

Citizens Property Insurance Corporation Board of Governors Meeting Agenda

Wednesday, September 28, 2016 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751
Teleconference Number: 888-942-8686 • Participant Code: 574 373 5657#

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Gardner
 - ▲ June 22, 2016 [AI Index A]
 - ▲ July 19, 2016 [AI Index B]

2. **Chairman's Report** Chairman Gardner

3. **President's Report** Barry Gilway
 - ▲ Organizational Structure
 - ▲ Claims Litigation Update

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Chris Gardner, Chair
 - 2016 Layer Charts Update
 - Investment Policy Overview
 - 2016 Investment Policy Changes [AI Index C]
 - ▲ Financial Statements, June 30, 2016
 - ▲ Quarterly Financial Analysis, June 30, 2016
 - ▲ Water Loss Trends

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Catastrophe Update: Hermine 2016

7. **Vice President Human Resources Report** Violet Bloom
 - ▲ Medical and Prescription Benefits Program
 - Medical and Prescription Drug Administrative Services [AI Index D]
 - Stop Loss Coverage for Medical and Prescription Drug Coverage [AI Index E]
 - Medical and Prescription Drug Insurance [AI Index F]
 - ▲ Dental Insurance [AI Index G]
 - ▲ Life and Long-term Disability Insurance [AI Index H]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Juan Cocuy, Chair
 - ▲ Audit Dashboard
 - ▲ Open Audit Items Synopsis

9. **Chief Underwriting and Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Depopulation Committee, Don Glisson, Chair
 - Depopulation Plan of Operation [AI Index I]
 - ▲ Clearinghouse Update
 - ▲ Property Inspection Administration for Underwriting [AI Index J]

10. **Chief Risk Officer Report**

John Rollins

- ▲ Actuarial & Underwriting Committee Report, Jim Henderson, Chair
 - Product Change: Managed Repair [AI Index K]
 - Product Change: Miscellaneous Updates [AI Index L]
 - Product Change: Procedural Changes to Underwriting Manuals [AI Index M]
 - 2017 Rates for Individually Rated Risks [AI Index N]
 - 2017 Recommended Rate Filing Update

11. **Vice President of Communications, Legislative & External Affairs Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Freddie Schinz, Chair

12. **Chief Legal Officer & General Counsel**

Dan Sumner

- Directors & Officers Coverage Limits [AI Index O]

13. **Consideration of Consent Items**

Chairman Gardner

Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors. Items not requiring detailed explanation to the Board of Governors.

- A. Telecommunication Network and Services Extension
- B. Janitorial Services
- C. Business Insurance Agent of Record

New Business / Adjourn

ACTION ITEM INDEX: Items requiring detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes June 22, 2016
- B. Board of Governors Teleconference Minutes July 19, 2016
- C. Investment Policy Changes
- D. Medical and Prescription Drug Administrative Services
- E. Stop Loss Coverage for Medical and Prescription Drug Coverage
- F. Medical and Prescription Drug Insurance
- G. Dental Insurance
- H. Life and Long-term Disability Insurance
- I. Depopulation Plan of Operation
- J. Property Inspection Administration for Underwriting
- K. Product Change: Managed Repair
- L. Product Change: Miscellaneous Updates
- M. Product Change: Procedural Changes to Underwriting Manuals
- N. 2017 Rates for Individually Rated Risks
- O. Directors & Officers Coverage Limits

Next Scheduled Committee and Board Meetings
December 6-7, 2016