

«Agency\_Name»  
«Agency\_Mailing\_Address1»  
«Agency\_Mailing\_Address2»  
«Agency\_Mailing\_City», «Agency\_Mailing\_State»  
«Agency\_Mailing\_Zip»



Date: Month xx, 2021

**Policy Number:**

<Policyholder Property Address 1>  
<Policyholder Property Address 2>  
<Policyholder Property City>, FL  
<Policyholder Property Zip>

<FIRST NAMED INSURED>  
<MAILING ADDRESS 1>  
<MAILING ADDRESS 2>  
<CITY>, <STATE> <ZIP>  
<COUNTRY>

## **Important Reminder: Submit Proof of Repairs to Your Agent**

Dear Policyholder:

Citizens' records indicate that you experienced property damage from Tropical Storm Sally or Hurricane Sally. We hope that you have made the necessary repairs to your property and life is returning to normal.

Under our underwriting rules, properties with existing damage – even for damage that did not exceed the hurricane deductible – are not eligible for continued coverage **unless** you provide your agent acceptable proof-of-repair documentation **or**, if repairs are delayed, documentation that completion of the repairs is beyond your control at this time.

**If repairs have been completed**, please submit proof-of-repair documentation to your agent. Examples of acceptable documentation include (but are not limited to) **photographs** of the repairs along with:

- Supporting receipts and/or invoices indicating that the services/materials were paid in full
- Inspection report or regulatory permit indicating work was completed
- Final roof permit (if the roof was replaced)

**If repairs have not been completed:**

- Notify your agent that repairs will be delayed, the reason why and the anticipated completion date for the repair.
- Supply your agent with any supporting documentation for the delay (for example, a roofing or construction contract or construction permit).

If you already have submitted this documentation to your agent, please contact them to ensure they received and processed it.

Your agent can assist you and answer any questions you may have. Contact them via phone: <agent phone number> or email: <Agent email>.

Citizens Property Insurance Corporation