

«Agency\_Name»  
«Agency\_Mailing\_Address1»  
«Agency\_Mailing\_City», «Agency\_Mailing\_State» «Agency\_Mailing\_Zip»



Property Address:

<Policyholder Name>  
<Policyholder Mailing Address 1>  
<Policyholder Mailing Address 2>  
<Policyholder Mailing City>, < Policyholder Mailing State>  
<Policyholder Mailing Zip>

<Policyholder Property Address 1>  
<Policyholder Property Address 2>  
<Policyholder Property City>, FL  
<Policyholder Property Zip>

September xx, 2023

Policy Number: <Riskid>

### **Important Notice Regarding Your Policy** In accordance with Emergency Order 315284-23-EO

Dear Policyholder:

The Florida Office of Insurance Regulation has issued an emergency order due to the impacts of Hurricane Idalia. Your policy was nonrenewing or cancelling and is subject to the order. Due to the requirements of the order, coverage under your policy is continued through October 31, 2023, unless you or your premium finance company requests cancellation. Pursuant to the emergency order, you will be required to pay for the continuation of coverage. You already may have received a notice advising that your nonrenewal or cancellation has been rescinded or your policy has been reinstated:

- A renewal offer of coverage and a billing invoice will be issued, if applicable.
- Premium must be paid by the due date on the invoice to ensure continued coverage after October 31, 2023. If your premium is paid from your lender, you will need to notify them to remit payment to Citizens by the due date on the invoice.
  - If the premium due date is prior to October 31, 2023, your premium must be paid no later than October 31.
- Citizens will resume cancellations and nonrenewals after October 31.

Let your agent know if you do not want to continue your coverage to October 31, 2023, or already have insurance with another company replacing your Citizens coverage.

Report claims promptly through myPolicy or by calling our 24/7 Claims Hotline at 866.411.2742.

If you have any questions or need to verify the status of your policy, contact your agent or the Citizens Customer Care Center at 866.411.2742.

Citizens policyholders who are registered for myPolicy can access policy, claims and billing information, and view policy documents only. Personal lines policyholders can elect paperless delivery. You can complete your registration at [www.myPolicy.com](http://www.myPolicy.com) if you do not have a myPolicy account. You will need your:

- Policy number
- Property/primary ZIP
- Email address on record with Citizens

Citizens Property Insurance Corporation