



Training Events for 1Q 2022

January 19, 2022

Citizens offers three new courses this year to provide agents, agency principals, customer representatives and all support staff with additional resources to further ensure success when doing business with Citizens in 2022.

- *A Day in the Life of a Citizens Agent* (Live classroom event)
A day in the life of a Citizens-appointed agent can be fast paced. Join us as we explore how to make the most of your workday while writing, serving and remarketing your Citizens business.
- *Citizens Commercial Lines Essentials*
Create error-free Commercial Lines submissions by reviewing available coverages, qualifications and eligibility.
- *Five Things You Need to Know about Citizens This Quarter*
Join us quarterly as we provide guidance and support in the five critical areas that drive our mutual success:
 - Support a great customer experience
 - Submit eligible risks and remarket them accordingly
 - Navigate Citizens' systems and meet underwriting requirements
 - Create a great claims experience
 - Save time when working Citizens' business

Citizens-Sponsored Training

There is no charge to attend a Citizens-sponsored training, but seating is limited. January classes have been scheduled; select a link below to register. Registration and location for the March classes will be added soon. Log in to the *Agents* website and select **Training → Live Education** to register after February 15.

Citizens-Sponsored Training Events		
Topic and Registration Link	Date and Time	Location
A Day in the Life of a Citizens Agent	Tuesday, January 25 9-11:30 a.m. ET	Sheraton Tampa Brandon Hotel 10221 Princess Palm Avenue Tampa, FL 33610
A Day in the Life of a Citizens Agent	Tuesday, January 25 2-4:30 p.m. ET	Sheraton Tampa Brandon Hotel 10221 Princess Palm Avenue Tampa, FL 33610
A Day in the Life of a Citizens Agent	Wednesday, January 26 9-11:30 a.m. ET	Sheraton Tampa Brandon Hotel 10221 Princess Palm Avenue Tampa, FL 33610
A Day in the Life of a Citizens Agent	Wednesday, January 26 2-4:30 p.m. ET	Sheraton Tampa Brandon Hotel 10221 Princess Palm Avenue

		Tampa, FL 33610
A Day in the Life of a Citizens Agent	Tuesday, March 15 To be determined (TBD)	Orlando TBD
A Day in the Life of a Citizens Agent	Wednesday, March 16 TBD	Orlando TBD

LAAIA Broward-Sponsored Trainings

Citizens, in partnership with the Latin American Association of Insurance Agencies (LAAIA), presents the following training events.

Notes:

- Please visit the [LAAIA Broward website](#) to register.
- LAAIA may charge a fee to attend these events.

LAAIA Broward-Sponsored Training Events		
Topic	Date and Time	Location
Citizens' Commercial Lines Essentials	Wednesday, February 16 9:30 a.m.-Noon	Lago Mar Country Club 500 NW 127th Ave. Plantation, FL 33325
A Day in the Life of a Citizens Agent	Wednesday, February 16 2-4:30 p.m.	Lago Mar Country Club 500 NW 127th Ave. Plantation, FL 33325

Citizens' Live Webinars

Register for Citizens-sponsored free Zoom webinars by using the links below or by logging in to Citizens Learning Center (CLC):

Citizens' Live Webinars		
Topic	Date and Time	Registration Link
Five Things You Need to Know about Citizens This Quarter	Tuesday, February 8 10-11 a.m. ET	Zoom
Five Things You Need to Know about Citizens This Quarter	Tuesday, February 8 2-3 p.m. ET	Zoom
Citizens Commercial Lines Essentials	Tuesday, March 8 10-11:30 a.m. ET	Zoom

Registration Process for Citizens-sponsored Training

Follow these steps to register for any of the Citizens-sponsored classes via CLC:

- Select one of the links above.
- If you haven't already logged in, enter your Citizens Authentication Gateway (CAG) credentials (the username and password used to log in to PolicyCenter®). The *Session Details* screen will display.
- Select **Request**. You will receive a confirmation email from LMS@citizensfla.com.
- Select **Accept** to add the session to your calendar.

You also can access CLC from the *Agents* site:

- Select **Training** → **Live Education**. Select one of the session links and follow the above registration steps.
- Choose **Citizens Learning Center** from the *Systems* menu at the top of the webpage. Enter the session name in the search box at the top of the CLC homepage, and press **Enter**. The search results will display all available training related to your search criteria.

Notes:

- You must complete the registration process for each course you want to attend.
- Do not forward the confirmation email because the launch link will break.

Notes for All Trainings:

- The events do not satisfy the training required for an initial appointment with Citizens. For more information about appointment, see [How to Join Citizens](#), which is on the *About Us* page under *Business to Business* → *Agencies* on our website.
- The webinar *does not* provide continuing education credits for maintaining a Florida insurance license.

Additional Resources

Log in to the *Agents* website and visit these FAQs:

- [FAQ 4081](#): How do I register for Citizens online learning modules, recorded webinars and classroom training?
- [FAQ 4237](#): How can I confirm my registration for Citizens Learning Center training?

You also can select **Training** → **Personal Job Aids** or **Commercial Job Aids** on the *Agents* site to access job aids, including:

- Citizens Learning Center [Agent Quick Start Guide](#)
- Citizens Learning Center [Mobile Quick Start Guide](#)

Appointed agents can submit questions to Citizens by replying to this email or logging in to the *Agents* website and choosing the *Contact Us* link on the top of the page. Citizens will respond within five business days. Agents also can contact the Customer Care Center at 888.685.1555.

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Citizens Property Insurance Corporation
www.citizensfla.com