

CitizensAdvisor



2022 Residential Rates Kick In November 1

TALLAHASSEE, FL – New residential policy rates will begin taking effect for Citizens policyholders on November 1, 2022, following the approval of 2022 rates earlier this summer by the Office of Insurance Regulation.

Average rates for homeowners and condominium unit holders multiperil coverage will increase by 6.1% and 10.9%, respectively, and will be phased in immediately for new policies. Rate increases will continue over the next 12 months as existing policies come up for renewal.

Commercial policies will reflect the new rates beginning October 1.

Both sets of rates consider recent legislative changes including passage of [SB 2D](#) earlier this year. Citizens has prepared a [2022 rate kit](#) that includes background information supporting the request and a county-by-county summary showing the average impact of these approved rates.

Citizens Steps in to Provide Critical Coverage

TALLAHASSEE, FL – Citizens continues to play its role by providing critical coverage to policyholders affected by challenges in the Florida property insurance market that have pushed 175,000 policies to the state's insurer of last resort since June.

On September 12, Citizens' policy count stood at 1.05 million, up from 880,000 in early June, with growth expected to continue throughout the remainder of 2022.

In August, a Florida circuit court judge ordered Weston Property & Casualty Insurance Co. (Weston) to liquidate, which left 19,800 policyholders seeking coverage from other companies. All residential and commercial Weston policies were cancelled September 7.

To expedite the transfer of policies, Citizens notified agents that they could temporarily defer 4-point, roof condition and wind mitigation inspection requirements for Weston policyholders seeking coverage with Citizens. The temporary deferral allowed policyholders to reestablish coverage more quickly while reducing some of the immediate paperwork agents must file.

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September 20, 2022

Events

September 20 @ 1 p.m.

[Audit Committee](#)
[World Golf Village Renaissance](#)
[Zoom Webinar](#)

Immediately following Audit

[Finance and Investment Committee](#)
[World Golf Village Renaissance](#)
[Zoom Webinar](#)

Immediately following FIC

[Actuarial & Underwriting Committee](#)
[World Golf Village Renaissance](#)
[Zoom Webinar](#)

Immediately following A&U

[Exposure Reduction Committee](#)
[World Golf Village Renaissance](#)
[Zoom Webinar](#)

September 21 @ 8:30 a.m.

[Board of Governors](#)
[World Golf Village Renaissance](#)
[Zoom Webinar](#)

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To date, Citizens has taken in more than 11,300 Weston policies, with most of the remainder going to other private insurance companies still writing policies in Florida.

It's the second time in as many months that Citizens has stepped up to stabilize the market.

Facing potential downgrades of up to 17 private companies, the Office of Insurance Regulation (OIR) in July announced a temporary arrangement to bolster qualified private insurance carriers downgraded by Demotech. Under the OIR arrangement, Citizens would temporarily function as a financial backup to private carriers that face Demotech downgrades but still comply with Florida Insurance Code requirements.

In the event that a downgraded company enters into an agreement with OIR and goes insolvent, Citizens would pay the unpaid portion of claims that exceed the payment limits set by the Florida Insurance Guaranty Association (\$500,000 for single family homes and \$300,000 for condominium units.) So far, only United Property & Casualty (UPC) has entered into such a temporary agreement, which would expire in June 2023. UPC remains solvent and has announced it will begin nonrenewing policies as of January 1, 2023.

"As Florida's insurer of last resort, Citizens is ready to do what it can to stabilize the Florida property insurance market and ensure that Floridians have access to the coverage they need to protect their families and their homes," Citizens President, CEO and Executive Director Barry Gilway said. "It's part of our mission and we are prepared to do whatever is required."

Citizens Welcomes New Board of Governors Members

TALLAHASSEE, FL – Recent appointments have filled all vacancies on the Citizens Board of Governors, the nine-member panel that oversees the state's insurer of last resort. Here is a current list of Board members.

Carlos Beruff, Chairman of the Citizens Board of Governors, is a resident of Manatee County. He is a real estate developer, state-certified building contractor and the CEO of Medallion Home Gulf Coast LC. His term expires in 2023.

M. Scott Thomas, Vice Chair, is a St. Johns County resident and attorney with Burr & Forman LLP. His term expires in 2023.

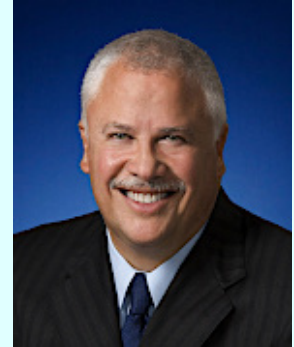
Josh Becksmith, a St. Johns County resident, is executive vice president and sales professional for Daytona Beach-based Brown & Brown Insurance. His term expires in 2025.

Jason Butts, a Pinellas County resident, is vice president of partnerships for SimplyIOA/Insurance Office of America. His term expires in 2025.

Jillian Hasner, a Palm Beach County resident, currently serves as president and CEO of Take Stock in Children. She is the consumer representative on the Board. Her term expires in 2023.

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Spotlight



Carlos Beruff

Board of Governors
Chairman

Policies in Force

1,055,366

as of September 16,
2022

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[Board of Governors
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Erin Knight, a Miami-Dade County resident, is president of Monument Capital Management. Her term expires in 2025.

JoAnne Leznoff, of Nassau County, is a former chairwoman of the Florida Commission on Ethics (2021-2022) as part of her six-year tenure on the commission. She is also the former staff director for the House Appropriations Committee. Her term expires in 2023.

Charlie Lydecker, a Volusia County resident, is the President and CEO of Foundation Risk Partners, a Daytona Beach-based insurance brokerage and consulting firm. His term expires in 2025.

Nelson Telemaco, a Broward County resident, is currently CEO of Proximity Works. His term expires in 2023.



Citizens Continues Upgrades with New Options for Commercial Policies

JACKSONVILLE, FL – Citizens continues its mission to improve the customer experience by making it easier to pay their premiums. Commercial Lines policyholders now can pay their premium payments via an automated phone payment system. This will provide a consistent customer experience across all lines of business for Citizens.

Policyholders can use this system (in English and Spanish) by calling 866.411.2742 and choosing the prompt for self-service options, including pay by phone.

Earlier this year, Citizens outlined a series of enhancements to its online offerings for Personal Lines policyholders by expanding its [myPolicy](#) services to include viewing policy details. The self-service upgrades allow policyholders to access policy details, download policy documents, report a new claim and make a payment.

Citizens plans to continue enhancing the customer experience despite adding thousands of new policies every week.



News Links

[Florida searching for new ratings agency amid property insurance plight](#)

Florida Politics

[Florida regulators get \\$1.5M to study alternative to controversial insurance rating firm making 'politically powerful' enemies](#)

Politico

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Artemis

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Florida Politics

[Florida homeowners will see new surcharge on insurance bills to cover insolvent companies](#)

WFTS

[Florida seeks rating scapegoat for its property insurance problems](#)

Artemis

[Citizens Insurance could raise policy limits as homeowners struggle to find coverage](#)

News Service of Florida

[Property insurer to exit Florida market](#)

Tampa Bay Times

[Property insurance a top issue for Florida voters](#)

Bay News 9

[Florida's latest insurance crisis was decades in the making](#)

Tampa Bay Times