

# CATASTROPHE TESTING UPDATE

CLAIMS COMMITTEE MEETING JUNE 16, 2016  
BOARD OF GOVERNORS MEETING JUNE 22, 2016

---

## EXECUTIVE SUMMARY

---

### Catastrophe Testing Summary

During each calendar year, Catastrophe Operations identifies business unit specific CAT-response functions and/or critical items that warrant additional testing. The data gained from the CAT testing criteria will either validate the established workflows or identify opportunities to strengthen Citizens' Catastrophe Response capability.

Catastrophe Operations will review all affected areas and conduct brainstorming sessions to determine which areas of the CAT Plan they wish to test during the upcoming testing period, which generally falls between January 1 and June 1 of each calendar year. Areas and procedures selected for testing are determined based on a number of factors, including, but not limited to, critical areas of the plan, exceptions noted during prior period testing, and areas of the CAT Plan that may appear difficult and/or challenging to achieve in the event of a CAT. Although the areas and modules selected for testing can rotate or change from year to year, some areas are generally always reviewed due to criticality. Upon selecting the areas they wish to test, Catastrophe Operations notifies each Department selected to discuss planned testing procedures, resources needed to conduct the tests, and general testing timeframes.

Part of the CAT testing plan involves performing on-site exercises based on established objectives and procedures. The individual testing results are recorded and reported to the Department CAT Coordinator and Catastrophe Operations for review. If needed, a Plan of Action is developed and tracked in order to resolve any issues that were identified as a result of testing.

For 2016, 11 areas were selected for testing:

- Catastrophe Deployment Exercise
- Desk Adjuster Training/Deployment
- Emergency Operations Center
- Employee Readiness (Oversight Workshop)
- Generator Load Testing
- Systems Load Testing
- PL/CL UW & Corporate Risk
- Telephone Support phone routing
- Accounting/Claim Support
- First Notice of Loss (FNOL) Call Center
- Satellite Services

These are the highlights of the critical testing areas:

### **Catastrophe Deployment Exercise (CAT Orientation)**

The objective of the 2016 Catastrophe Deployment Exercise was multifaceted, including testing the ability of Facilities to support deployment of adjusters to Everbank Center for both building access and parking, coordinating with Building management for use of common areas during peak times and review of our Desk Adjuster training material. Testing was successful with having a total of 98 Independent Adjusters participate in the training which allowed us to validate the objectives set forth at the onset of the test.

# CATASTROPHE TESTING UPDATE

CLAIMS COMMITTEE MEETING JUNE 16, 2016  
BOARD OF GOVERNORS MEETING JUNE 22, 2016

---

## **EOC Deployment Exercise**

This exercise incorporated the use of one of our new Field Service Vehicles (FSVs), which will serve as command center for the exercise. IT Field Services coordinates the delivery of the vehicle and set up of the satellite and computer equipment. Consumer and Agency Services (CAS) will be testing their abilities to provide excellent customer service as first responders for Citizens, by inputting FNOLs, cutting advance checks, and assisting in any other need that the scenarios are requesting.

## **FNOL Call Center Stress Test**

In March 2016, we tested iQor (a 3<sup>rd</sup> party vendor), in Bethlehem, Pennsylvania. A simulated storm was created and communications to the vendor commenced. This caused the vendor to implement activation of their catastrophe plan, which included onboarding additional temporary staff, training those resources, and then deploying them to answer incoming calls. Call volume was tripled during the exercise which exposed a couple of areas for follow up with the vendor (soft skills training and Spanish skilling in the phone system).

## **Underwriting Services/Corporate Risk and Commercial Lines Underwriting**

Beginning on May 9, 2016, Personal and Commercial Lines Underwriting in conjunction with Corporate Risk conducted a catastrophe readiness test, which simulated Hurricane Barry making landfall 75 miles south of Miami as a Category 3 storm. Sustained winds were 125 MPH with hurricane force winds extending out 200 miles. Winds impacted Broward, Miami-Dade and Palm Beach Counties.

This test was conducted to ensure that the Underwriting Services Department could meet the following support responsibilities in times of emergency or disaster:

- Management of resources to handle increased work volume
- Establish metrics to meet 24-48 hour support timelines for claim inquiries
- Responsiveness of the vendor (MGI)
- Communication to staff

Formal documentation of the testing results will be completed by the end of June 2016 and communicated to the Claims Leadership Team for review. Open action items will be monitored and tracked by Catastrophe Operations until resolution.

## **RECOMMENDATION**

---

There is no recommendation at this time.