

# Executive Summary

Committee Meeting, August 31, 2022

**Board of Governors Meeting, September 21, 2022**

## Consumer Services Committee

The Consumer Services Committee met on Aug 31, 2022, at 12:30 p.m.

Citizens CFO Jennifer Montero updated the committee on a recent Office of Insurance Regulation arrangement that calls for Citizens to temporarily act as a financial backup to private carriers that face Demotech downgrades but still comply with Florida Insurance Code requirements.

Committee members were briefed on a recent Citizens survey that found more than 70% of respondents were not aware of assessments should Citizens exhaust its ability to pay claims. Christine Ashburn, Chief of Communications, Legislative and External Affairs, outlined plans to ramp up educational efforts to improve awareness.

Self-service enhancements are reducing call volume and saving money without sacrificing customers satisfaction, according to a report by Jeremy Pope, Vice President of Customer Experience. Self-service options are reducing call volumes by more than 214,000 on an annual basis with saves of \$1.8 million.

There were no action items presented.

The next CSC meeting is scheduled for Nov. 16<sup>th</sup> at 12:30 p.m.