

# Market Accountability and Advisory Committee

Agency Services & Market Update

June 23, 2021



# Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2020			
	May-21	Dec-20	Net Change
<b>Agencies</b>	5,055	4,791	264
<b>Agents</b>	8,217	8,097	120
<b>LCRs</b>	2,024	1,877	147

Current Tricounty Agent and Agency Counts vs. YE 2020			
	May-21	Dec-20	Net Change
<b>Agencies</b>	2,269	2,196	73
<b>Agents</b>	3,480	3,312	168
<b>LCRs</b>	917	882	35

Agency Segmentation						
Tiers	May-21			Dec-20		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
<b>Tier 1 (2,000+ PIF)</b>	21	99,755	16.4%	15	75,237	13.9%
<b>Tier 2 (500-1,999 PIF)</b>	187	151,850	24.9%	175	140,930	26.0%
<b>Tier 3 (200-499 PIF)</b>	571	179,301	29.4%	522	159,925	29.5%
<b>Tier 4 (50-199 PIF)</b>	1,316	137,424	22.5%	1,225	125,506	23.1%
<b>Tier 5 (49 or less PIF)</b>	2,447	41,475	6.8%	2,449	41,141	7.6%
<b>Tier 6 (0 PIF)</b>	513	0	0.0%	405	0	0.0%

**Note:** 58% of Citizens agencies have fewer than 50 policies in force.

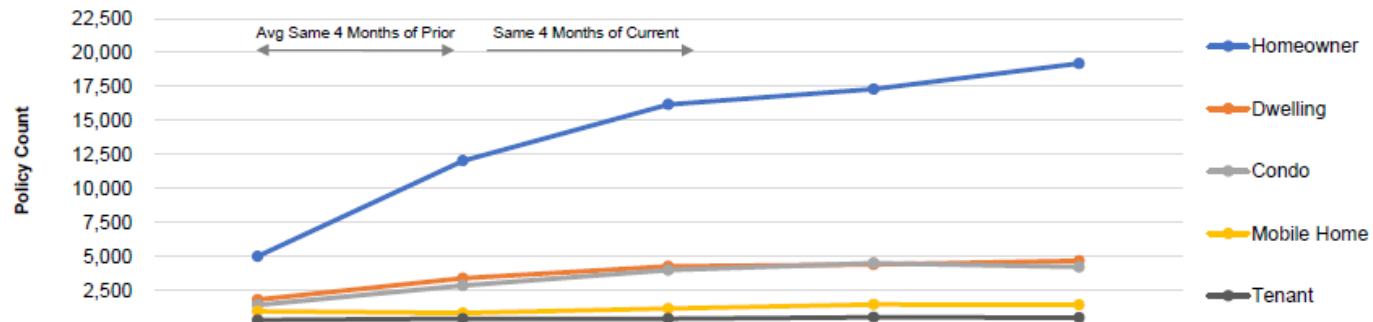
Data as of 5/31/21



# Citizens' New-Business Trend (Feb '21 to May '21 Average Prior vs. Current)

## Personal Residential Policy Types

**New Business Policy Count by Policy Type**



Policy Type	Avg Same Months Prior	Feb '21	Mar '21	Apr '21	May '21	% Change 4 Mo Avg Prior to 4 Mo Avg Current
Homeowner	5,014	12,044	16,178	17,311	19,194	223%
Dwelling	1,833	3,402	4,276	4,411	4,688	129%
Condo	1,444	2,872	4,004	4,515	4,234	171%
Mobile Home	976	850	1,176	1,475	1,445	39%
Tenant	330	420	431	538	508	44%
<b>Total</b>	<b>9,597</b>	<b>19,588</b>	<b>26,065</b>	<b>28,250</b>	<b>30,069</b>	<b>171%</b>

**New Business Policy Count by Geographic Region**

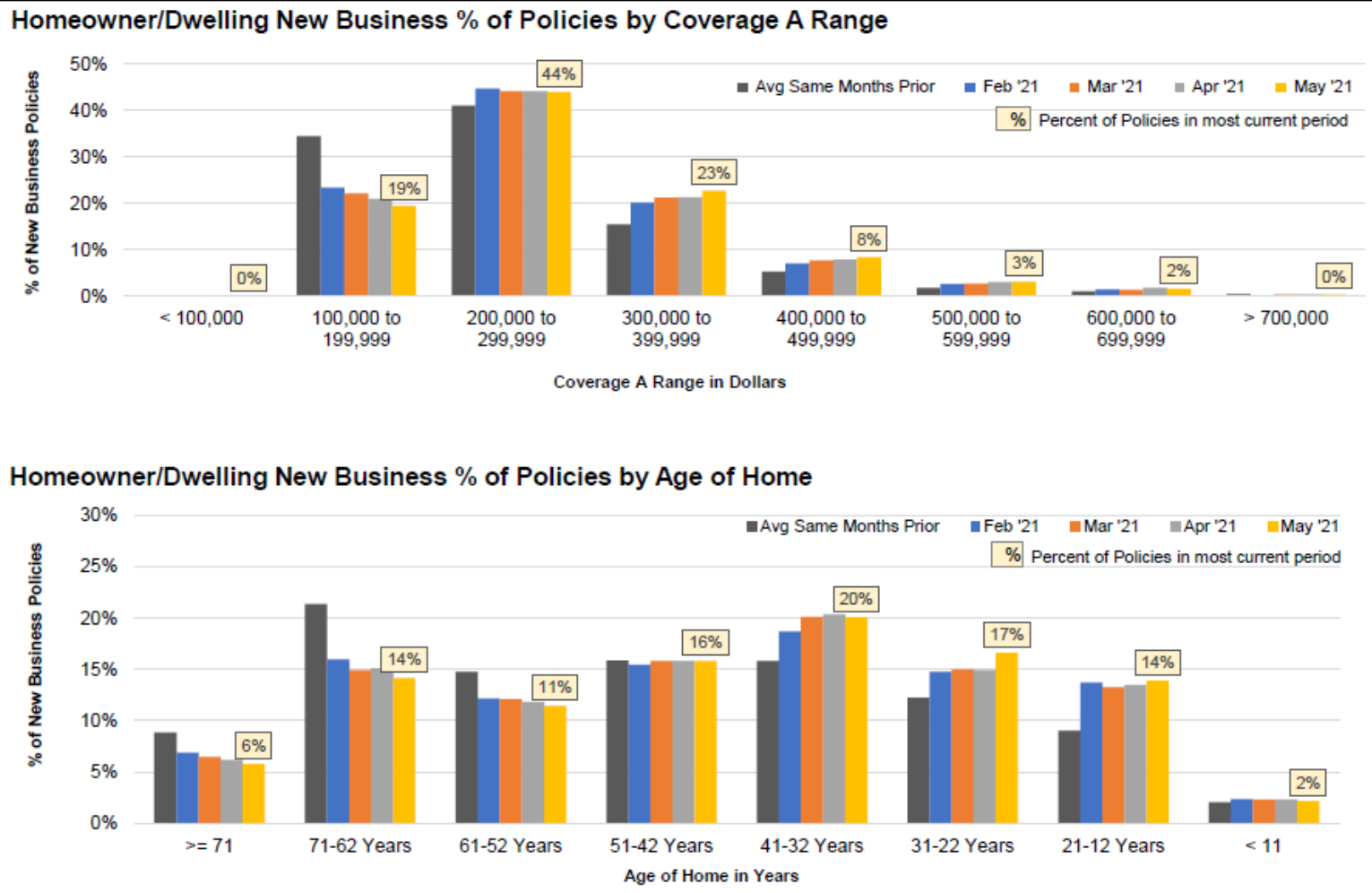
County/Regions	Avg Same Months Prior	Feb '21	Mar '21	Apr '21	May '21	Current Four Month Trend
South Florida	6,176	10,550	13,837	14,758	15,625	
Tampa Bay Area	1,447	3,463	4,648	4,922	5,073	
Southwest Florida	544	1,344	1,884	2,365	2,564	
Monroe County	242	268	426	448	473	
Orlando Area	183	1,155	1,583	1,597	1,690	
All Other Counties	1,006	2,808	3,687	4,160	4,644	
<b>Total</b>	<b>9,597</b>	<b>19,588</b>	<b>26,065</b>	<b>28,250</b>	<b>30,069</b>	

(red dot indicates the peak in the trend line)



# Citizens' New-Business Trend (Feb '21 to May '21 Average Prior vs. Current)

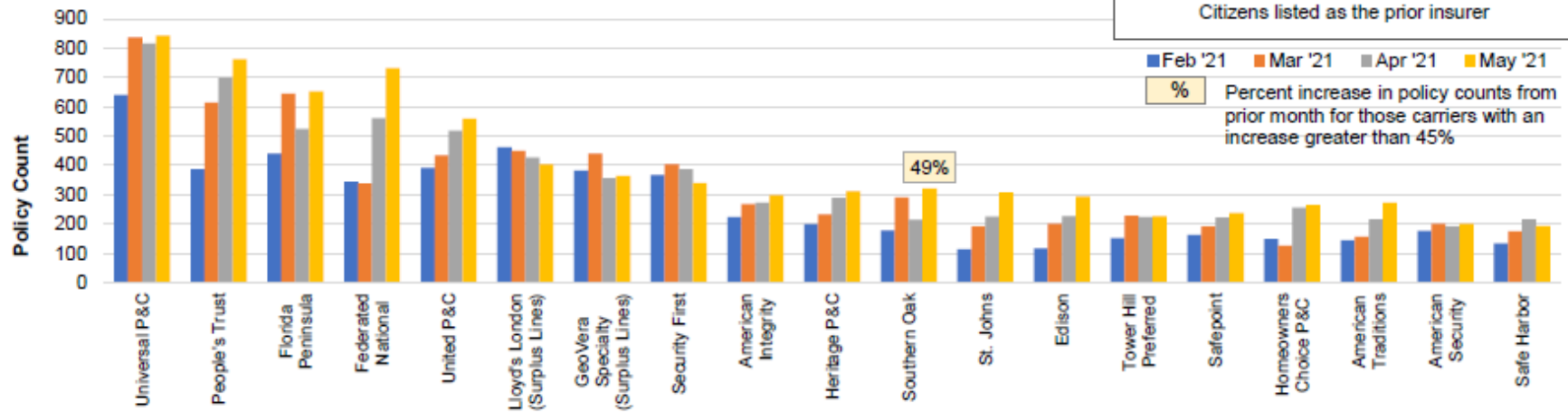
## Personal Residential Policy Types



# Citizens' New-Business Trend (Feb '21 to May '21 Average Prior vs. Current)

## Personal Residential Policy Types

**Multi-Peril New Business Policy Count by Prior Insurer (>700 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 700 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



# Performance Violations (PV)

## Program Update

### Performance Violation Key

<b>Circumventing the Electronic Document Submission Process</b>	Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated
<b>Ineligible Risk</b>	Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule)
<b>Uninsurable Risk</b>	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
<b>Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract</b>	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.
<b>Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures</b>	<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"> <li>• Documentation to support mitigation credits was not submitted, or insured signature was missing.</li> <li>• Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted.</li> <li>• Acceptable proof of prior insurance was not submitted.</li> <li>• Insured or agent signature was missing on application.</li> </ul>

### 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
<b>2018</b>	90,859	3,980	4%	975	87	827	2,075	31
<b>2019</b>	89,873	7,222	8%	1,335	65	1,163	4,538	105
<b>2020</b>	178,812	10,135	6%	1,417	147	2,068	6,437	66

### Agents Under:

	3/31/21	4/30/21
<b>Warning Notices</b>	1,429	1,495
<b>Suspensions</b>	143	146
<b>Terminations</b>	0	0



# Performance Violations (PV)

## Program Update

2021 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	20,242	1,389	7%	925	303	138	19	4
February	22,452	1,233	5%	835	283	89	19	7
March	30,269	1,613	5%	983	427	177	21	5
April	31,720	1,599	5%	1,045	342	181	28	3
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD Grand Total</b>	<b>104,683</b>	<b>5,834</b>	<b>6%</b>	<b>3,788</b>	<b>1,355</b>	<b>585</b>	<b>87</b>	<b>19</b>

Data as of 4/30/21





# 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:		
	3/31/21	4/30/21
Warning Notices	179	179
Suspensions	7	7
Terminations	0	0





# Late-Submission Violations (LSV)

## Program Update

2021 Late-Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions*	% New Submissions w/ LSV
January	20,242	3,881	19%	0	0%
February	22,452	4,296	19%	0	0%
March	30,269	6,077	20%	410	1%
April	31,720	6,307	20%	1,452	5%
May					
June					
July					
August					
September					
October					
November					
December					
<b>YTD Grand Total</b>	<b>104,683</b>	<b>20,561</b>	<b>20%</b>	<b>1,862</b>	<b>2%</b>

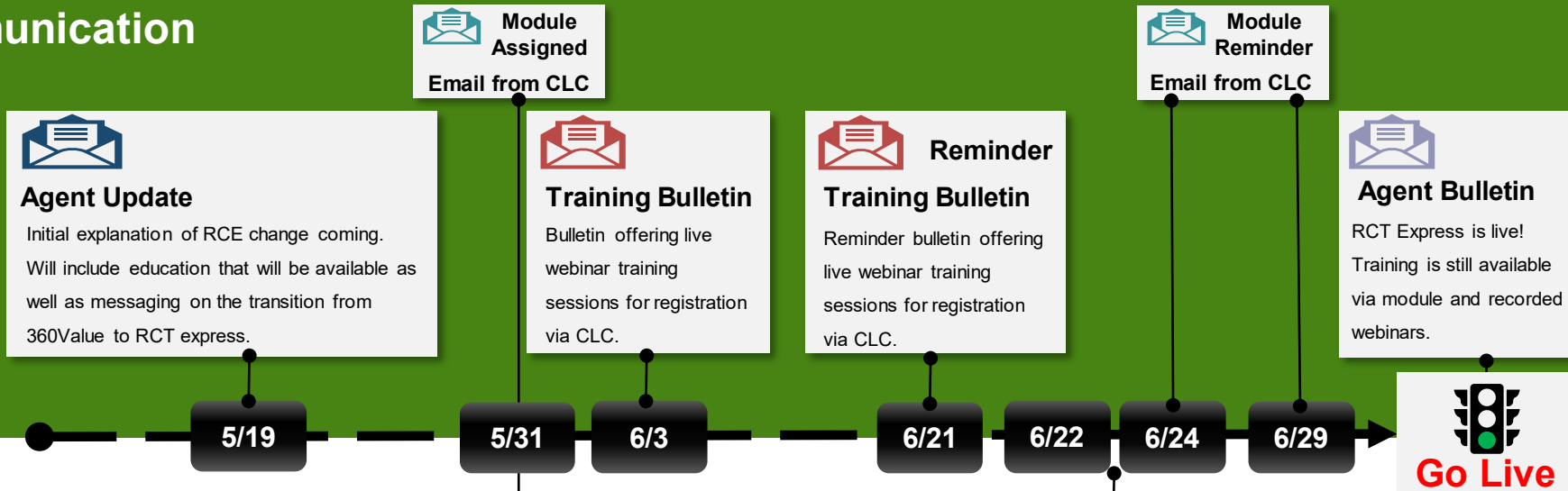
\* Late Submission Violations with a bound date of 3/1/20 through 2/28/21 were marked as invalid due to COVID-19.

Data as of 4/30/21



## RCT Express Adoption and Implementation Strategy - Agents

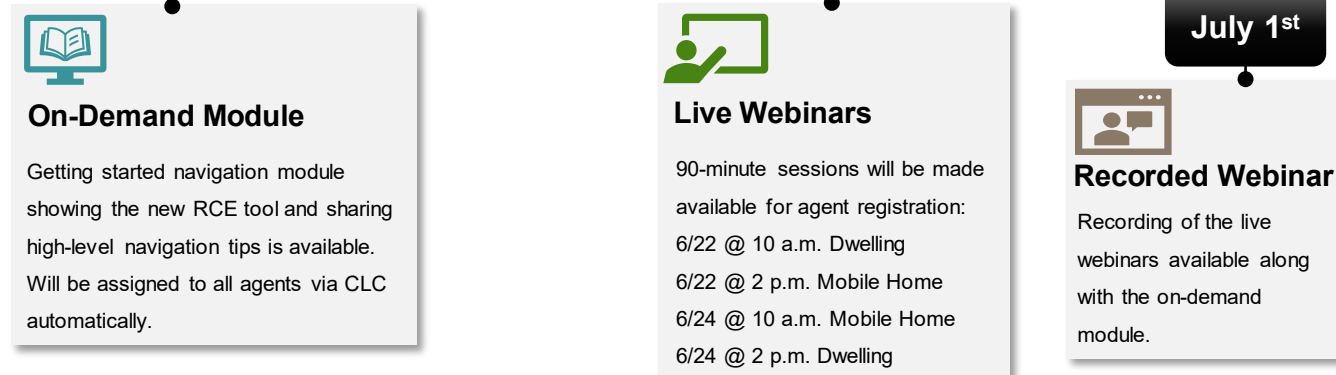
### Communication



**Go Live**

**July 1<sup>st</sup>**

### Education



# Citizens Learning Center

<b>New Agent Onboarding</b>		
<b>Title</b>	<b>Course Type</b>	<b>Completions</b>
Citizens' Role in the Marketplace	Online Module	2,266
Citizens Agent Appointment Agreement	Online Module	2,203
Information Security for Your Agency	Online Module	2,165
Agent Performance Standards	Online Module	2,167
Systems and Resources	Online Module	2,136
Claims and Loss Management	Online Module	2,120
Entire Curriculum	Online Module Series (all six modules)	2,091

<b>Citizens Essentials Virtual Series</b>		
<b>Title</b>	<b>Course Type</b>	<b>Completions</b>
Eligibility and Prequalification	Recorded Webinar	301
Success in the Clearinghouse	Recorded Webinar	112
Submission and Issuance in PolicyCenter	Recorded Webinar	113
Servicing, Remarketing and Renewals	Recorded Webinar	46
Commercial Nonresidential Basics	Recorded Webinar	27
Commercial Residential Basics	Recorded Webinar	26

<b>Top Learning Opportunities</b>		
<b>Title</b>	<b>Course Type</b>	<b>Completions</b>
Clearinghouse: Getting Started, New Business, Renewals	Online Module	110
Avoiding Performance and Late Submission Violation	Recorded Webinar	467
Managed Repair Program Relaunch	Online Module	33
Mobile Homes Risks and the Clearinghouse	Recorded Webinar	63
myAgency Platform	Recorded Webinar	36
Understanding Assignment of Benefits	Online Module	34
Commercial Lines: Processing New Business & Servicing the Policy	Recorded Webinar	28

Data as of 6/11/21



# Agent Outreach 2021

## 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

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	✓
April 20	W	CL	✓
May 19	W	PL	✓
July 7	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	165
June 17	FAIA Class	
July 16	NAIFA Class	
August 11	LAAIA Classes	

### Gulfstream: Association Town Halls

Date	Sponsor	#
May 14	FAIA	400
May 19	PIA of Florida	35
May 20	LAAIA	107
May 24	NAIFA	85

Date	#
March 30 & 31 (Home Closings)	910
June 22 & 24 (RCT Express)	
July 27 & 28	
September 28 & 29	
November 16 & 17	

Date	Sponsor	#
January 27	PIA of Florida	49
February 19	FAIA	90
March 25	NAIFA - Florida	127
April 16	LAAIA	65
May 26	PIA of Florida	21
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: 6/11/2021.