

Non-Litigated Claims Update

Claims Committee
September 1, 2022



Tropical Depression One Update

- Primarily impacted South Florida with heavy rains from June 3 through June 6
- 97% of claims were reported as Severity 2 or 3
- Severity 2 and 3 claims generally involve minor damages consisting of interior water damage from roof leaks, minor plumbing losses from supply lines or drains and exterior damages that do not require the insured to leave the house.
- 89.4% of claims were reported in Miami-Dade, Broward and Palm Beach counties
- 36.3% of claims were reported with Representation at First Notice of Loss

Commercial Policy Information

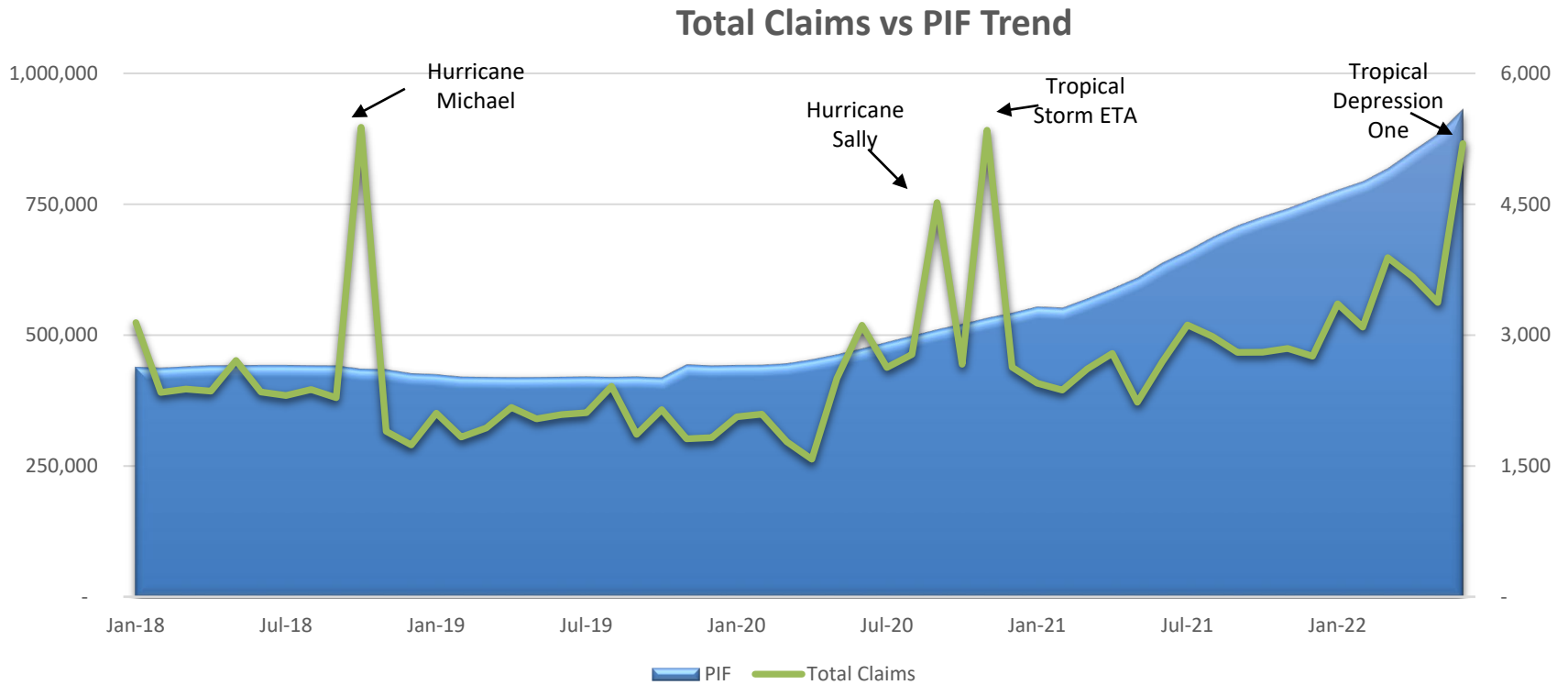
PIF has decreased by 16.94% from 2019 to 2022, however there has been an increase of 101.29% in the indemnity exposure

- **2019:** PIF 5,908, Bldg 12,019, Exp \$10,622,201,589
- **2020:** PIF 5,291, Bldg 11,111, Exp \$10,421,599,929
- **2021:** PIF 4,873, Bldg 11,473, Exp \$12,209,900,726
- **2022:** PIF 4,907, Bldg 16,070, Exp \$21,381,459,257

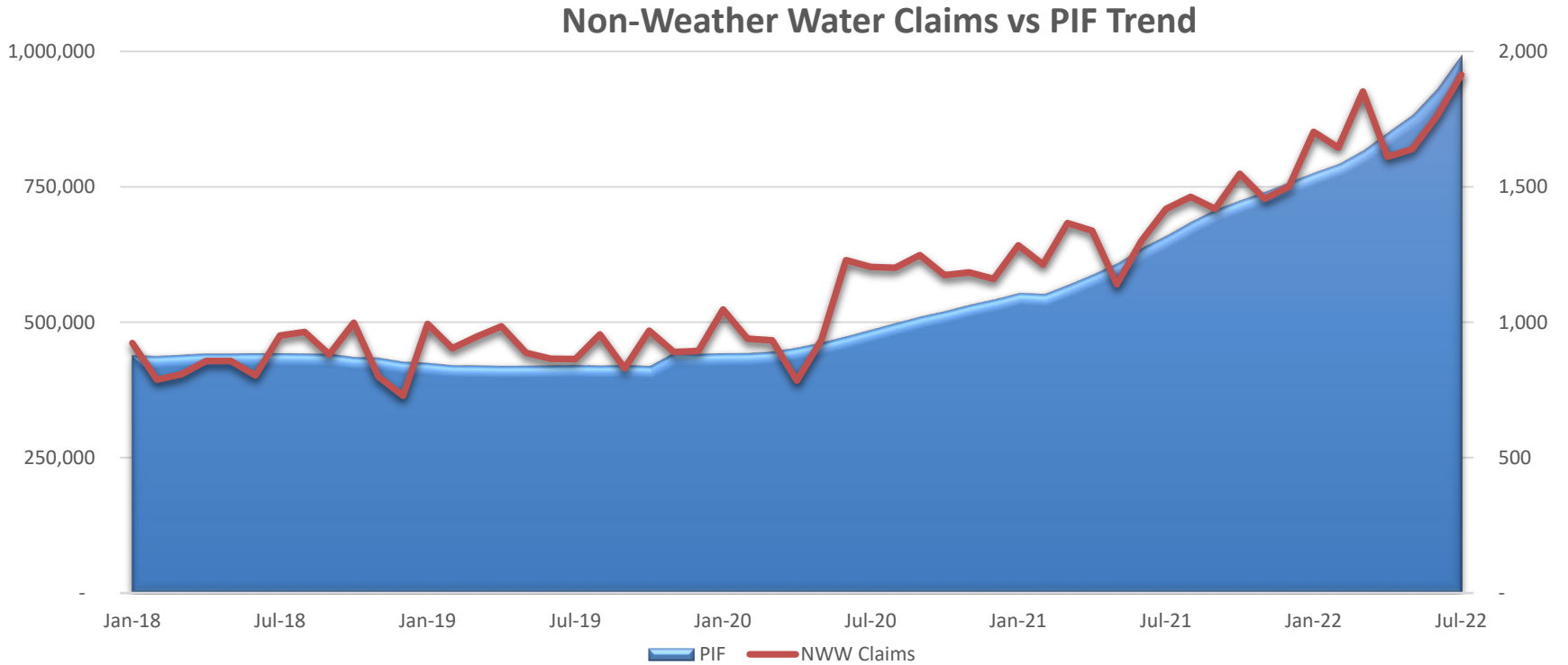
“A” rated currently account for 168 policies, 224 buildings and \$4,899,731,300 of the commercial exposure

“A” rated buildings are ones insured for greater than \$10 million dollars.

Claim Trends vs PIF Increase



Non-Weather Water Trends



Non-Litigated Claims Data

- New claims reported have increased 26% from July 2021
- Non-Weather Water claims reported have increased 33% from July 2021
- Emergency Water Restoration Services acceptance rate has increased 8% from June 2021
- Managed Repair Program participation rate has decreased 1% from June 2021
- New Non-Weather Water claims reported increased 33% from July 2021

Results through 7/31/2022

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

