



Are You and Your Policy Ready for Hurricane Season?

May 20, 2022

The 2022 Hurricane Season is expected to be above average in regards to number of hurricanes, according to tropical weather forecasts at both [AccuWeather](#) and [Colorado State University](#). Citizens is here to help you prepare for if and when you are affected by a storm.

The staff at Citizens wants you, your property – and your policy – to be ready for hurricane season. We urge you to contact your agent to help you:

- Review the coverages, deductibles and mortgagee(s) information for your policy. Citizens' staff cannot update your coverages or deductibles – only your agent can do that at your direction.
- Ensure Citizens has your correct and complete phone and email contact information.
- Secure flood insurance if you need it. As a reminder, Citizens does not offer flood insurance.

myPolicy: Online Policyholder Information

You can report your claim online via [myPolicy](#), Citizens' online and mobile-friendly policyholder self-service tool. Reporting your claim through myPolicy may be faster than reporting it by phone in the aftermath of a hurricane. You can even view your policy documents, claims, billing information and make payments through your online account.

If you do not have a myPolicy account, you can complete your registration [here](#). You will need your:

- Policy number
- Property/primary ZIP Code
- Email address on record with Citizens

If you become aware of or suspect damage, report your claim to Citizens. You can report a claim to Citizens even before you know the full extent of the damage. Citizens will work with you to report your claim and assist you with any questions you may have. As mentioned above, you can report a claim via [myPolicy](#), by calling your agent or contacting Citizens.

Should you have to file a claim, remember the following – if you can do so safely:

- Take photos of the damage.
- Protect your property from further damage.
- Keep all receipts of any repairs and expenses.

For more information about the claims process, visit the [Claims](#) section of our website and read the [Reporting a Claim in Four Easy Steps brochure](#).

Handy Tips:

- Make a contact record in your phone that includes the link to myPolicy (www.citizensfla.com/mmp) and your agent's contact information.
- Visit our [Storms](#) page for more tips about preparing for hurricane season.

Resources

The [Learning](#) section of our website offers a variety of videos and brochures, including [Hurricane Coverage: What You Need to Know](#). You also can select **FAQs** from the website's top menu and enter *hurricane* in the search field.

Other helpful webpages include:

- [Hurricane Ready](#)
- [Thunderstorm Ready](#)

Keep in touch by liking our [Facebook](#) page and following us on [Twitter](#).

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.

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.



www.citizensfla.com

[myPolicy](#)

Report and view claims, access policy documents and make payments

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