

Depopulation Choices Webinar for Edison Assumption

November 2, 2022

Some of your Citizens customers are part of a Depopulation Choices assumption involving Edison Insurance Company, which will take place on December 20, 2022.

To ensure you are knowledgeable about this assumption, you are encouraged to attend a free webinar on Wednesday, November 9. The webinar, conducted by representatives from Citizens and Edison, will provide details about the depopulation process and:

- An overview of Edison policies
- An overview of assumption communications
- How to identify customers with an Edison offer
- How to register your customer's choice
- Resources and support

Notes about the assumption:

- Citizens no longer accepts choices via mail, fax or email.
- Policyholders can submit their choice via the Citizens website or by contacting their agent.
- Agents can register their customers' choices in PolicyCenter®.
- If no choice is submitted by December 5, the policy will be eligible to be assumed by Edison.

Webinar: Citizens' Depopulation Policyholder Choice: Edison December Assumption

Register for the webinar via the link and follow the instructions below.

Date and Time	Registration Link
Wednesday, November 9 Time: 10-11 a.m. ET	Register here

Registration Process for Webinars

- If you haven't already logged in, enter your Citizens Authentication Gateway (CAG) credentials (the username and password used to log in to PolicyCenter). The *Session Details* screen will display.
- Select **Request**. You will receive a confirmation email from LMS@citizensfla.com.

Note: Do not forward the confirmation email because the launch link will break.

- Select **Accept** to add the session to your calendar.

You also can access the registration via Citizens Learning Center (CLC) on the *Agents* site:

- Select **Training** → **Live Education**. Select the webinar link and follow the above registration steps.
- Choose **Citizens Learning Center** from the *Systems* menu at the top of the webpage. Enter the session name in the search box at the top of the CLC homepage, and press **Enter**. The search results will display all available training related to your search criteria.

Note: The webinar *does not*:

- Provide continuing education credits for maintaining a Florida insurance license
- Satisfy Citizens' biennial agent certification requirement, nor does it satisfy the training required for an initial appointment for Citizens. For more information about appointment, see [How to Join Citizens](#), which is in the *About Us* section under *Business to Business > Agencies* on our website.

Additional Resources

Log in to the *Agents* site to access these resources:

- [Depopulation Choices Program Guide](#): Select **Training > Personal Job Aids > Depopulation > Depopulation Choices Program**.
- If you are unable to attend the webinar, a recording of it will be available after November 14. Select **Training > Webinar Recordings**.
- [Depopulation Policyholder Choice Overview for Agents](#) recorded webinar: Select **Training > Webinar Recordings**.
- Select **Programs > Depopulation > Personal Lines** for additional information and resources.

Appointed agents can submit questions to Citizens by replying to this email or logging in to the *Agents* website and choosing the *Contact Us* link on the top of the page. Citizens will respond within five business days. Agents also can contact the Customer Care Center at 888.685.1555.

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