



Need to report a claim?

Call Citizens First

866.411.2742

Report it online via myPolicy at

www.citizensfla.com/mypolicy

24 hours a day, seven days a week

This brochure is for informational purposes. In the event of any inconsistency between this brochure and your insurance policy, the terms of the insurance policy control.

La versión en español está disponible en <https://www.citizensfla.com/brochures>.



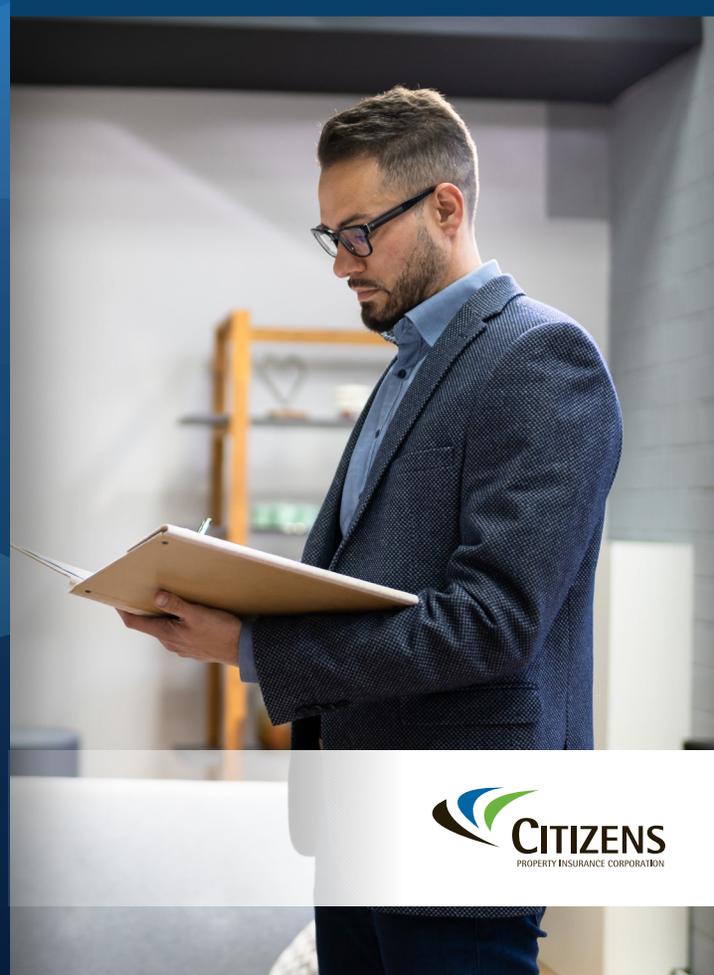
Citizens Property Insurance Corporation

866.411.2742

www.citizensfla.com

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What You Need to Know About Citizens-Provided Inspections



Helpful Policyholder Tip:



Register for myPolicy to submit a claim online and to view your policy, claims and billing information. Visit www.citizensfla.com/mypolicy to find out more.



Citizens Property Insurance Corporation, like most insurance companies, requires periodic inspections of homeowner properties to verify eligibility, replacement value and certain building characteristics. These inspections also may help you by identifying potential issues before they become problems. As stated in our applications and policies, Citizens reserves the right to inspect properties at any time during the policy term.

These inspections are **free** to you and are conducted by third-party professional inspection companies. Inspections vary in scope and are explained in this brochure.

Inspection Process – What to Expect

Before inspecting your property, Citizens will send you and your agent an email with information about the inspection process and what to expect. The inspection company will contact you to schedule the inspection within a week of our email, and they will advise you which inspection type is scheduled.

Helpful Policyholder Tip:



Make sure your contact information with Citizens is correct because that's what the inspection company uses to contact you. Call your agent right away if you need to update this information.

Types of Inspections

Two Types of Citizens-Ordered Inspections:

- **Exterior inspections:** No one needs to be present during the inspection; however, the inspector will need access to the entire exterior of the home while they examine the roof, outbuildings and exterior conditions.
- **Interior/external inspections:** You or your designee (18 years old or older) must be present to allow interior access for the inspector to evaluate the electric, plumbing and HVAC systems, in addition to the roof and exterior conditions.

Regardless of inspection type:

- Access must be provided to locked gates and gated communities.
- Dogs and other pets must be secured during the inspection.

Helpful Policyholder Tip:



- Contact the inspection company immediately if you need to reschedule.
- Contact your agent if you cannot be present and are unable to designate someone to allow interior property access.

Important!

If the inspection company cannot inspect your property or you refuse the inspection, your policy may be cancelled or nonrenewed by Citizens.

Inspection Results and Questions

The results of the inspection will be ready within three weeks. Your agent can answer any questions you may have and advise you of any findings requiring further action.

For more information, visit www.citizensfla.com/inspections.

