborough, Pasco, Pinellas
- Orlando Area - Lake, Orange, Osceola, Seminole, Sumter
- Southwest Florida - Charlotte, Collier, Lee, Manatee, Sarasota
- Monroe County - Monroe
- All Other Counties - Remaining 49 Florida counties not otherwise grouped above

3. Prior Insurer list includes those with a multi-peril policy count greater than 500 in the current four month period; Citizens, "No Carrier Found"/"null" values and wind only policies are excluded from the graph. Wind only policies are excluded due to prior insurer information, specific to the current ex-wind policy or previous multi peril policy, which can create misleading results.

4. New Business Written is the count of new bound submissions at the monthend snapshot



COVID-19: End of Moratorium Plan

Outstanding Payments & Underwriting Exceptions

Moratorium Components

PAYMENTS

Customers may submit payments after their due date. Beginning in early July, remaining payments can be divided evenly for the number of months left in the policy term, starting on the date the payment plan is requested.

CANCELLATIONS

Citizens has stopped processing policy cancellations and will not send nonrenewal notices until further notice. For policies cancelled or nonrenewed, letters will be sent with instructions on how to request policy reinstatement.

POLICY DOCUMENTATION

Underwriting rules have been relaxed to allow more time to submit required documentation. Contact your agent for more information.

FOR MORE INFORMATION VISIT:
www.citizensfla.com/coronavirus

CITIZENS
PROPERTY INSURANCE CORPORATION

Update:

- Regular payment rules reinstated effective 2/1/2021
- Cancellations and nonrenewals reactivated:
 - New Business – 2/1/2021
 - Renewal – 7/1/2021
- Requests for documentation to avoid cancellation or nonrenewal sent to agents

Performance Violations (PV)

Program Update

Performance Violation Key

Circumventing the Electronic Document Submission Process	Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated
Ineligible Risk	Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule)
Uninsurable Risk	Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals
Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract	The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability, or the premium finance company contract was not submitted with the new-business submission or policy renewal.
Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures	<p>The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing:</p> <ul style="list-style-type: none"> • Documentation to support mitigation credits was not submitted, or insured signature was missing. • Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted. • Acceptable proof of prior insurance was not submitted. • Insured or agent signature was missing on application.

Annual Performance Violation Summaries

Year	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
2018	90,859	3,980	4%	975	87	827	2,075	31
2019	89,873	7,222	8%	1,335	65	1,163	4,538	105
2020	178,812	10,135	6%	1,417	147	2,068	6,437	66

Agents Under:

	10/31/20	12/31/20
Warning Notices	1,078	1,173
Suspensions	123	127
Terminations	0	0



Performance Violations (PV)

Program Update

2020 Monthly Performance Violation Counts								
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Incorrect Credits / Missing Signatures	Uninsurable Risk	Circumventing Document Submission	Ineligible Risk	Premium on Unbound / PFC Contract Missing
January	8,266	222	3%	143	44	30	1	4
February	8,424	457	5%	280	104	65	3	5
March	10,488	574	5%	371	106	86	6	5
April	11,328	625	6%	432	99	85	7	2
May	13,441	780	6%	517	135	120	3	5
June	18,481	927	5%	615	127	164	10	11
July	18,628	858	5%	529	166	130	26	7
August	17,617	1,100	6%	669	222	186	20	3
September	17,086	1,093	6%	709	237	133	12	2
October	18,319	1,102	6%	688	240	148	21	5
November	16,779	1,228	7%	756	299	145	22	6
December	19,955	1,169	6%	728	289	125	16	11
YTD Grand Total	178,812	10,135	6%	6,437	2,068	1,417	147	66

Data as of 12/31/20



Late-Submission Violations (LSV)

Program Update

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a *Late Submission Alert for Required Documents* activity six business days after the effective date when required documents have not been uploaded or if upload has not been completed by selecting the **Submit** button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A *Late Submission Alert for Required Documents* activity cannot be disputed.

Annual Late-Submission Violation Summaries					
Year	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
2018	90,859	15,493	17%	3,872	4%
2019	89,873	15,626	17%	3,806	4%
2020	178,812	36,773	21%	899	1%

Agents Under:		
	10/31/20	12/31/20
Warning Notices	179	179
Suspensions	7	7
Terminations	0	0



Late-Submission Violations (LSV)

Program Update

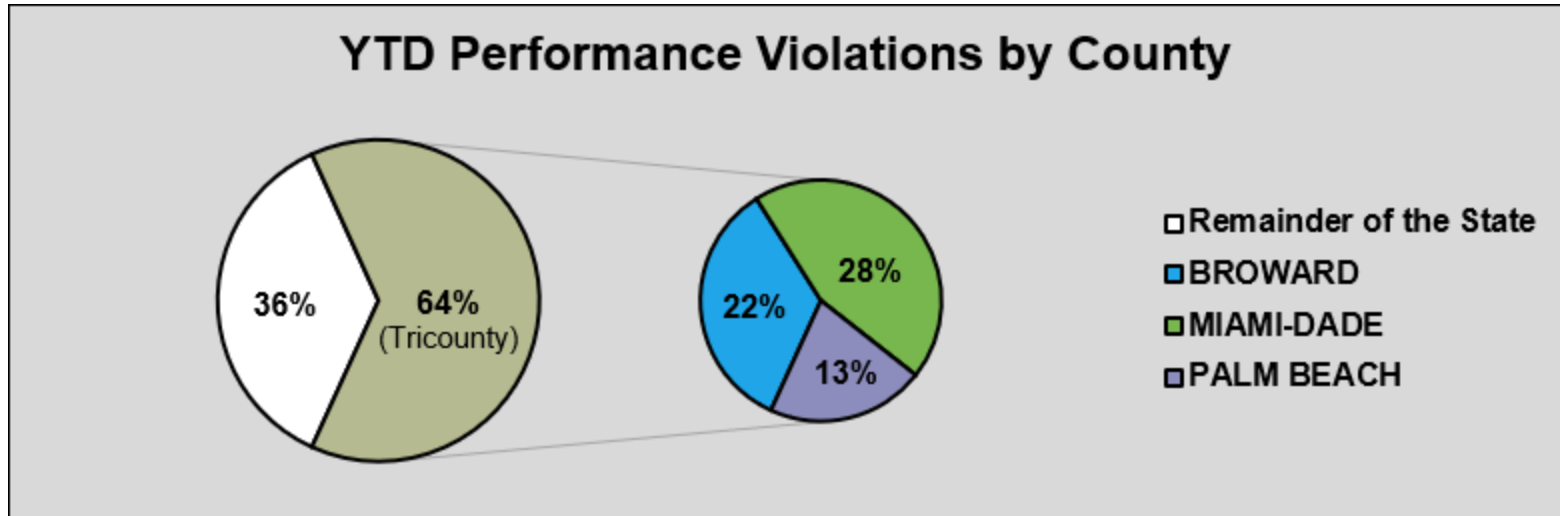
2020 Late-Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions*	% New Submissions w/ LSV
January	8,266	1,277	15%	286	3%
February	8,424	1,322	16%	285	3%
March	10,488	1,820	17%	288	3%
April	11,327	2,083	18%	40	0%
May	13,441	2,274	17%	0	0%
June	18,481	3,150	17%	0	0%
July	18,623	3,483	19%	0	0%
August	17,617	4,007	23%	0	0%
September	17,078	3,820	22%	0	0%
October	18,315	3,875	21%	0	0%
November	16,779	4,387	26%	0	0%
December	19,955	4,917	25%	0	0%
YTD Grand Total	178,812	36,773	21%	899	1%

* All late submissions with a bound date of 3/1/20 and later (end date TBD) were marked as invalid due to COVID-19.

Data as of 12/31/20



Performance and Late-Submission Violations by County



Data as of 12/31/20

Citizens Learning Center

New Agent Onboarding		
Title	Course Type	Attendance
Citizens' Role in the Marketplace	Online Module	1,289
Citizens Agent Appointment Agreement	Online Module	1,262
Information Security for Your Agency	Online Module	1,240
Agent Performance Standards	Online Module	1,234
Systems and Resources	Online Module	1,214
Claims and Loss Management	Online Module	1,204
Entire Curriculum	Online Module Series (all six modules)	1,190

Citizens Essentials Virtual Series		
Title	Course Type	Completions
Eligibility and Prequalification	Recorded Webinar	62
Success in the Clearinghouse	Recorded Webinar	11
Submission and Issuance in PolicyCenter	Recorded Webinar	22
Servicing, Remarketing and Renewals	Recorded Webinar	11
Commercial Nonresidential Basics	Recorded Webinar	6
Commercial Residential Basics	Recorded Webinar	3

Top Learning Opportunities		
Title	Course Type	Completions
Clearinghouse: Getting Started, New Business, Renewals	Online Module	59
Avoiding Performance and Late Submission Violation	Recorded Webinar	58
Managed Repair Program Relaunch	Online Module	33
Mobile Homes Risks and the Clearinghouse	Recorded Webinar	33
myAgency Platform	Recorded Webinar	23
Understanding Assignment of Benefits	Online Module	22
Commercial Lines: Processing New Business & Servicing the Policy	Recorded Webinar	16

Data as of 1/29/21



Agent Outreach 2020

Agent Round Table Meetings

Improving the Agent/Customer Experience

Citizens Initiatives

Feedback

Agent Assn. Citizens Essentials & Convention Booth

Quality Submissions

Product Guides

What's New at Citizens

Staff Interaction/
Q&A

Webinar Citizens Sponsored

Performance/Late- Submission Violations (PV/LSV)

Clearinghouse:
Mobile Homes (CMH)

BIPIP (FS or CP)

myAgency (MA)

Citizens Essentials Virtual Series (CEVS)

Webinar Agent Association Sponsored "Power Hour"

Citizens Updates

Breaking News

Forecasting

Support Offerings

Date	Type	Line	
January 28	W	PL	✓
March 5	L	PL	✓
April 1	W	PL	✓
June 2	W	PL	✓
July 28	W	CL	✓
September 1	W	PL	✓
December 10	W	PL	✓

Date	Sponsor	#
February 20	BLAAIA Class	80
November 6	LAAIA Virtual Booth	49

Date	Type	#
February 27 2 p.m.	PV/LSV	86
March 17 10 a.m.	CMH	168
March 19 2 p.m.	CMH	120
March 24 2 p.m.	FS	184
March 26 2 p.m.	PV/LSV	31
May 28 2 p.m.	PV/LSV	612
June 10 3 p.m.	CP	80
June 25 2 p.m.	PV/LSV	253
July 16 & 22 10 & 2 p.m.	MA	599
July 30 2 p.m.	PV/LSV	128
August 27 2 p.m.	PV/LSV	208
September Series	CEVS	1,025
November Series	CEVS	430

Date	Sponsor	#
May 29	FAIA	150
June 25	NAIFA - Florida	92
July 9	LAAIA	33
August 13	PIA of Florida	17
September 10	LAAIA	105
October 23	FAIA	132
November 18	NAIFA - Florida	60
December 8	LAAIA	92

L = Live (In-Person)
W = Web-Conference
PL = Personal Lines
CL = Commercial Lines



Notes: All future dates are tentative and subject to change. Last update: 12/31/2020.

Agent Outreach 2021

Agent Round Table Meetings

Improving the Agent/Customer Experience

Citizens Initiatives

Feedback

Agent Assn. Citizens Essentials & Convention Booth

Quality Submissions

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Staff Interaction/
Q&A

Webinar Citizens Sponsored

Performance/Late- Submission Violations

Eligibility Guidelines

Managed Repair Adoption

Moving Business to the Private Market

Citizens Systems

Webinar Agent Association Sponsored "Power Hour"

Citizens Updates

Breaking News

Forecasting

Support Offerings

Date	Type	Line	
February 16	W	PL	
May 20	W	PL	
August 26	W	PL	
December 2	W	PL	

L = Live (In-Person)
W = Web-Conference
PL = Personal Lines
CL = Commercial Lines

Date	Sponsor	#
February 17	BLAAIA Classes	
June 17	FAIA Class	
July 16	NAIFA Class	
August 11	LAAIA Classes	

Date	#
March 30 & 31	
May 25 & 26	
July 27 & 28	
September 28 & 29	
November 16 & 17	

Date	Sponsor	#
January 27	PIA of Florida	49
February 19	FAIA	
March 25	NAIFA - Florida	
April 16	LAAIA	
May 26	PIA of Florida	
July 6	LAAIA	
August 25	NAIFA - Florida	
September 15	PIA of Florida	
November 18	NAIFA	
December 7	LAAIA	



Notes: All future dates are tentative and subject to change. Last update: 2/3/2021.