

Voice of the Customer

Jeremy Pope, VP – Customer Experience
Cecile Latimore, Assistant Director – Customer Experience
& Advocacy



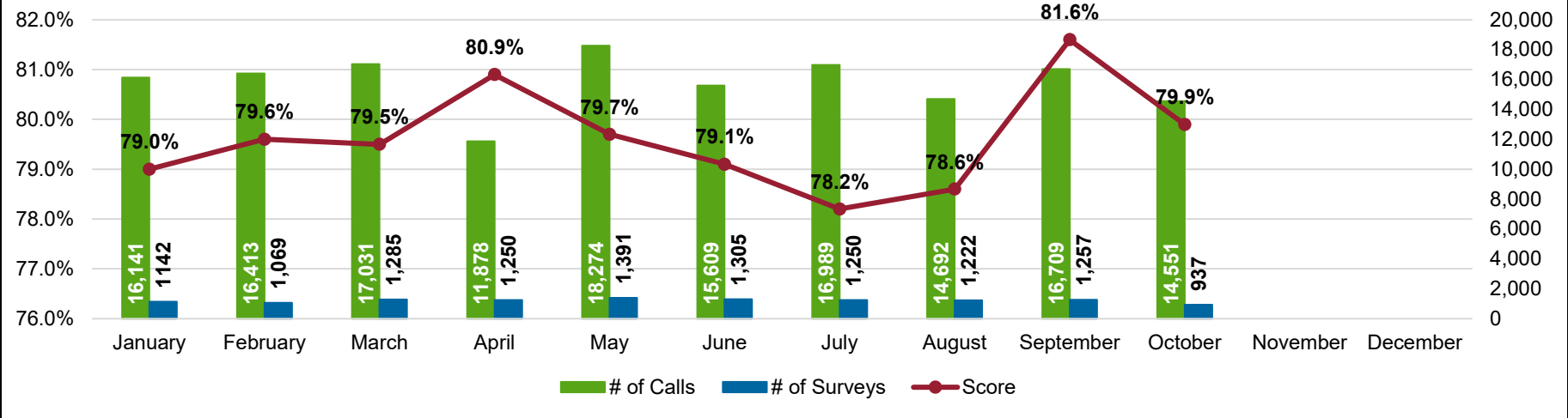


Please rate your satisfaction of the service provided by your Citizens agent

Did you contact your agent before contacting Citizens?

Regarding your level of satisfaction with Citizens as an organization, please rate the service provided by your Citizens agent?

2023 VoC Agency Satisfaction Score



Agency Management Opportunities:

- Agent responsiveness: e.g., never hear back from them, hard to get ahold of them, they do not return calls, etc.
- Agent received required/requested paperwork from policyholder but never submitted correctly to Citizens.
- Agent directed policyholder to contact Citizens directly; unable and/or unwilling to help.
- Agent has retired or agency was sold and policyholder was never notified or advised of change.
- Agent not notifying or reaching out to policyholders when policy is set to cancel/nonrenew.
- Agent not helping with Citizens nonrenewals: flood, roof, inspections, etc.
- Agent is unhelpful when it comes to working through the claim process.

Agency Field Managers & Territories



Kelly Abell – Assistant Director Agency Field Management

kelly.abell@citizensfla.com

813.917.7908



Eddy Ramirez – Agency Field Manager

eddy.ramirez@citizensfla.com

813.347.6307



James Punday – Agency Field Manager

james.punday@citizensfla.com

724.678.4847



Nidia Pita – Agency Field Manager

nidia.pita@citizensfla.com

561.325.4039



Dalgis Castañeda – Agency Field Manager

dalgis.castaneda@citizensfla.com

561.321.5330



Brian Woodham – Agency Field Manager

brian.woodham@citizensfla.com

813.732.4562



George Maynard – Agency Field Manager

george.maynard@citizensfla.com

904.382.1319

