



**Official ID card
to be mailed with
policy documents.**

Call Citizens First

Claims — 866.411.2742
Available 24/7

Customer Care — 888.685.1555
Weekdays 8 a.m. - 5:30 p.m. ET

www.citizensfla.com

This card does not and is not intended to be evidence of property insurance coverage. To verify coverage, please refer to your policy.



This is your policy identification card.

Keep this card with you or in a safe place. Notify your agent promptly if your contact information changes, to ensure you receive important policy information and notices.

Report a Claim

Your *safety* is Citizens' first priority. Make sure you and your family are safe and your property is secure. If your property is unsafe, do not try to enter it.

Call Citizens First

As soon as you become aware of or suspect damage, call Citizens 24/7 on our toll-free claims hotline.

You can report a claim to Citizens even before you know the full extent of damage. There is no cost to report a claim. Citizens will work with you to make sure any covered damage is repaired quickly and correctly.



Claims Hotline: 866.411.2742

Have the following information available when you call:

- Policy number (if available)
- Contact information, including any temporary address and/or phone numbers
- Damage description (example: tree limb fell on the roof, lightning struck the house)
- Mortgage company information (if applicable)

Call even if you are missing information. Citizens will be able to assist you.

Did You Know?

Recent policy language changes may have affected your coverage for emergency measures and permanent repairs. Contact your agent for additional information about these important changes, and *Call Citizens First* before beginning any claim-related repairs.

Stay Connected!

Follow Citizens on social media to stay up-to-date on general information, activities at Citizens or storm tracking. On Twitter, follow @citizens_fl, or Like us on Facebook as *Citizens Property Insurance Corporation*.