

Citizens Property Insurance Corporation Board of Governors Meeting Agenda

Wednesday, June 22, 2016 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751
Teleconference Number: 888-942-8686 • Participant Code: 574 373 5657#

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Gardner
 - ▲ March 16, 2016 [AI Index A]
 - ▲ May 24, 2016 [AI Index B]

2. **Chairman's Report** Chairman Gardner

3. **President's Report** Barry Gilway

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Chris Gardner, Chair
 - Financial Advisory & Investment Consulting Services [AI Index C]
 - ▲ Financial Statements, 03-31-16
 - ▲ Quarterly Financial Analysis, 03-31-16
 - ▲ Sinkhole Analysis
 - ▲ Audited Financials 2015
 - ▲ MD&A 2015

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - ▲ Enterprise Resource Planning (ERP) Business Case Presentation
 - ERP Software & Services – ITN No.: 15-0029 [AI Index D]
 - ▲ Facilities
 - Janitorial Services [AI Index E]
 - Multi-Function Copier [AI Index F]
 - Security Officer Services [AI Index G]
 - Tallahassee Office Consolidation [AI Index H]

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - Catastrophe Post Event Imagery [AI Index I]

7. **Vice President Human Resources Report** Violet Bloom
 - ▲ SuccessFactors Bundled Services [AI Index J]

8. **Chief of Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Juan Cocuy, Chair
 - ▲ Audit Dashboard
 - ▲ Open Audit Items Synopsis
 - ▲ Report and Issue Rating

9. **Chief Consumer & Agent Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Depopulation Committee Report, Don Glisson, Chair
 - ▲ Clearinghouse Update

10. **Chief Risk Officer Report** John Rollins
- ▲ Actuarial & Underwriting Committee Report, Jim Henderson, Chair
 - Annual Recommended Rate Filings-Effective 02-01-2017 [AI Index K]
 - Product Changes-Commercial Lines [AI Index L]
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11. **Vice President of Communications, Legislative & External Affairs Report** Christine Ashburn
- ▲ Consumer Services Committee Report, Freddie Schinz, Chair
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12. **Chief Legal Officer & General Counsel** Dan Sumner
- Revision to Citizens' Purchasing Policy [AI Index M]
 - Directors and Officers Liability Insurance [AI Index N]

Consideration of Consent Items

Chairman Gardner

Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors. Items not requiring detailed explanation to the Board of Governors.

- ▲ Code Repository Software
- ▲ IT Infrastructure—Hardware, Software and Maintenance
- ▲ Cyber Risk Insurance

New Business / Adjourn

ACTION ITEM INDEX: Items requiring detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes March 16, 2016
- B. Board of Governors Teleconference Minutes May 24, 2016
- C. Financial Advisory & Investment Consulting Services ITN 16-0004
- D. ERP (Enterprise Resource Planning) Software & Services ITN-15-0029
- E. Janitorial Services RFP 16-0003
- F. Multi-Function Copiers
- G. Security Officer Services
- H. Tallahassee Office Consolidation
- I. Catastrophe Post Event Imagery, SS16-2001
- J. SuccessFactors Bundled Services
- K. Annual Recommended 2017 Rate Filings-Effective 02-01-2017
- L. Product Changes-Commercial Lines
- M. Revision of Citizens' Purchasing Policy
- N. Directors and Officers Liability Insurance

Citizens Property Insurance Corporation's Next Committee and Board Meetings
Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751
September 27-28, 2016



SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: _____

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(____) _____

Representing: _____

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): _____

I SUPPORT OPPOSE Information Only

2. I am designating the following person to speak on my behalf:
