

ACTION ITEM

New Contract

Contract Amendment

Other – FMAP Board Meeting Minutes

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval _____

Other _____

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day to day operational item and/or unanimously passed through committee it may be moved forward to the board on the Consent Index.

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee and qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	FMAP Board of Governors Meeting Minutes, May 18, 2022
Purpose/Scope	Review of the May 18, 2022, FMAP Board of Governors Meeting Minutes to provide opportunity for corrections and historical accuracy.
Contract ID	N/A
Budgeted Item	<input type="checkbox"/> Yes <input type="checkbox"/> No N/A
Procurement Method	N/A
Contract Amount	N/A
Contract Terms	N/A
Board Recommendation	Staff recommends the Board of Governors review and approve the May 18, 2022 FMAP Board of Governors Meeting minutes.
CONTACTS	Barry Gilway, President/CEO and Executive Director Barbara Walker, Senior Executive Assistant and Board Secretary

CITIZENS PROPERTY INSURANCE CORPORATION
MINUTES OF THE
FLORIDA MARKET ASSISTANCE PLAN (FMAP) BOARD OF GOVERNORS MEETING
Wednesday, May 18, 2022

The Florida Market Assistance Plan (FMAP) Board of Governors (Board) of Citizens Property Insurance Corporation (Citizens) convened via teleconference on Wednesday, May 18, 2022, immediately following the regularly scheduled Board of Governors Meeting.

The following members of the Board were present:

Carlos Beruff, Chair
 Scott Thomas, Vice Chair
 Marc Dunbar
 Jason Butts
 Lazaro Fields
 Jillian Hasner
 Reynolds Henderson
 Erin Knight
 Nelson Telemaco

The following Citizens staff members were present:

Barry Gilway	Paul Kutter
Jennifer Montero	Violet Bloom
Brian Donovan	Tim Cerio
Barbara Walker	Jay Adams
Bonnie Gilliland	Andrew Woodward
Christine Ashburn	Jeremy Pope
Kelly Booten	Joe Martins
Mark Kagy	

Other attendees:

Dave Newell	Florida Association of Insurance Agents
Kapil Bhatia	Raymond James

Call Meeting to Order

Barbara Walker: Welcome to Citizens' May 18, 2022, Florida Market Assistance Plan Board of Governors Meeting webinar hosted through the Zoom platform. This is a publicly noticed meeting in the Florida Administrative Register to convene immediately following Citizens' Board of Governors Meeting. Those in attendance through the public link are automatically in listen only mode. Citizens' meetings are recorded with transcribed minutes available on our website. I'll proceed with roll call to confirm our quorum.

Chairman Beruff and Governors Thomas, Dunbar, Fields, Hasner, Henderson, Knight, Telemaco and Butts were all in attendance. Quorum confirmed.

Chairman Beruff: Thank you, please proceed.

Barbara Walker: Chairman, the first item is to approve the meeting minutes from December 15, 2021.

Chairman Beruff: We'll entertain a motion.

Governor Dunbar: Motion.

Governor Fields: Second.

Chair Beruff: All those in favor signify by saying aye.

(Chorus of ayes – motion carried)

Barbara Walker: The next item is the FMAP Annual Report 2021 with COO Booten.

Kelly Booten: Good morning. Can everyone hear me okay? In section 2 you'll find the (FMAP) Florida Market Assistance Program and a report for 2021 along with the corresponding action item. Citizens is required by the Plan of Operation to file the FMAP Annual Report with the Office of Insurance Regulation (OIR) annually by July 1st and thus I'm seeking your approval for the report today. The Report includes the program statistics for 2021 and is consistent with prior years. Most of you are familiar with FMAP. FMAP has a report at each Exposure Reduction Board Committee meeting. In addition, we have implemented recent improvements to the system, and it is in scope of replacement of Citizens Reimagined project, also reported on for the Exposure Reduction Committee. FMAP is a program authorized by the Florida Legislature. It is a free online referral program for Personal Residential property insurance which was designed to help consumers find insurance in the private market and reduce the number of applications for Citizens' coverage. The consumer uses the enhanced website and answers questions about their property and then are matched with an agent or carrier if there is a match. At that point, the agent cannot bring the business to Citizens. In 2021, FMAP received 8,352 requests and had reported offers accepted at 453 for a request converted to 5.4%. In 2020, the consumer requests converted was 11.3%. There's a table on page 2 showing requests back to 2012. The decrease in conversion can be attributed to the continue lack of availability in the private market. On pages 3 through 6 of the report are statistics about requests by county, year built, property type, construction type, policy type as well as the top companies placing the requests and active agents. For top companies, we only included the top 5 as opposed to 10 in the prior years due to low volume of company offers. In 2021, we averaged about 259 active agents in the system. In 2020, the average was 288. While we modify the requirement for an agent to participate in FMAP, from one property appointment to ten appointments in December of 2021, we did grandfather in existing agents. We do anticipate adding additional agents when our agent marketing campaign launch in Q3 and again as new features and enhancements are added to FMAP via our Citizens Reimagined initiative. At the bottom of page 6, we added a section titled Future Outlook and Promotion of FMAP, which articulates the work we've been doing to improve the FMAP platform as discussed at the Exposure

Reduction Committee and prior board meetings. We will be reporting on the progress of our efforts again at the July Board meeting. That concludes my report. I'll be happy to answer any questions you might have.

Chair Beruff: Does the board have any questions? I don't see anyone, so go ahead and read the recommendation.

Kelly Booten: Citizens recommends that the FMAP Board of Governors approve the 2021 FMAP Annual Report and authorize staff to take any appropriate or necessary action consistent with this action item for submittal to the OIR as required by the FMAP Plan of Operations.

Chair Beruff: Do I have a motion?

Governor Henderson: So moved.

Governor Knight: Second.

All were in favor, motion carried.

Chairman Beruff: Do I hear a motion to adjourn?

There was a motion and a second; all were in favor. Motion carried.

Meeting adjourned.