Agency Management Services Update

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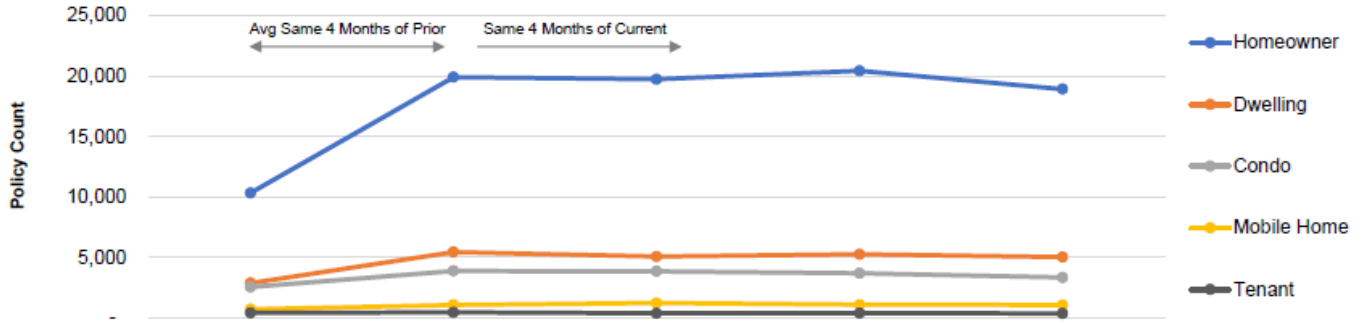
CITIZENS
PROPERTY INSURANCE CORPORATION

Citizens' New-Business Trend

(Oct '21 to Jan '22 Average Prior vs. Current) Personal Residential Policy Types

New Business Policy Count by Policy Type



Policy Type	Avg Same Months Prior	10/31/21	11/30/21	12/31/21	1/31/22	% Change 4 Mo Avg Prior to 4 Mo Avg Current
Homeowner	10,322	19,895	19,716	20,411	18,905	91%
Dwelling	2,880	5,447	5,067	5,247	5,021	80%
Condo	2,550	3,883	3,848	3,694	3,339	45%
Mobile Home	725	1,071	1,229	1,099	1,057	54%
Tenant	414	457	375	399	369	-3%
Grand Total	**16,891**	**30,753**	**30,235**	**30,850**	**28,691**	78%

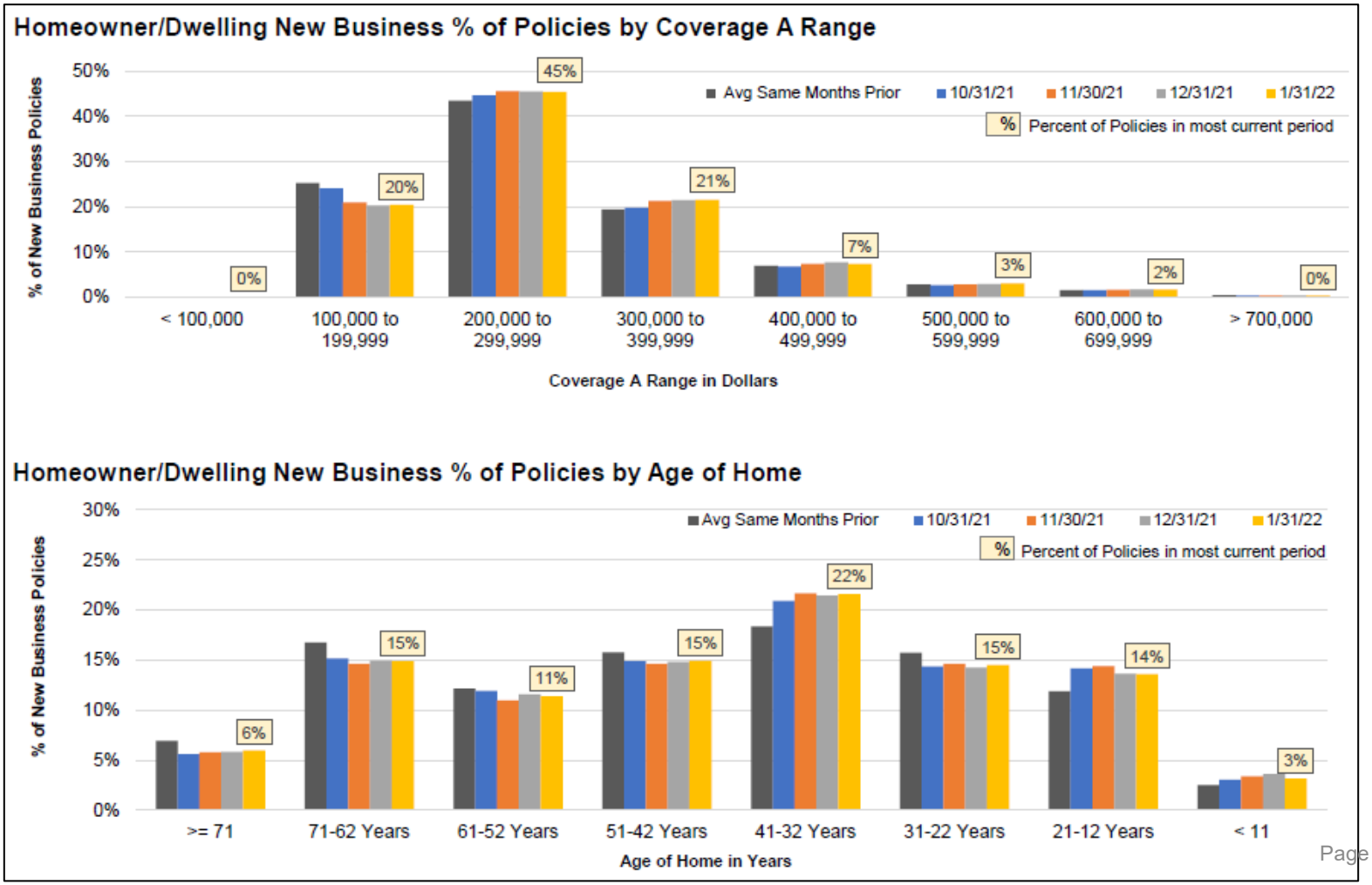
New Business Policy Count by Geographic Region

County/Regions	Avg Same Months Prior	10/31/21	11/30/21	12/31/21	1/31/22	Current Four Month Trend
South Florida	10,638	13,872	12,828	13,058	12,295	
Tampa	2,538	5,569	5,606	5,721	5,212	
Southwest Florida	929	2,396	2,553	2,466	2,335	
Monroe	252	320	282	311	250	
Orlando	699	2,558	2,900	2,862	2,633	
All Other	1,835	6,038	6,066	6,432	5,966	
Grand Total	**16,891**	**30,753**	**30,235**	**30,850**	**28,691**	

(red dot indicates the peak in the trend line)

Citizens' New-Business Trend

(Oct '21 to Jan '22 Average Prior vs. Current) Personal Residential Policy Types

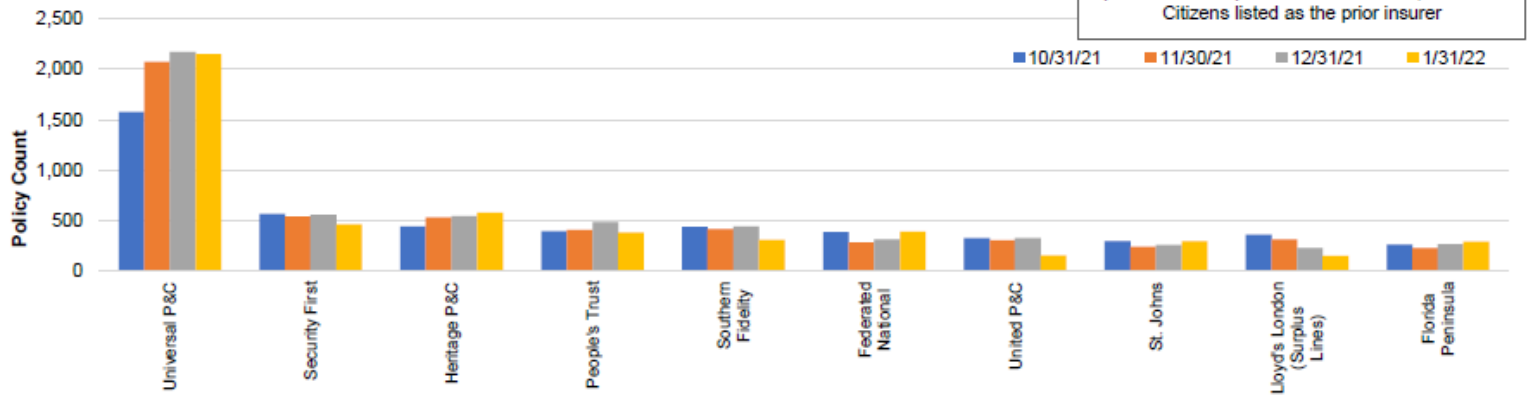


Citizens' New-Business Trend

(Oct '21 to Jan '22 Average Prior vs. Current) Personal Residential Policy Types

Multi-Peril New Business Policy Count by Prior Insurer (top 10 in period)

In this 4 month period, 52% of new business policies had no prior insurer identified; 7% have Citizens listed as the prior insurer



Notes:

1. Policy types are defined as follows:
   - Homeowner - HO-3, HO-8, HW-2
   - Dwelling - DP-1 D, DP-3 D, DW-2
   - Condo - HO-6, HW-6, DP-1 C, DP-3 C
   - Mobile Home - MHO-3, MDP-1, MW-2, MD-1
   - Tenant - HO-4, HW-4, MHO-4, DP-1 T, DP-3 T

2. Regions are defined by county boundary as follows:
   - South Florida - Broward, Miami-Dade, Palm Beach
   - Tampa Bay Area - Hernando, Hillsborough, Pasco, Pinellas
   - Orlando Area - Lake, Orange, Osceola, Seminole, Sumter
   - Southwest Florida - Charlotte, Collier, Lee, Manatee, Sarasota
   - Monroe County - Monroe
   - All Other Counties - Remaining 49 Florida counties not otherwise grouped above

3. Prior Insurer list includes the top 10 by policy count with a multi-peril policy in the current four month period; Citizens, "No Carrier Found"/"null" values and wind only policies are excluded from the graph. Wind only policies are excluded due to prior insurer information, specific to the current ex-wind policy or previous multi peril policy, which can create misleading results.

4. New Business Written is the count of new bound submissions at the month end snapshot

Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2021			
	Jan-22	Dec-21	Net Change
Agencies	5,336	5,306	30
Agents	9,231	9,140	91
LCRs	2,567	2,533	34

Current Tricounty Agent and Agency Counts vs. YE 2021			
	Jan-22	Dec-21	Net Change
Agencies	2,337	2,330	7
Agents	3,705	3,671	34
LCRs	992	1,003	-11

Agency Segmentation						
Tiers	Jan-22			Dec-21		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	26	144,760	18.6%	26	141,084	18.6%
Tier 2 (500-1,999 PIF)	269	221,011	28.5%	263	213,874	28.2%
Tier 3 (200-499 PIF)	688	217,812	28.0%	669	211,388	27.8%
Tier 4 (50-199 PIF)	1,471	154,950	19.9%	1,452	153,758	20.2%
Tier 5 (49 or less PIF)	2,301	38,257	4.9%	2,312	39,201	5.2%
Tier 6 (0 PIF)	581	0	0.0%	584	0	0.0%

Note: 54% of Citizens agencies have fewer than 50 policies in force.

Data as of 1/31/22

Performance Violations (PV)
Program Update

Performance Violation Key	
Circumventing the Electronic Document Submission Process	Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated
Ineligible Risk	Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule)
Uninsurable Risk	Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals
Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract	The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability, or the premium finance company contract was not submitted with the new-business submission or policy renewal.
Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures	The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing: • Documentation to support mitigation credits was not submitted, or insured signature was missing. • Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted. • Acceptable proof of prior insurance was not submitted. • Insured or agent signature was missing on application.

Annual Performance Violation Summaries

Year	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing
2018	90,859	3,980	4%	975	87	827	2,075	31
2019	89,873	7,222	8%	1,335	65	1,163	4,538	105
2020	178,812	10,135	6%	1,417	147	2,068	6,437	66
2021	391,604	19,830	5%	2,326	268	4,370	12,813	53

Agents Under:	10/31/21	1/31/22
Warning Notices	1,842	1,984
Suspensions	183	200
Terminations	0	0

Performance Violations (PV)
Program Update

2022 Monthly Performance Violation Counts								
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Incorrect Credits / Missing Signatures	Uninsurable Risk	Circumventing Document Submission	Ineligible Risk	Premium on Unbound / PFC Contract Missing
January	33,573	**469**	1%	293	116	52	7	1
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Grand Total	33,573	469	1%	293	116	52	7	1

Data as of 1/31/22

Late-Submission Violations (LSV)
Program Update

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a *Late Submission Alert for Required Documents* activity six business days after the effective date when required documents have not been uploaded or if upload has not been completed by selecting the **Submit** button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A *Late Submission Alert for Required Documents* activity cannot be disputed.

Annual Late-Submission Violation Summaries					
Year	**New Submissions**	**Alerts**	**% Submissions w/ Alerts**	**Late Submissions**	**% Submissions w/ LSV**
2018	90,859	15,493	17%	3,872	4%
2019	89,873	15,626	17%	3,806	4%
2020	178,812	36,773	21%	899	1%
2021	391,604	81,399	21%	18,091	5%

Agents Under:		
	10/31/21	**1/31/22**
Warning Notices	303	362
Suspensions	11	11
Terminations	0	0

Late-Submission Violations (LSV)
Program Update

2022 Late-Submission Violation Counts					
Month	**New Submissions**	**Alerts**	**% Submissions w/ Alerts**	**Late Submissions***	**% New Submissions w/ LSV**
January	33,573	6,360	19%	**2,470**	7%
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
YTD Grand Total	**33,573**	**6,360**	**19%**	**2,470**	**7%**

Data as of 1/31/22

Agent Outreach 2022

Agent Round Table Meetings

- Improving the agnet/customer experience
- Citizens Initiatives
- Feedback

Date	Type	Line	
Feb 23	W	PL	✓
May 3	W	PL	
Jun 2	W	PL	
TBD	L	PL	
Nov 17	W	PL	

L = Live (In-Person)
W = Web-Conference
PL = Personal Lines
CL = Commercial Lines

Agent Assn: Live Training and Convention

- Quality Submissions
- Product Guides
- What is New at Citizens
- Staff Interaction

Date	Sponsor	#
Feb 16	LAAIA-Broward	56
Mar 28	FAIA	
Jun 15	FAIA	
Jul 14	NAIFA	
Jul 27	LAAIA-National	
Aug 18	IIAPBC	

Agent Assn: Power Hour Webinars

- Citizens Updates
- Breaking News
- Forecasting
- Support Offerings

Date	Sponsor	#
Jan 19	PIA of FL	69
Feb 10	LAAIA	56
Mar 24	NAIFA	
TBD	FAIA	
May 11	PIA of FL	
Jun 9	LAAIA	
Jul 20	NAIFA	
TBD	FAIA	
Sep 7	PIA of FL	
Oct 11	LAAIA	
Nov 3	NAIFA	
TBD	FAIA	

Citizens: Live Training

- Quality Submissions
- Product Guides
- What is New at Citizens
- Staff Interaction

Date	Location	#
Jan 25	Tampa	69
Mar 15	SOLO	
May 18	Tricounty	
TBD	Monroe	

Citizens: Webinars

- Great Customer Experience
- Eligible Risks & Remarketing
- System Navigation
- Great Claims Experience
- Save Time and Money

Date	Type	#
Feb 8	Q1 - PL	180
Mar 4	Depopulation	
Mar 8	CL	
Apr 5	Depopulation	
May 4	Q2 – PL	
Jul 6	Q3 – PL	
Jul 12	Depopulation	
Sep 7	Depopulation	
Nov 2	Q4 – PL	
Nov 3	Depopulation	