

Charter Consumer Services Committee

I. Statement of Purpose

The Consumer Services Committee (Committee) of Citizens Property Insurance Corporation (Citizens) assists the Board of Governors (Board) in fulfilling its oversight responsibilities by ensuring the organization remains steadfast in its ability to serve the people of Florida with a consumer-centric focus. The Committee informs the Board about consumer-focused initiatives, including but not limited to, public education, policyholder engagement, corporate social-responsibility, policyholder education aligned to major policy changes and operational service improvements which impact the overall customer experience.

II. Organization and Operation

a. Authority and Charter

The Committee's authority comes from the Board. The Committee charter shall establish purpose, organization and responsibilities of the Committee. At least annually, the charter shall be reviewed by the Committee and any proposed changes shall be subject to Board approval.

b. Committee Composition

The Board Chair shall appoint no less than two Board members to the Committee, with one Board member being designated as Committee Chair. The Board Chair will additionally appoint no less than three industry advisors, each having appropriate expertise and experience, to serve on the Committee. Committee members serve at the pleasure of the Board Chair.

c. Meetings and Communications

The Committee shall meet at least two times a year and additional meetings may be convened as the Committee Chair directs. Agendas and supporting material will be provided to Committee members in advance of meetings. Minutes of each meeting will be approved by the Committee at a subsequent meeting. The Committee is governed by and operates under the same rules as the Board, including compliance with the Florida Sunshine Law.

III. Primary Responsibilities

- a. Provide guidance and recommendations with Citizens' consumer governance practices
- b. Review and assess consumer focused strategic plans and ensure their alignment with business plans
- c. Provide advisory support with public relations, community outreach and consumer focused initiatives
- d. Annually evaluate the Committee's discharge of all responsibilities outlined in this Charter
- e. Other responsibilities as delegated by the Board Chair