



Alert

Webinar, Requirements for April Commercial Residential Assumption with CORE

March 7, 2024

Citizens changed the depopulation process for Commercial Residential policy assumptions. This is due to changes made to the eligibility requirements for allowing a policyholder to remain with Citizens after receiving a takeout offer from a private-market insurer.

These changes are designed to increase policyholder choices and bring greater efficiency and transparency to the process for policyholders, agents, takeout companies and Citizens. Highlights of the changes will be presented in a webinar and are outlined below.

Condo Owners Reciprocal Exchange (CORE) is a property and casualty insurer participating in the April Commercial Lines assumption, which will take place on April 23, 2024.

April Commercial Lines Assumption – Webinar

Some of your Citizens customers may be part of the Depopulation Program Commercial Lines assumption involving CORE, which will take place on April 23, 2024. The customer's choice is due by April 13, 2024.

To ensure you are knowledgeable about this assumption and the impacts of the changes on your customers, you are encouraged to attend a free webinar on March 15.

The webinar, conducted by representatives from Citizens and CORE, will provide details about the depopulation process and:

- What a reciprocal exchange is and what requirements come along with it
- An overview of CORE coverages and policies
- An overview of assumption communications
- How to identify customers with a CORE offer
- How to identify Commercial Residential customers who are ineligible to remain with Citizens due to the new 20% rule
- How to register an eligible customer's choice
- Resources and support

Webinar: CORE – Citizens' Depopulation

Register for the webinar via the link and follow the instructions below.

Date and Time

Registration Link

Friday, March 15,
10-11 a.m. ET

[Register Here](#)

Registration Process for Webinars

- If you haven't already logged in, enter your Citizens Authentication Gateway (CAG) credentials (the username and password used to log in to PolicyCenter®). The *Session Details* screen will display.
- Select **Request**. You will receive a confirmation email from *LMS@citizensfla.com*.

Note: Do not forward the confirmation email because the launch link will break.

- Select **Accept** to add the session to your calendar.

You also can access the registration via Citizens Learning Center (CLC) on the *Agents* site:

- Select **Training > Live Education**. Select the webinar link and follow the above registration steps.
- Choose **Citizens Learning Center** from the *Systems* menu at the top of the webpage. Enter the session name in the search box at the top of the CLC homepage, and press **Enter**. The search results will display all available training related to your search criteria.

Notes: The webinar *does not*:

- Provide continuing education credits for maintaining a Florida insurance license.
- Satisfy Citizens' biennial agent certification requirement, nor does it satisfy the training required for an initial appointment for Citizens. For more information about appointments, see [How to Join Citizens](#) in the *About Us* section under *Business to Business > Agencies* on our website.

Eligibility Update

Commercial Residential risks will no longer be eligible for coverage with Citizens unless the estimated premium for coverage from the authorized insurer is more than 20% greater than Citizens' estimated renewal premium. As a result, any related policies will not be renewed.

Policyholder Choice

Commercial Lines policyholders now have the same option as Personal Lines policyholders and can submit their choice directly to Citizens. They have until the date indicated on the offer form to register their choice by:

- Registering their policyholder choice [online](#) by selecting **Insurance > Programs > Depopulation > Commercial Lines** and selecting the **Submit Choice** button on the right side to submit their choice
- Contacting their agent to submit their choice to Citizens in PolicyCenter

Policies that are rendered ineligible to remain with Citizens should still confirm acceptance of an offer by following the same registration steps as an eligible policy; however, the option to remain with Citizens will not be available at any time.

Depopulation Packet

Policyholders selected for an assumption will receive a depopulation packet from Citizens informing them that one or more private-market companies would like to remove

their policy from Citizens and assume coverage of their property. Some offers received will render a policy ineligible to remain with Citizens.

Notes:

- All policyholders will receive a list of all available offers and their estimated renewal premiums, along with the estimated renewal premium for the next term of their Citizens policy.
- Coverage worksheets are provided for all available private-market assumption offers and the Citizens policy. The worksheets will help the policyholder and agent evaluate the best coverage option.
- Policyholders who are presented with a choice between available offers must register their choice online by the date indicated on the form or contact their agent to register their choice in PolicyCenter.
- If a policyholder's choice is not received by the date indicated on the form, the policy will be eligible to be assumed by one of the participating companies that made an assumption offer to the policyholder.
- Post-assumption opt-outs are no longer available.

Agent Highlights

The agent of record will see a *Depopulation Process Initiated or Depopulation 20% Rule Process Initiated* activity on their *My Activities* page in PolicyCenter.

Citizens encourages agents to reach out to affected policyholders to help them understand their options and ensure they complete the policyholder choice process.

Notes:

- Agents can view the Depopulation Packets and coverage worksheets on the *Documents* page in PolicyCenter.
- Once the policyholder's choice is submitted online, PolicyCenter will automatically display their selection on the policy's *Summary* screen.
- If an eligible policyholder chooses to remain with Citizens, their agent will receive an *Opt Out Confirmed* activity.
- If the policyholder chooses a private-market company or fails to make a choice, the agent will receive a *Nonrenewal* activity if the policy is successfully assumed.

Additional Resources

Log in to the *Agents* site to access these resources; select **Programs > Depopulation**; and then select:

- **Commercial Lines** for details about the Policyholder Choice process. Refer to the [Depopulation Program Guide](#) for instructions to register the policyholder's choice via PolicyCenter
- **Depopulation Resources** to view sample policyholder letters and coverage worksheets

Policyholders and agents can select **FAQs** from our website's top menu and enter *+policyholder +choice* in the search field.

Appointed agents can submit questions to Citizens by replying to this email or logging in to the *Agents* website and choosing the *Contact Us* link on the top of the page. Citizens will respond within five business days. Agents also can contact the Customer Care Center at 888.685.1555.

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