

Executive Summary

Consumer Services Committee, May 24, 2023

Board of Governors Meeting, July 12, 2023

Consumer Services Committee Update

The Consumer Services Committee met via Zoom on May 24, 2023. The committee received an overview of the 2023 regular Legislative session from Christine Ashburn, Chief of Communications, Legislative and External Affairs, which included highlights of multiple bills impacting Citizens and customers. Additionally, Jeremy Pope, Vice-President of Customer Experience, provided the committee an update on Policyholder Outreach and Engagement, including information on the most recent Hurricane Ian Insurance Village that Citizens and other carriers participated in at the request of Florida's Chief Financial Officer Jimmy Patronis. No action items were brought to the committee for consideration. The next meeting is scheduled for August 30, 2023, at 12:30 p.m.