



Important Information Regarding Your Policy

In accordance with Emergency Order 300997-22-EO

November 14, 2022

Dear Policyholder:

The Florida Office of Insurance Regulation has issued an emergency order due to the devastating impacts of Hurricane Ian on Floridians. If your policy recently has been nonrenewed or cancelled and is subject to the order, coverage under your policy is extended through November 28, 2022. Premium for the extension of coverage, which must be paid, will be billed after November 28. Citizens will resume cancellations for nonpayment after November 28.

You already may have received a notice advising that your policy has been reinstated or that your cancellation has been rescinded. If you intend to keep your policy with Citizens, any premium amounts due must be paid no later than November 28, 2022, to ensure continued coverage. If your premiums are paid from your lender, you will need to notify them to remit payment to Citizens.

If you do not want to extend your coverage to November 28, 2022 or already have insurance with another insurance company replacing your Citizens coverage, please let your agent know.

Report claims promptly by calling our 24/7 Claims Hotline at 866.411.2742.

If you have any questions or need to verify the status of your policy, contact your agent or the Citizens Customer Care Center at 866.411.2742.

Citizens policyholders who are registered for [myPolicy](#) can access policy, claims and billing information and view policy documents online. If you do not have a myPolicy account, you can complete your registration [here](#). You will need your:

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

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.



Citizens Property Insurance Corporation
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