

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, March 3, 2021 • 8:30 a.m. – 3:00 p.m. (Eastern Daylight Time)

Public Webinar details available at www.citizensfla.com
Teleconference: 786-635-1003; Conference Code: 956 3792 7111

In accordance with Citizens Public Comment procedure public comments will be received prior to a vote being taken.

1. Chairman's Report

Chairman Beruff

- ▲ Board of Governors Meeting Minutes, January 26, 2021 [AI Index A]
- ▲ Consent Item Index Process
- ▲ Citizens' Economics / 2013-3Q2020
- ▲ Role of Board and Staff, Governor Bette Brown

2. President's Report

Barry Gilway

- ▲ March 2020 President's Report

3. Chief Financial Officer Report

Jennifer Montero

- ▲ Finance & Investment Committee Report, Lazaro Fields, Chair
 - Risk Transfer Program Update, Layer Charts
- ▲ 4Q2020 Results of Operations and Financial Position (unaudited)
- ▲ 4Q2020 Results of Operations and Financial Position – Commentary

4. Chief Operating Officer Report

Kelly Booten

- ▲ Depopulation Committee Report, Carlos Beruff, Chair
- ▲ Market Accountability Advisory Committee, Dave Newell, Chair
- ▲ Lean, Agile and Continuous Improvement Training Services [AI Index B]

5. Chief Communications, Legislative & External Affairs Report

Christine Ashburn

- ▲ Consumer Services Committee Report, Reynolds Henderson, Chair
- ▲ Legislative Update

6. Chief Claims Officer Report

Jay Adams

- ▲ Claims Committee Report, Will Kastroll, Chair
- ▲ Claims Legal Services [AI Index C]
- ▲ Water Mitigation Estimate Review Services [AI Index D]
- ▲ Claims Litigation Accomplishments
- ▲ E&Y Report

7. Chief Human Resources Officer Report

Violet Bloom

- ▲ Ad Hoc Committee Report, Jim Holton, Chair
- ▲ HR Leadership Council Subscription [AI Index E]
- ▲ Employee Online Learning and Training Platform [AI Index F]

8. Chief of Internal Audit Report

Joe Martins

- ▲ Audit Committee Report, Bette Brown, Chair
- ▲ Audit Committee Charter [AI Index G]
- ▲ Executive Summary and OIA Dashboard
- ▲ 2020 OIA Annual Report

New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, January 26, 2020
- B. Lean, Agile and Continuous Improvement Training Services
- C. Claims Legal Services
- D. Water Mitigation Estimate Review
- E. HR Leadership Council Subscription
- F. Employee Online Learning and Training Platform
- G. Audit Committee Charter

Consent INDEX: Items **not requiring** detailed explanation to the Board of Governors. Consent items are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

- HRMS Consultant Services

Board of Governor's Quarterly Meeting Dates

~~June 22-23, 2021~~ New Date: July 13-14, 2021

September 21-22, 2021

December 14-15, 2021