

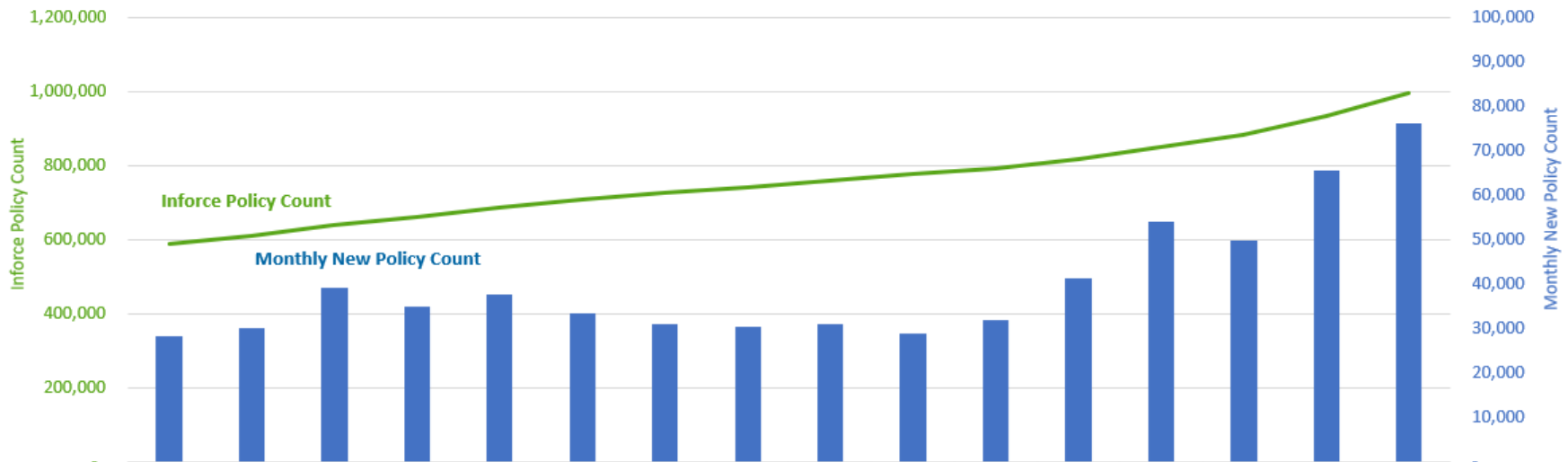
# Exposure Reduction Dashboard Update

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# Key Metrics

## Current Results:

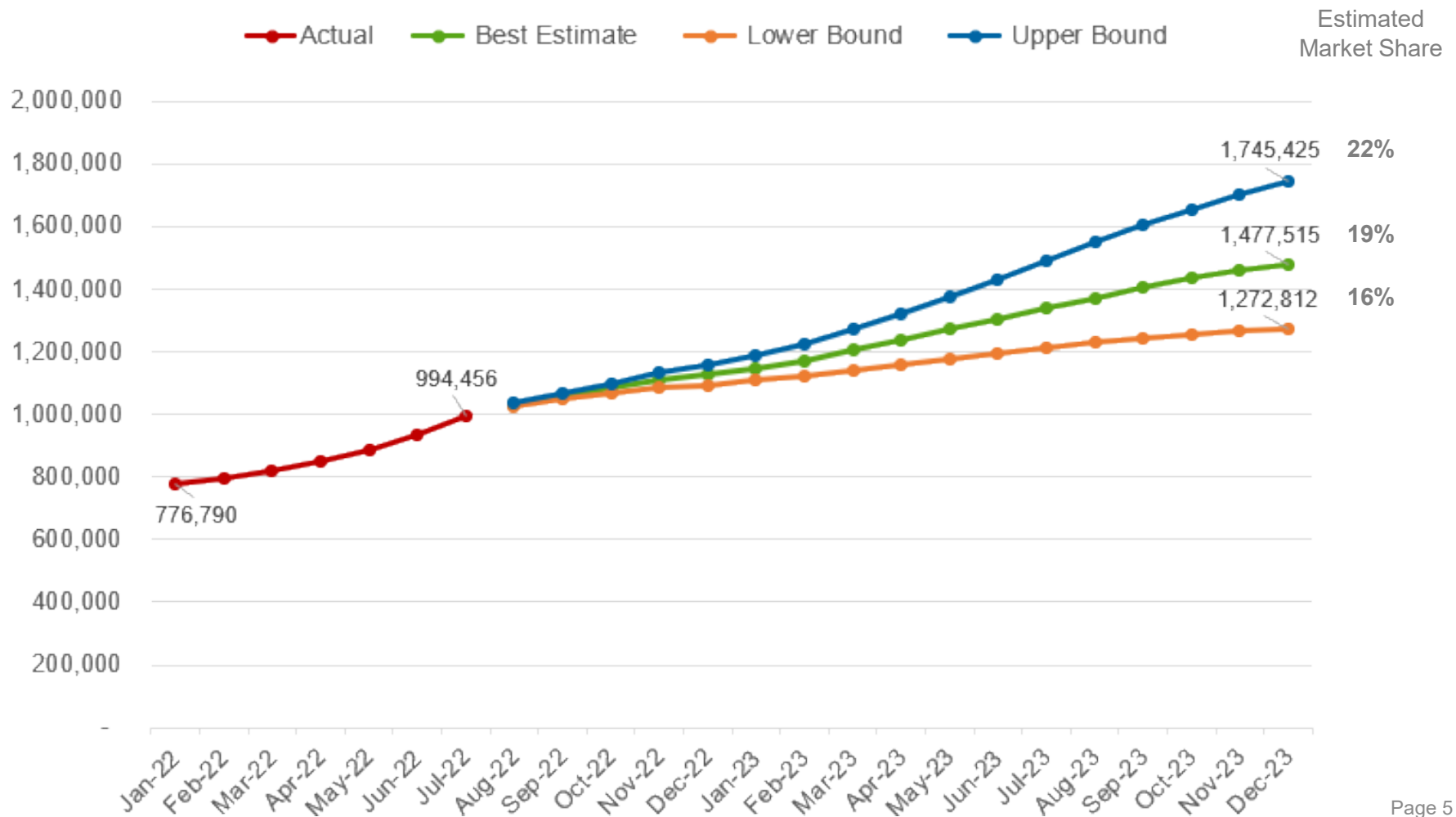


	4/30/21	5/31/21	6/30/21	7/31/21	8/31/21	9/30/21	10/31/21	11/30/21	12/31/21	1/31/22	2/28/22	3/31/22	4/30/22	5/31/22	6/30/22	7/31/22
<b>Monthly New Policy Count</b>	28,316	30,152	39,054	34,809	37,611	33,340	30,783	30,274	30,887	28,739	31,703	41,113	53,849	49,668	65,581	76,219
<b>Inforce Policy Count</b>	589,041	609,805	638,263	661,150	687,079	708,919	725,942	741,420	759,305	776,790	792,616	817,926	851,006	883,333	931,357	994,456
<b>Inforce Policy Count % Change</b>	3.4%	3.5%	4.7%	3.6%	3.9%	3.2%	2.4%	2.1%	2.4%	2.3%	2.0%	3.2%	4.0%	3.8%	5.4%	6.8%
<b>Exposure (millions)</b>	\$ 164,420	\$ 173,398	\$ 184,732	\$ 193,530	\$ 203,811	\$ 211,938	\$ 218,332	\$ 225,151	\$ 232,502	\$ 241,079	\$ 248,354	\$ 259,955	\$ 275,670	\$ 293,738	\$ 318,850	\$ 343,168
<b>Estimated Market Share</b>	8%	8%	8%	9%	9%	9%	10%	10%	10%	10%	10%	11%	11%	12%	13%	13%

Annual Inforce Policy Count Change  
**50%**

<b>Holistic Inspections</b>	<b>YE 2021</b>	<b>ME July 2021</b>	<b>July 2022</b>
Completions	19,704		86,363
<b>FMAP</b>	<b>YE 2021</b>	<b>ME July 2021</b>	<b>July 2022</b>
Consumer requests	8,346	5,100	7,146
Agents participating	239	246	280
Offers accepted	451	332	232
Consumer requests converted	5.40%	6.51%	3.25%
Exposure placed in private market	\$143,051,510	\$108,356,197	\$105,673,284
<b>Depopulation</b>	<b>YE 2021</b>	<b>ME July 2021</b>	<b>July 2022</b>
Companies receiving monthly IDFs	39	38	20
Companies actively participating	1	1	2
Number of assumptions	2	1	2
Total policies assumed	2,814	1,071	8,897
Exposure placed in private market	\$1,027,251,879	\$425,493,944	\$3,684,359,029
<b>Clearinghouse</b>	<b>YE 2021</b>	<b>ME July 2021</b>	<b>July 2022</b>
Active carriers	11	11	8
Unique risks submitted	1,183,495	612,011	1,138,308
No. of risks rendered ineligible	27,560	15,670	19,215
% of risks rendered ineligible	2%	2%	1.70%
Total Coverage A averted	\$9.2B	\$5.3B	\$6.1B

## Monthly In Force Policy Count





# Consumer Education

## Quarter 3

### Depopulation Marketing

- Implement enhancements
- Additional pre-offer educational opportunities

### FMAP.org updates

### Rate Changes

### Assessment Education

## Quarter 4

### Depopulation Marketing

- Agent email to encourage participation
- Infographic – How Did I Get Selected for Takeout?

### Assessment Education

- Webpage updates
- New brochure

# Special Session D

## Impacts





# Special Session 2022 2D Impacts

Legislation	Citizens Impact
Creates a Reinsurance to Assist Policyholders (RAP) program facilitated by the Florida Hurricane Catastrophe Fund.	Exposure reduction, as it should allow more capacity in the private market, difficult to quantify.
Funds the My Safe Florida Home Program until October of 2024. The program will provide a \$2 to \$1 matching grant up to \$10,000 for mitigation features on homes with a replacement cost value of less than \$500K located in a wind born debris region.	Exposure reduction, should more homes be attractive to the private market, information available to private carriers through the depop program, difficult to quantify.
Requires that prohibited advertisements in Ch. 489 F.S., include three disclosures in a certain font size that advise consumers about certain acts of insurance fraud.	Reduced litigation, more informed customer, difficult to quantify.
Requires that a claimant must establish that an insurer has breached the contract in order to prevail in a claim for extracontractual damages in bad faith.	Does not apply directly to Citizens, though it could lead to exposure reduction if overall litigation is positively impacted for the market.




# Special Session 2022 2D Impacts

Legislation	Citizens Impact
Prohibits attorney fees from being assigned or transferred to a third party (AOB).	Reduced AOB/litigation, Current trends show AOB is up overall, too early to see positive impact.
Allows for an optional roof deductible that is the lesser of 2% of coverage A or 50% the cost to replace the roof.	Citizens roof strategy will have positive impact to claim costs, potentially similar to litigation avoidance for water MRP.
Prohibits an insurer from refusing to insure or non-renew a roof less than 15 years in age solely because of the age of the roof.	Citizens is already more lenient. Roof rule changes required to non-renew on final year and additional changes planned to reduce age to 20/40.
Requires that Insurers must inspect a non-hurricane loss within 45 days from notice of loss. Within 7 days of assigning an adjuster an insurer must provide upon request information relating to the adjuster assigned.	N/A; already compliant



# Special Session 2022 2D Impacts

Legislation	Citizens Impact
Allows insurers to receive fees for suits dismissed for failure of the claimant to file a pre suit notice.	Reduced litigation costs, too early to see impact due to backlog in court cases.
Establishes a rare and exceptional standard for the attorney fee multiplier to apply in property suits.	Reduced litigation costs, not common but when it happens it is significant, up to 2.5 times the cost.
Clarifies what services fall under an AOB and requires the pre suit notice to be sent to the address outlined in the policy documents.	Simplifies claim handling process for AOB. Helps to prevent AOB vendor from abusing timelines.
Provides that a roof that was built, repaired or replaced in compliance with the requirements of the 2007 Florida Building Code or any subsequent editions of the Florida Building Code and has more than 25% damage that only the damaged portion of the roof must be repaired or replaced.	Reduced claim costs. Majority of claims pay full value, should result in reduced roofing average net claim payment over time.



# **Market Services – Supporting Private Insurers**

## Current Programs

- Clearinghouse
  - On Boarding Support
  - Carrier Results Dashboard
- Depopulation
  - Application support
  - Program execution
  - Agent Training
- Routine and regular contact and assistance
- Data and information share to Interested Carriers/Eligible entities
- OIR and Receiver Partnership
- Standard data share template
- Market monitoring
- Carrier Pipeline Tracker

## Current and Future Activities

- Additional information and data sharing options
- New Partnerships
- New Marketing Package
- Enhanced Analytics

# Current Carrier/Customer Activity

## Carrier X

Detailed call with CH vendor on integration steps

## Carrier Y

Detailed call with CH vendor on integration steps

## Carrier Z

CH agreement received; scheduling Sept start date for CH integration

## Carrier A

Consultation call regarding IDF

## Carrier B

Discussed starting Depop again – forms for receiving IDF

## Carrier C

Approaching broker regarding plans for Weston business