



## Webinars: 2023 Personal Lines Flood Insurance Requirements

January 13, 2023

Citizens is hosting a course this month to provide updates on the changes to flood insurance eligibility requirements. This webinar will provide agents, agency principals, customer representatives and all support staff with additional resources to further ensure success when doing business with Citizens.

### 2023 Personal Lines Flood Insurance Requirements

With the passing of Senate Bill 2-A, flood insurance requirements for Citizens Personal Lines residential policies will soon change. Join us as we highlight how and when the new flood insurance requirements will change for new-business and renewal processes in 2023.

### Citizens' Live Webinars

Register for free Citizens-sponsored Zoom webinars by either using the links below or logging in to Citizens Learning Center (CLC).

Citizens Live Webinars			
Topic	Date and Time	Location	Registration Link
2023 Personal Lines Flood Insurance Requirements	Tuesday, January 31 10-11 a.m.	Zoom	<a href="#">Register Here</a>
2023 Personal Lines Flood Insurance Requirements	Tuesday, January 31 2-3 p.m.	Zoom	<a href="#">Register Here</a>
2023 Personal Lines Flood Insurance Requirements	Thursday, February 2 10-11 a.m.	Zoom	<a href="#">Register Here</a>
2023 Personal Lines Flood Insurance Requirements	Thursday, February 2 2-3 p.m.	Zoom	<a href="#">Register Here</a>

### Registration Process for Citizens-Sponsored Training

Follow these steps to register for any of the Citizens-sponsored classes via CLC:

- Select one of the links above.

- 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](mailto:LMS@citizensfla.com).
- Select **Accept** to add the session to your calendar.

You also can access CLC from the *Agents* site:

- Select **Training → Live Education**. Select one of the session links 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.

*Notes:*

- You must complete the registration process for each course you want to attend.
- Do not forward the confirmation email. It will break the link to the webinar.

#### **Notes for All Trainings:**

- These events do not satisfy the training required for an initial appointment with Citizens. For more information about appointment, see [How to Join Citizens](#), which is on the *About Us* page under *Business to Business → Agencies* on our website.
- The webinar does not provide continuing education credits for maintaining a Florida insurance license.

#### **Additional Resources**

Log in to the *Agents* website and visit these FAQs:

- [FAQ 4081](#): *How do I register for Citizens' online learning modules, recorded webinars and classroom training?*
- [FAQ 4237](#): *How can I confirm my registration for Citizens Learning Center training?*

You also can select **Training → Personal Job Aids** or **Commercial Job Aids** on the *Agents* site to access job aids, including:

- Citizens Learning Center [Agent Quick Start Guide](#)
- Citizens Learning Center [Mobile Quick Start Guide](#)

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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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