

Subject: Action Required: Property inspection needed



Action Required: Property Inspection Needed

Month x, 20xx

Policy Number: <policy #>

Citizens Property Insurance Corporation conducts periodic inspections of homeowner properties to verify eligibility, replacement value and certain building characteristics. Citizens requires a routine inspection of your property located at <property address>. We appreciate your assistance with this inspection.

Citizens has two types of inspections: external-only and internal/external, and we use third-party inspection companies. Regardless of the type of inspection:

- The inspection is free to you.
- All inspectors are experienced, have regular background checks and follow COVID-19 protocols.
- You must provide access to locked gates and gated communities.
- Dogs and other pets must be secured.

An external-only inspection is when the inspector takes photographs of the exterior of your home, outbuildings and premises. No one needs to be present, but the inspector will need access to the entire exterior of the home. The inspection company will contact you via mail or phone with more details.

An internal/external inspection is when the inspector enters your home to check all systems, including the electrical panel, water heater, air handler and plumbing connections. The inspector also will take photographs of the exterior of your home, outbuildings and premises. An inspection company representative will contact you in the next week to schedule the inspection. If you are unable to be present for an internal inspection, you can designate a person 18 years old or older to allow the inspector access.

Once the inspection is completed, your agent will advise you of any findings requiring further action.

Some things to be aware of:

- If you need to reschedule, please contact the inspection company directly.
- You agreed to property inspections when you signed your application for Citizens insurance.
- Failure to respond to an inspection request or refusal to allow an inspection will result in cancellation or nonrenewal of coverage.

Your agent has been notified of this inspection. If you have any questions, you can contact them: <agent phone number> or <email>.

We thank you in advance for your cooperation with this time-sensitive matter.

No reply to this email is required; however, if you would like to reply to this email to request assistance for your policy or claim, please include the name of the policyholder, policy or claim number, and the associated property address in your response.

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This email is not spam. You received this email because you are a Citizens policyholder, and we want to convey important information about your policy. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the [Privacy Policy](#) on the Citizens website.



Citizens Property Insurance Corporation
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Report claims, view claim and policy status, and make payments 24/7/365

866.411.2742

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET