

# Agency Management Services Update

**Carl Rockman**, Vice President, Agency & Market Services



# Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2022			
	May-23	Dec-22	Net Change
<b>Agencies</b>	5,960	5,786	174
<b>Agents</b>	11,622	10,885	737
<b>LCRs</b>	3,158	2,808	350

Current Tricounty Agent and Agency Counts vs. YE 2022			
	May-23	Dec-22	Net Change
<b>Agencies</b>	2,445	2,398	47
<b>Agents</b>	4,185	4,037	148
<b>LCRs</b>	1,107	1,045	62

Agency Segmentation						
Tiers	May-23			Dec-22		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
<b>Tier 1 (2,000+ PIF)</b>	62	337,068	25.8%	52	272,036	23.7%
<b>Tier 2 (500-1,999 PIF)</b>	518	432,296	33.1%	444	366,325	32.0%
<b>Tier 3 (200-499 PIF)</b>	971	313,061	24.0%	904	290,254	25.3%
<b>Tier 4 (50-199 PIF)</b>	1,685	186,736	14.3%	1,653	180,563	15.8%
<b>Tier 5 (49 or less PIF)</b>	2,152	35,171	2.7%	2,222	36,631	3.2%
<b>Tier 6 (0 PIF)</b>	572	0	0.0%	511	0	0.0%

**Note:** 46% of Citizens agencies have fewer than 50 policies in force.

Data as of 5/31/22



# Performance Violations (PV) Program Update - 2023

Performance Violation Key	
<b>Ineligible Risk</b>	Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule)
<b>Uninsurable Risk</b>	Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals
<b>Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract</b>	The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability, or the premium finance company contract was not submitted with the new-business submission or policy renewal.
<b>Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures</b>	<p>The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing:</p> <ul style="list-style-type: none"> <li>• Documentation to support mitigation credits was not submitted, or insured signature was missing.</li> <li>• Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted.</li> <li>• Acceptable proof of prior insurance was not submitted.</li> <li>• Insured or agent signature was missing on application.</li> </ul>

Annual Performance Violation Summaries								
Year	Total Submissions	Monthly Total	% Total Submissions w/ PV	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Premium on Unbound / PFC Contract Missing	Incorrect Credits / Missing Signatures
<b>2018</b>	90,859	3,980	4%	975	87	827	31	2,075
<b>2019</b>	89,873	7,222	8%	1,335	65	1,163	105	4,538
<b>2020</b>	178,812	10,135	6%	1,417	147	2,068	66	6,437
<b>2021</b>	391,604	19,830	5%	2,326	268	4,370	53	12,813
<b>2022</b>	613,559	12,430	2%	1,203	140	3,424	62	7,601

Agents Under:		
	1/31/23	5/31/23
<b>Warning Notices</b>	2,320	2,351
<b>Suspensions</b>	270	270
<b>Terminations</b>	0	0



# Performance Violations (PV) Program Update

2023 Monthly Performance Violation Counts							
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Ineligible Risk	Uninsurable Risk	Premium on Unbound / PFC Contract Missing	Incorrect Credits / Missing Signatures
January	41,713	1,566	4%	5	1,130	15	416
February	42,402	1,428	3%	0	1,126	12	290
March	59,488	2,120	4%	1	1,762	5	352
April	52,267	2,157	4%	0	1,834	2	321
May	57,838	1,862	3%	0	1,490	10	362
June							
July							
August							
September							
October							
November							
December*							
<b>YTD Grand Total</b>	<b>253,708</b>	<b>9,133</b>	<b>4%</b>	<b>6</b>	<b>7,342</b>	<b>44</b>	<b>1,741</b>

Data as of 5/31/23



# Late-Submission Violations (LSV) Program Update

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a *Late Submission Alert for Required Documents* activity six business days after the effective date when required documents have not been uploaded or if upload has not been completed by selecting the **Submit** button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A *Late Submission Alert for Required Documents* activity cannot be disputed.

Annual Late-Submission Violation Summaries					
Year	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
2018	90,859	15,493	17%	3,872	4%
2019	89,873	15,626	17%	3,806	4%
2020	178,812	36,773	21%	899	1%
2021	391,604	81,399	21%	18,091	5%
2022	613,475	140,119	23%	19,644	3%

Agents Under:		
	1/31/23	5/31/23
Warning Notices	561	627
Suspensions	30	28
Terminations	0	0

# Late-Submission Violations (LSV) Program Update

2023 Late-Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions*	% New Submissions w/ LSV
January	41,713	9,303	22%	2,857	7%
February	42,402	9,305	22%	2,215	5%
March	59,488	12,554	21%	2,983	5%
April	52,267	14,618	28%	3,790	7%
May	57,838	14,838	26%	3,367	6%
June					
July					
August					
September					
October					
November					
December					
<b>YTD Grand Total</b>	<b>253,708</b>	<b>60,618</b>	<b>24%</b>	<b>15,212</b>	<b>6%</b>

Data as of 5/31/23



# Agent Outreach 2023

## Agent Round Table Meetings

- Improving the agent/customer experience
- Citizens Initiatives
- Feedback
- Workgroups

## Agent Assn: Live Training and Convention

- Quality Submissions
- Product Guides
- What is New at Citizens
- Staff Interaction

## Agent Assn: Power Hour Webinars

- Citizens Updates
- Breaking News
- Forecasting
- Support Offerings

## Citizens: Live Training

- Quality Submissions
- Product Guides
- What is New at Citizens
- Staff Interaction

## Citizens: Webinars

- Great Customer Experience
- Eligible Risks & Remarketing
- System Navigation
- Great Claims Experience
- Save Time and Money

Date	Type	Line	#
June 25	W	PL	
Aug 31	W	PL	
Nov 2	L	PL	

Date	Sponsor	#
Feb 15	LAAIA-Broward	120
May 25	PIA of Florida	156
Jun 16	FAIA	81
Jul 12	LAAIA-National	

Date	Sponsor	#
Jan 18	LAAIA	61
Jan 19	PIA of FL	42
Mar 30	NAIFA-FL	53
May 22	LAAIA	35
Jun 22	PIA of FL	
Jul 26	NAIFA-FL	
Aug	FAIA	
Sept 20	LAAIA	
Oct 12	PIA of FL	
Nov 8	NAIFA-FL	
Dec	FAIA	

Date	Location	#
TBD	TBD	

Date	Type	#
Jan 31	Q1 – PL (Flood)	2,761
Mar 6	BIPIP (UPC)	284
Mar 10	Depopulation	294
Mar 13	Commercial	368
May 12	Depopulation	

L = Live (In-Person)  
W = Web-Conference  
PL = Personal Lines  
CL = Commercial Lines