

**Citizens Property Insurance Board of Governors Meeting Agenda**  
**Wednesday, March 23, 2022 • 8:30 a.m. – 12:00 p.m. (Eastern Daylight Time)**  
**Marriott Orlando Lake Mary, 1501 International Parkway, Lake Mary, FL 32746**

In accordance with Citizens Public Comment procedure public comments will be received prior to a vote being taken.

**1. Chairman’s Report**

Chairman Beruff

- ▲ Board of Governors Meeting Minutes, December 15, 2021 [AI Index A]
- ▲ Operating Revenues

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**2. President’s Report**

Barry Gilway

- ▲ March President’s Report

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**3. Chief Financial Officer Report**

Jennifer Montero

- ▲ Finance & Investment Committee Report, Lazaro Fields, Chair
  - ▲ 2022 Risk Transfer Program
  - ▲ 2022 Financing Plan
  - ▲ Investment Policy Changes [AI Index B]
- ▲ **Actuarial** & Underwriting Committee Report, Carlos Beruff, Chair
  - ▲ A-Rates [AI Index C]
- ▲ 4Q2021 Results of Operations and Financial Position (unaudited)
- ▲ 4Q2021 Results of Operations and Financial Position – Commentary
- ▲ MICR Printers and Related Services [AI Index D]

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**4. Chief Operating Officer Report**

Kelly Booten

- ▲ Information Systems Advisory Committee Report, Nelson Telemaco, Chair
  - ▲ Identity Governance and Administration, Access Management, and Related Products [AI Index E]
- ▲ Actuarial & **Underwriting** Committee Report, Carlos Beruff, Chair
  - ▲ Product Updates – March 2022 [AI Index F]
  - ▲ 2022 FIGA Assessments [AI Index G]
- ▲ Exposure Reduction Committee Report, Nelson Telemaco, Chair
- ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair

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**5. Chief Communications, Legislative & External Affairs Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Jillian Hasner, Chair
- ▲ 2022 Legislative Update

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**6. Chief Claims Officer Report**

Jay Adams

- ▲ Litigation Dashboard
- ▲ Claims Committee Report, Scott Thomas, Chair
  - ▲ Fraud Analytics Software [AI Index H]

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**7. Chief of Internal Audit Report**

Joe Martins

- ▲ Audit Committee Report, Carlos Beruff, Chair (for Erin Knight in absentia)
  - ▲ Executive Summary and OIA Dashboard
  - ▲ OIA 2021 Annual Report
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8. **Chief Human Resources Officer Report**

Violet Bloom

- ▲ Janitorial Services [AI Index I]
- ▲ Approval of Increases Required by 627.351 Fla Statute [AI Index J]

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9. **Chief Legal Officer & General Counsel**

Tim Cerio

- ▲ Legal Update

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10. **Vice President of Customer Experience**

Jeremy Pope

- ▲ Call Center Services – Catastrophe Only [AI Index K]

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**New Business / Adjourn**

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Action Index: Items **requiring** detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes, December 15, 2021
- B. Investment Policy Changes
- C. A-Rates
- D. MICR Printers and Related Services
- E. Identity Governance and Administration, Access Management, and Related Products
- F. Product Updates – March 2022
- G. 2022 FIGA Assessments
- H. Fraud Analytics Software
- I. Janitorial Services
- J. Approval of Increases Required by 627.351 Fla Statute
- K. Call Center Services – Catastrophe Only

Consent Index: Items **not requiring** detailed explanation to the Board of Governors. Consents are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

Commercial Adjusting Services  
Special Investigative Services  
Sinkhole Stabilization Services

**Board of Governor’s Quarterly Meeting Dates**

July 12-13, 2022  
September 20-21, 2022  
December 6-7, 2022