

CITIZENS PROPERTY INSURANCE CORPORATION

**MINUTES OF THE
BOARD OF GOVERNORS MEETING TELECONFERENCE
Tuesday, July 19, 2016**

The Board of Governors (Board) of Citizens Property Insurance Corporation (Citizens) convened via teleconference on Tuesday, July 19, 2016 at 11:00 a.m. (EST).

The following members of the Board were present:

Christopher Gardner, Chairman
Bette Brown
Gary Aubuchon
Jim Henderson
James Holton
Freddie Schinz

The following Citizens staff members were present:

Barry Gilway
Barbara Walker
Dan Sumner
Jennifer Montero

Call Meeting to Order

Barbara Walker: Good morning and welcome to Citizens July 19, 2016 Board of Governors Teleconference. This meeting is publically noticed in the *Florida Administrative Register*. Please do not place this call on hold. Please press *6 to mute your line and #6 to unmute your line. Our meeting will convene at 11:00 am this morning (EST) with a roll call for quorum. Citizens Board meetings are recorded and transcribed minutes are available on our website. Thank you for your patience. We are waiting for additional Board members.

Roll was called. Quorum established.

Chris Gardner: Good morning, we'll call this to order. I have no Chairman's report to deliver today. I understand we have an action item from Jay Adams and Jay you are recognized for the Chief Claims Officer Report.

Jay Adams: Thank you, Chairman and Board of Governors. I have an action item that I would like to bring forward today for Water Mitigation Estimate Review. Citizens Claims department is seeking to examine whether claims invoices associated with water damage are reasonable and adhere to industry standards. This program will provide Citizens with certified and trained professionals to assess contractor expenses and or invoices related to restoring residential and commercial properties due to the water damage. The goal is to identify inflated or excessive

charges and invoices from contractors that have performed water damage restoration for Citizens policyholders and to contest or adjust invoices so it conforms to industry standards. This is a budgeted item and it will be paid as an adjusting expense under the claim line item in each claim file. The contract amount is estimated at \$1,829,065 for the life of the contract, including all renewal terms. This is based on a \$365,813 annual spend. The contract term is anticipated to have a three (3) year base term with two (2) optional one (1) year renewals.

On March 16, 2016, Citizens issued a Request for Proposal (16-0007) for Water Mitigation Estimate Review Program. Responses were received and evaluated by an evaluation committee. The evaluation committee recommended award to one (1) vendor on June 09, 2016. The awarded vendor was Lynx Services, LLC. Chairman, if there are no questions I'd like to read the recommendation.

Chairman Gardner: Please

Jay Adams:

Staff recommends the Board of Governors to:

- a) Approve the recommended award and resulting contract, including renewal periods for Water Mitigation Estimate Review Program, RFP 16-0007 to Lynx Services, LLC;
- b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item; and
- c) Approve this Action Item not to exceed \$1,829,065.

We would also like to name a contingent awardee: Paul Davis Restoration, and that concludes my action item.

Chairman Gardner: Members...any questions for Jay? Is there a motion?

Gary Aubuchon made the motion to approve, Freddie Schinz seconded the motion.

Chairman Gardner: Before we take a vote, Barbara, is there any public comment?

Barbara Walker: No, sir.

Chairman Gardner: Barbara, let's do a roll call vote if you would, please.

Roll was called. All in favor, motion carried.

Meeting adjourned.