

Non-Litigated Claims Update

Claims Committee
September 9, 2021



Catastrophe Update Tropical Storm Elsa

- Utilized existing resources to handle claims in task model for residential losses
- Mainly low severity claims involving roof leaks with isolated tree damage
- 405 total claims reported with 50% being from Hillsborough, Hernando, Pasco and Pinellas counties

As of 8.30.2021

Catastrophe Update Tropical Storm Fred

- Utilized existing resources to handle claims in task model for residential losses
- Low severity claims involving roof leaks
- 93 residential claims, 1 commercial claim
- 35% claims from Tampa Bay area and 23% in the Panhandle/Big Bend region

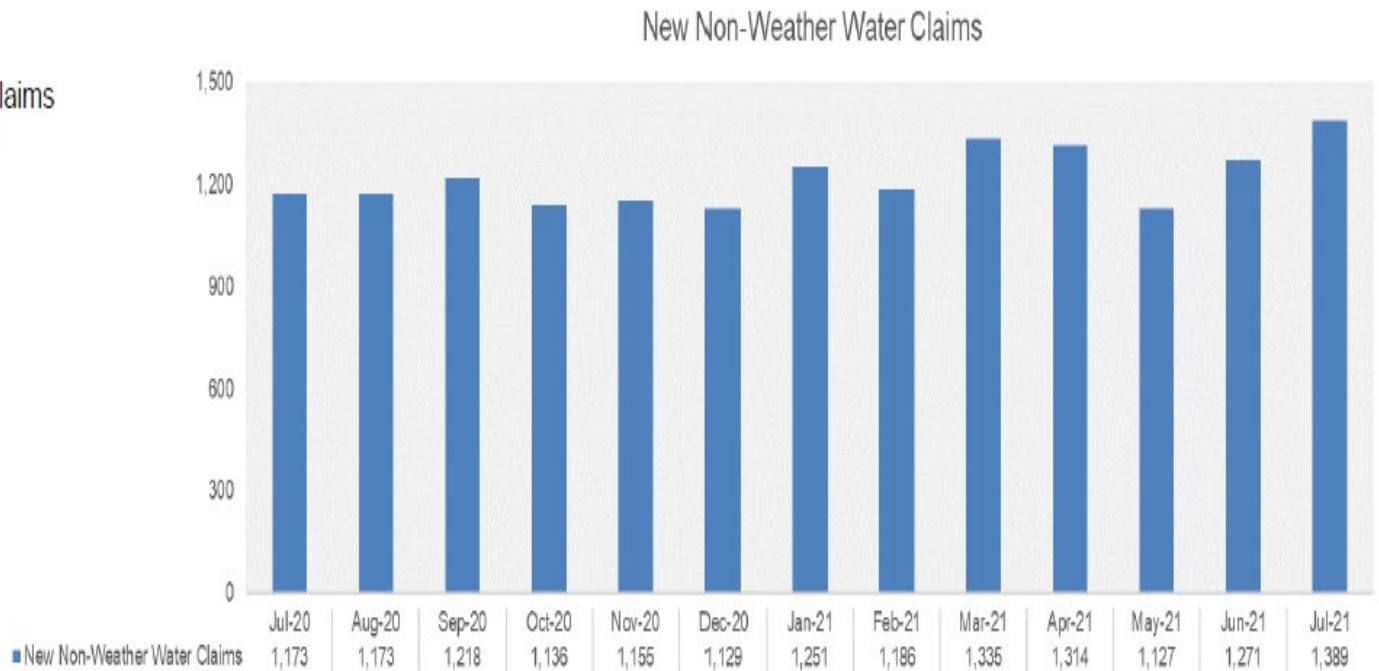
As of 8.30.2021

Champlain Towers

- Customer outreach started day of the tragedy once unit owner policies were identified
- Customer Care team worked with policy holders, family members and agents to assist them in filing claims.
- Applicable limits for coverage were paid promptly
- Staff Large Loss adjuster remains available for any future questions from policy holders or their representative

Non-Weather Water Trends

- New Non-Weather Water Claims increased 18% from Jul-20.



Managed Repair Program

- Acceptance rate has increased; 80% for EWRS and 21% for MRP
- Reinforced training with adjusters with formal program of “Presenting MRP”
- On boarding and training of new adjusters on a quarterly basis
- Contractor Connection Town Hall Meetings
- New MRP participation dashboard

Citizens Is Ready

Citizens Is Ready is a public education campaign to enhance public awareness of the many ways Citizens prepares for a catastrophe year-round.

Channels include:

- Email
- Press releases
- Social media
- Direct mail
- Radio
- Television
- Website
- Citizens' internal and external newsletters

