

**Citizens Property Insurance Board of Governors Meeting Agenda**  
Wednesday, December 15, 2021 • 8:30 a.m. – 12:00 p.m. (Eastern Daylight Time)  
Renaissance Tampa International Plaza Hotel  
4200 Jim Walter Blvd., Tampa, FL 33607

In accordance with Citizens Public Comment procedure public comments will be received prior to a vote being taken.

**1. Chairman's Report**

Chairman Beruff

- ▲ Board of Governors Meeting Minutes, September 22, 2021 [AI Index A]
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**2. President's Report**

Barry Gilway

- ▲ December President's Report
  - ▲ 2022 Operating Budget & Scenario Planning
    - 2022 Operating Budget Overview
    - 2022 Operating Budget [AI Index B]
    - Scenario Planning Update, Jennifer Montero and Kelly Booten
  - ▲ InsurTech Comparison
  - ▲ Citizens Strategic Vision, Kelly Booten
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**3. Chief Financial Officer Report**

Jennifer Montero

- ▲ Finance & Investment Committee Report, Lazaro Fields, Chair
    - Updated 2021 Layer Charts
  - ▲ **Actuarial & Underwriting** Committee Report, Carlos Beruff, Chair
    - Annual Recommended 2022 Rate Indications [AI Index C]
  - ▲ 3Q2021 Results of Operations and Financial Position (unaudited)
  - ▲ 3Q2021 Results of Operations and Financial Position – Commentary
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**4. Chief Operating Officer Report**

Kelly Booten

- ▲ Information Systems Advisory Committee Report, Nelson Telemaco, Chair
    - Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II [AI Index D]
  - ▲ Actuarial & **Underwriting** Committee Report, Carlos Beruff, Chair
    - Product Updates – December 2021 [AI Index E]
  - ▲ Exposure Reduction Committee Report, Nelson Telemaco, Chair
  - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
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**5. Chief Communications, Legislative & External Affairs Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Jillian Hasner, Chair
  - ▲ 2022 Legislative Update
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**6. Chief Claims Officer Report**

Jay Adams

- ▲ Claims Committee Report, Scott Thomas, Chair
  - ▲ Claims Legal Services [AI Index F]
  - ▲ Enterprise Litigation Management Solution [AI Index G]
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**7. Chief of Internal Audit Report**

Joe Martins

- ▲ Audit Committee Report, Erin Knight, Chair
  - ▲ Executive Summary and OIA Dashboard
  - ▲ OIA Strategy & Plan
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**8. Chief Human Resources Officer Report**

Violet Bloom

- ▲ Professional Networking and Talent Acquisition Services [AI Index H]
  - ▲ Stop Loss Coverage for Medical & Prescription Drug Benefits Program [AI Index I]
  - ▲ Approval of Increases as Required by Section 627.351(6)(jj), Florida Statute [AI Index J]
  - ▲ Employee Compensation Plan [AI Index K]
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9. **Chief Legal Officer & General Counsel**

Tim Cerio

- ▲ Commercial Business Insurance [AI Index L]

Consent Index: Items **not requiring** detailed explanation to the Board of Governors. Consents are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

Chairman Beruff

- ▲ ISO Loss History for UW-APLUS

**New Business / Adjourn**

Action Index: Items **requiring** detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes, September 22, 2021
- B. 2022 Operating Budget
- C. Annual Recommended 2022 Rate Indications
- D. Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II
- E. Product Updates – December 2021
- F. Claims Legal Services
- G. Enterprise Litigation Management Solution
- H. Professional Networking and Talent Acquisition Services
- I. Stop Loss Coverage for Medical & Prescription Drug Benefits Program
- J. Approval of Increases as Required by Section 627.351(6)(jj), Florida Statute
- K. Employee Compensation Program
- L. Commercial Business Insurance

Addendum

- ▲ Industry Financial Results
- ▲ LSOP Carrier Litigation Experience
- ▲ Strategic Themes

**Board of Governor’s Quarterly Meeting Dates**

March 22-23, 2022  
 June 21-22, 2022  
 September 20-21, 2022  
 December 13-14, 2022