

CITIZENS PROPERTY INSURANCE CORPORATION
2101 MARYLAND CIRCLE
TALLAHASSEE, FLORIDA 32303-1001

TELEPHONE: (850) 504-4300 FAX: (850) 575-1879



FOR IMMEDIATE RELEASE
January 11, 2024

Contact: Christine Ashburn
850.728.7255 (cell)

Citizens Opens Catastrophe Response Center in Panama City

TALLAHASSEE, FL – Citizens Property Insurance Corporation has opened a [Catastrophe Response Center](#) (CRC) in Panama City to process claims and assist customers recovering from Winter Storm Finn.

The CRC is open from 9 a.m. to 6 p.m. CT at the business resource site set up by the Florida Department of Commerce. It is located in the parking lot of Gulf Coast State College in Panama City at 5230 US-98.

“Citizens has a team on the ground to help our policyholders impacted by Winter Storm Finn,” said Tim Cerio, Citizens President, CEO and Executive Director. “Whether in or out of hurricane season, our customers can rely on us to be there for them.”

The CRC provides in-person service to policyholders who may be cut off from their usual means of communication. CRC staff can answer questions and help policyholders report a catastrophe claim. Policyholders can also receive advanced payments for additional living expenses (ALE) if provided for in their individual policy. Electronic payments are available for ALE and policyholders are encouraged to review and complete the [Electronic Claim Payment Authorization](#) form prior to their visit.

The Catastrophe Response Center Location is open daily 9 a.m. to 6 p.m. CT (subject to change):

Gulf Coast State College (parking lot)
5230 US-98
Panama City 32401

To make your CRC visit more efficient, please bring the following information, if available. CRC volunteers can assist you in locating this information if you have a photo ID and the address of the insured property:

- Policy information
- Current contact information
- Date of loss
- Description and/or photos of damage (if possible)
- [Electronic Claim Payment Authorization](#) form (ALE payments only)
 - Bank account and routing numbers

Carlos Beruff, Chairman, Manatee County • Josh Becksmith, St. Johns County • Jason Butts, Pinellas County
LeAnna Cumber, Duval County • Erin Knight, Miami-Dade County • Charlie Lydecker, Volusia County
Jamie Shelton, Duval County • Robert A. Spottswood, Monroe County • M. Scott Thomas, St. Johns County
Tim Cerio, President/CEO and Executive Director

Citizens customers have a number of options to file claims. Policyholders can file claims online at [myPolicy](#). A short registration process may be required. Policyholders can also file claims with their agent or with Citizens representatives, who are available 24/7 to handle claims calls at 866.411.2742.

###

In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

 [Find us on Facebook](#)  [Follow us @citizens fla](#)