

Non-Litigated Claims Update

Claims Committee

March 10, 2022



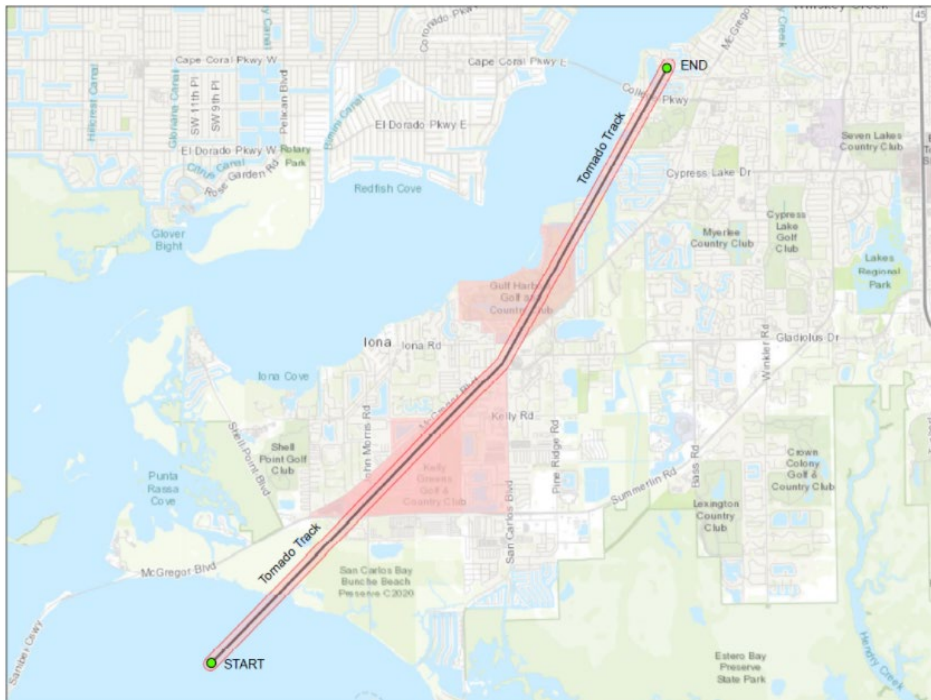
Catastrophe Planning for 2022

- Initial Catastrophe planning meetings completed with all Business Units
- Business Unit Catastrophe Plans due by March 31, 2022
- Catastrophe Readiness meetings for systems and processes have commenced on a bi-weekly schedule
- The 2022 Catastrophe Master Plan and Catastrophe Testing results will be completed by June 3, 2022

Catastrophe Testing Proposal 2022

- Customer Response Center (CRC) Deployment Exercise
- IT Field Services Equipment Readiness
- FNOL Call Center stress test
- Adjuster Virtual Onboarding, Vendor Administration Support, and IT Help Desk
- System load testing for large scale event
- OneXperience App for Field Inspection Services

Lee County Tornado



Tornado: January 16, 2022

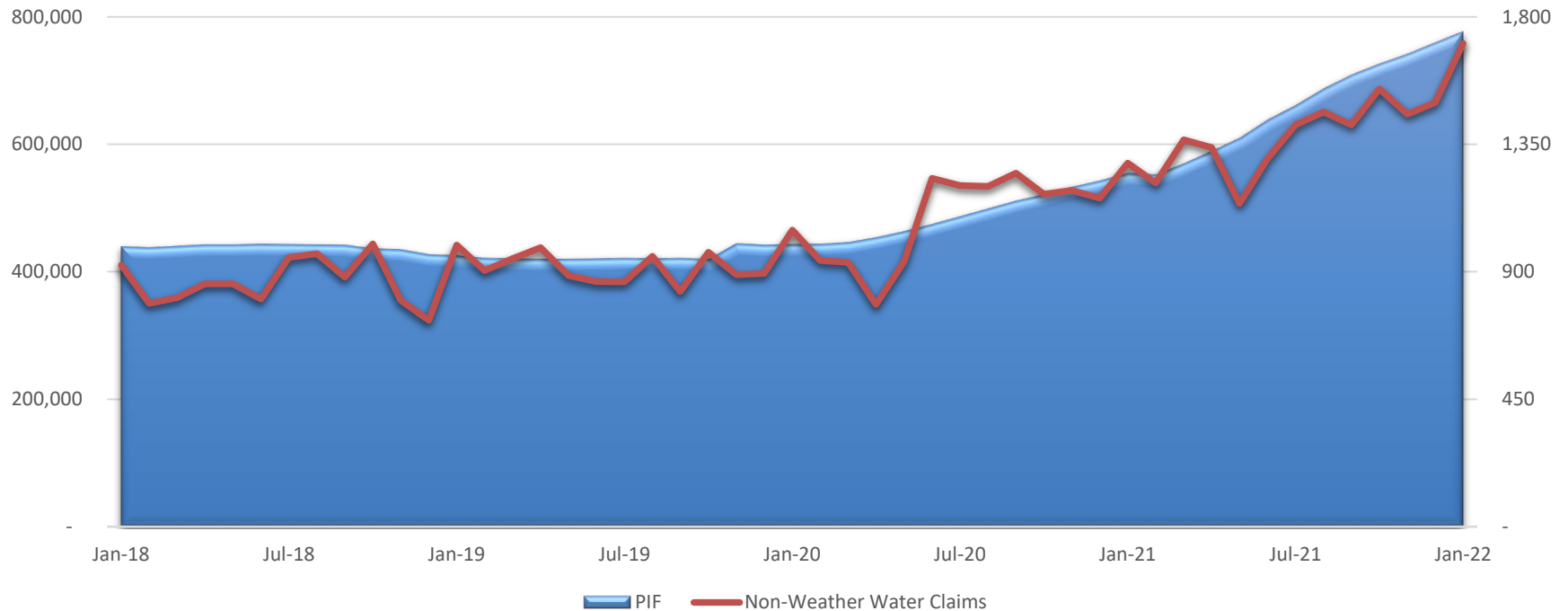
Affected Communities/Areas ■

Data as of February 18, 2022

- 392 claims reported
- 107 Mobile Home claims
- 35 Severity 4 & 5 claims
- 70% inspected

Non-Weather Water Trends

4 Year Non-Weather Water Claims vs PIF Trend



NWW and Managed Repair Program

- January 2022 was the highest volume of NWW claims reported: 1660 claims
- NWW claims are up 33% from January 2021
- Program participation for MRP at 21% since the middle of 2021
- Continued reinforcement of training with existing and new adjusters to handle additional volume.

Results through January 2022

Citizens Is Ready

Citizens Is Ready is a public education campaign to enhance public awareness of the many ways Citizens prepares for a catastrophe year-round.

Channels include:

- Email
- Press releases
- Social media
- Direct mail
- Radio
- Television
- Website
- Citizens' internal and external newsletters

