



**AMENDMENT No. 1 to the  
BUSINESS PROCESSING OUTSOURCING (BPO) – CALL CENTER SERVICES  
AGREEMENT WITH TMONE, LLC D/B/A MASS MARKETS**

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This document hereby amends Agreement No. 21-20-0035-06 (the “Agreement”) by and between CITIZENS PROPERTY INSURANCE CORPORATION (“**Citizens**”) and TMONE, LLC D/B/A MASS MARKETS (“**Vendor**”) (collectively, the “**Parties**”).

For sufficient, good and valuable consideration, the Parties hereby agree to amend the Agreement as follows:

**1. Section 1.1 of Exhibit C – Compensations Schedule is hereby deleted and replaced in its entirety as follows:**

1.1. Remote Workers. “Work-at-Home” arrangements are allowed for all call types upon prior written consent of Citizens’ Contract Manager or designee. Such consent is conditional on Vendor providing Citizens an outline of control measures/safeguards in place to monitor real-time performance and ensuring quality standards are met, including the response rate and quality assurance service level standards as identified in Section 5.4.1 of the Agreement. Consent may be withdrawn with thirty (30) calendar days’ written notice from Citizens Contract Manager or designee. Such withdrawal of consent does not limit any other rights or remedies of Citizens described herein regarding non-performance or termination. On-shore personnel is required for all call types.

2. Public Records Addendum. Vendor agrees that the Public Records Addendum attached hereto as Addendum 1 to Amendment No. 1, (the “Addendum”) is hereby incorporated into this Agreement in order to address the public posting of this Amendment No. 1, and its disclosure to third parties.

The sections of the Agreement that are not expressly modified or replaced by this Amendment shall remain in effect pursuant to their terms. In the event that any of the provisions of the Amendment are inconsistent or conflict with any provisions of the Agreement, the inconsistent or conflicting provisions of this Amendment shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

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**SIGNATURE PAGE FOLLOWS**

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Executed on the dates set forth below by the undersigned authorized representatives of the Parties to be effective as of the date of the last signature below.

**CITIZENS PROPERTY INSURANCE CORPORATION:**

DocuSigned by:  
*Jeremy Pope*  
AGAB0119307A439...

SIGNATURE

Jeremy Pope

TYPED NAME

VP Customer Experience

TITLE

12/28/2021

DATE SIGNED

**TMONE, LLC D/B/A MASS MARKETS:**

DocuSigned by:  
*Chris Alexander*  
89299C93854E464...

SIGNATURE

Chris Alexander

TYPED NAME

Chief Business Development Officer

TITLE

12/27/2021

DATE SIGNED

DocuSigned by:  
*Kelly Booten*  
7B9C7AA80097483...

SIGNATURE

Kelly Booten

TYPED NAME

Chief operating officer

TITLE

12/28/2021

DATE SIGNED

## ADDENDUM 1 PUBLIC RECORDS ADDENDUM

Company Name ("Vendor"): TMone, LLC d/b/a Mass Markets
Agreement Name/Number ("Agreement"): 21-20-0035-06
<b>Contract Document Covered By This Addendum ("Document Covered"):</b> Amendment 1
Primary Vendor Contact Name: Chris Alexander
Telephone: 813-677-8242
Email: <a href="mailto:chris.alexander@mci.world">chris.alexander@mci.world</a>

Citizens is subject to Florida public records laws, including Chapter 119, Florida Statutes. As a part of providing public access to Citizens' records, Citizens makes its contracts available on Citizens' external website located at [www.citizensfla.com/contracts](http://www.citizensfla.com/contracts). This Addendum is incorporated into the Agreement in order to address Citizens' public posting of the Document Covered and its disclosure to third parties.

If Vendor asserts that any portion of the Document Covered is exempt from disclosure under Florida public records laws, (the "Redacted Information"), such as information that Vendor considers a protected "trade secret" per Section 815.045, Florida Statutes, then Vendor must select the corresponding declaration below and provide the following to [Vendor.ManagementOffice@citizensfla.com](mailto:Vendor.ManagementOffice@citizensfla.com):

- (1) **A copy of the Document Covered in PDF format with the Redacted Information removed (the "Redacted Document Covered"); and,**
- (2) **A dated statement on Vendor's letterhead in PDF format clearly identifying the legal basis for Vendor's redaction of the Redacted Information (the "Redaction Justification").**

**Vendor must select one of the two declarations below.** If Vendor does not select one of the two declarations below, or if Vendor fails to provide the Redacted Document Covered and Redaction Justification within thirty (30) days of Vendor's receipt of the fully executed Document Covered, then without further notice to Vendor, Citizens may post the non-redacted version of the Document Covered on its public website and may release it to any member of the public.

<u>Vendor Declaration:</u>
<input checked="" type="checkbox"/> Vendor <b>WILL NOT SUBMIT</b> a Redacted Document Covered. Citizens may post Vendor's full, complete, and non-redacted Document Covered on its public website, and may release the Document Covered to any member of the public without notice to Vendor.
<b>Or</b>
<input type="checkbox"/> Vendor asserts that a portion of the Document Covered is confidential and/or exempt under Florida Public Records law. Therefore, Vendor <b>WILL SUBMIT</b> a Redacted Document Covered and a Redaction Justification within thirty (30) days of receipt of the fully executed Document Covered. Citizens may post Vendor's Redacted Document Covered on its public website, or release it to any member of the public, without notice to Vendor. If Citizens receives a public records request for the Document Covered, Citizens will provide only the Redacted Document Covered and Redacted Justification to the requestor. Vendor acknowledges that, in the event of any legal challenge regarding these redactions, Vendor will be solely responsible for defending its position or seeking a judicial declaration.