



# Citizens Is Ready to Help: Claims Information for Our Policyholders

August 06, 2024

Citizens Property Insurance Corporation is here for you. We are processing Hurricane Debby claims as quickly as possible to help our affected policyholders with their covered losses.

### Report a Loss

If you have or suspect you have any damage from the storm, report it to Citizens as soon as possible using any of the following options:

- [myPolicy](#), Citizens' online policyholder self-service tool, provides a fast and easy way for claim reporting via a computer or mobile device. Registration is necessary.

It's easy to complete your registration for myPolicy, select [Register Now](#) on the right side of the *myPolicy* page on our website. You will need to enter your name, policy number, the email address on file with Citizens, and the property ZIP code.

After logging in to myPolicy, select **Claims** in the light blue menu bar and then select **File a Claim**.

Additionally, you can also view your policy documents, claims and billing information and make payments through your myPolicy account. Citizens has added a new feature to myPolicy that allows you to opt in to [paperless document delivery](#). Paperless document delivery is only available for Personal Lines policies.

- Call your agent, who can submit a claim on your behalf.
- Call Citizens' 24/7 toll-free claims hotline at 866.411.2742.
- In-person: Because some of our policyholders are lacking phone and internet service, Citizens will set up a mobile Catastrophe Response Center (CRC) that is staffed with trained personnel to assist you in person. The CRC listed below is open today at the following location.

Catastrophe Response Center	Hours of Operation
Taylor County Middle School 601 E. Lafayette St. Perry, FL 32347	Today



*Note:* See the latest information about the CRC and hours of operation on the right side of our [Recovery Resources](#) webpage and our [Facebook](#) page.

and our [Facebook](#) page.

### Help Us Help You

Try to have the following information available when you call or come by:

- Your photo ID
- Your policy number
- Your contact information, including any temporary addresses or phone numbers
- Description of damage (Example: tree fell on roof; lightning struck house)
- Mortgage company information (if applicable)

Don't worry if you don't have all this information. We will be able to assist you.

To facilitate the claims process, keep detailed receipts and, when it's safe to do so:

- Take photos and/or video of property damage.
- Take reasonable emergency measures to protect covered property from further damage or prevent unwanted entry to the property.
- If reasonably possible, retain the damaged property for Citizens to inspect.

It's important for you to note that, except for the policy provisions regarding reasonable emergency measures, there may be no coverage for **permanent** repairs if they begin before one of the following occurs:

- Earlier than 72 hours after the loss is reported to Citizens
- The loss is inspected by Citizens
- Verbal or written approval is provided by Citizens

To learn more about reporting a claim:

- Go to the [Report a Claim](#) page of Citizens' website to learn more about the process.
- Review Citizens' guide to [Reporting a Claim in 4 Easy Steps](#).

To check the status of your claim:

- Policyholders who are registered with myPolicy can view information about any open or closed claims, including their adjuster's contact information.
- Submit an inquiry via [Contact Us](#).

Visit our [Hurricanes](#) webpage for more information and [Submit Claim Documents](#) through the *Contact Us* section of our website.

### FAQs

Citizens has [FAQs](#) to address claim questions frequently raised by our policyholders after a storm, which are available under *Search FAQs* on our [Hurricanes](#) webpage.

### Stay Informed

Citizens will update our [Hurricanes](#) webpage and our [Facebook](#) page as necessary.

---

Do not reply to this email. If you have a question about this email or your policy, contact your agent or the Customer Care Center at 866.411.2742 or use our [Contact Us](#) form.

Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the [Privacy Policy](#) section on the Citizens website.



**Citizens Property Insurance Corporation**

[www.citizensfla.com](http://www.citizensfla.com)

[myPolicy](#)

Report and view claims. Enroll in paperless delivery. Make payments. Access policy documents.

**866.411.2742**

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET