

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 7, 2022 • 8:00 a.m. – 12:00 p.m. (Eastern Daylight Time)

The Alford Inn, The Alford Inn, 300 East New England Avenue, Winter Park, FL 32789

In accordance with Citizens Public Comment procedure public comments will be received prior to a vote being taken.

1. Chairman's Report

Chairman Beruff

- ▲ September Chairman's Report
 - ▲ Board of Governors Meeting Minutes, September 21, 2022 [AI Index A]
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2. President's Report

Barry Gilway

- ▲ September President's Report
 - Market Conditions
 - Residual Market Comparison
 - CAT Response Update
 - ▲ 2023 Operating Budget
 - 2023 Operating Budget Overview
 - 2023 Operating Budget [AI Index B]
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3. Chief Financial Officer Report

Jennifer Montero

- ▲ Finance & Investment Committee Report, Erin Knight, Chair
 - Updated Layer Charts
 - Bond Rating Service [AI Index C]
 - Digital Bill Payment Solution [AI Index D]
 - ▲ 3Q2022 Results of Operations and Financial Position (unaudited)
 - ▲ 3Q2022 Results of Operations and Financial Position – Commentary
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4. Chief Operating Officer Report

Kelly Booten

- ▲ Information Systems Advisory Committee Report, Jason Butts, Chair
 - Unified Communication as a Service and Contact Center as a Service [AI Index E]
 - Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part II [AI Index F]
 - ▲ Actuarial & **Underwriting** Committee Report, Carlos Beruff, Chair
 - Product Updates – December 2022 [AI Index G]
 - Quality Management Software [AI Index H]
 - ▲ Exposure Reduction Committee Report, Nelson Telemaco, Chair
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
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5. Chief Claims Officer Report

Jay Adams

- ▲ Claims Committee Report, Scott Thomas, Chair
 - Claims Print Management Hardware & Software [AI Index I]
 - Commercial Adjusting Services [AI Index J]
 - Appraisal and ADR Services [AI Index K]
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6. Chief Communications, Legislative & External Affairs Report

Christine Ashburn

- ▲ Consumer Services Committee Report, Jillian Hasner, Chair
 - Florida Public Media Sponsorship [AI Index L]
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7. Chief of Internal Audit Report

Joe Martins

- ▲ Audit Committee Report, JoAnne Leznoff, Chair
 - ▲ Executive Summary and OIA Dashboard
 - ▲ 2023 OIA Strategy & Plan
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8. Chief Human Resources Officer Report

Violet Bloom

- ▲ HRMS Consultant Services [AI Index M]
- ▲ Stop Loss Coverage [AI Index N]
- ▲ Employee Benefits Consulting and Brokerage Services [AI Index O]
- ▲ Retirement Plan Administrator [AI Index P]
- ▲ Professional Networking and Talent Acquisition Services [AI Index Q]

9. Chief Legal Officer & General Counsel Report

Tim Cerio

- ▲ Commercial Business Insurance [AI Index R]
- ▲ DOAH Initiative [AI Index S]

New Business / Adjourn

- ▲ Legal Services Agreement, Executive Summary and Action Item

Action Index: Items **requiring** detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes, September 21, 2022
- B. 2023 Operating Budget
- C. Bond Rating Service
- D. Digital Bill Payment Solution
- E. Unified Communication as a Service and Contact Center as a Service
- F. Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part II
- G. Product Updates – December 2022
- H. Quality Management Software
- I. Claims Print Management Hardware & Software
- J. Commercial Adjusting Services
- K. Appraisal and ADR Services
- L. Florida Public Media Sponsorship
- M. HRMS Consultant Services
- N. Stop Loss Coverage
- O. Employee Benefits Consulting and Brokerage Services
- P. Retirement Plan Administrator
- Q. Professional Networking and Talent Acquisition Services
- R. Commercial Business Insurance
- S. DOAH Initiative

Consent Index: Items **not requiring** detailed explanation to the Board of Governors. Consents are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

- Business Process Outsourcing, UW Production
- Business Process Outsourcing, Call Center Services
- SmartComm
- Claims Legal Services
- Additional Contract Spend for Hurricane Ian
- Approval of Increases required by 627.351 Fla Statute
- Remittance Processing

FMAP Board of Governors Meeting to convene immediately following the Board of Governors Meeting.