

Citizens Property Insurance Board of Governors Meeting Agenda
Wednesday, April 10, 2024 • 8:30 a.m. – 12:00 p.m. (Eastern Standard Time)
The Westin Lake Mary, Orlando North, 2974 International Parkway, Lake Mary, FL 32746

In accordance with Citizens Public Comment procedure public comments will be received prior to a vote being taken.

1. Chairman’s Report

Vice Chair Thomas
Presiding Chair

- ▲ April Chairman’s Report presented by Presiding Chair Thomas
- ▲ Previous Board Meeting Minutes, December 6, 2023 [AI Index A]

2. President’s Report

Tim Cerio

- ▲ April President’s Report

3. Chief Financial Officer Report

Jennifer Montero

- ▲ Finance & Investment Committee Report, Erin Knight, Chair
 - Risk Transfer Program Update
 - 2024 Preliminary Layer Chart
 - Investment Policy Changes [AI Index B]
- ▲ **Actuarial & Underwriting** Report, Scott Thomas, Presiding Chair
- ▲ Qualification Documentation for Appointed Actuary – Brian Donovan
- ▲ 4Q2023 Results of Operations and Financial Position (unaudited)
- ▲ 4Q2023 Results of Operations and Financial Position - Commentary

4. Chief Insurance Officer Report

Jay Adams

- ▲ Actuarial & **Underwriting** Report, Scott Thomas, Presiding Chair
 - Product Updates – April 2024 [AI Index C]
- ▲ Claims Committee Report, Scott Thomas, Chair
 - Claims Quality Assurance Software [AI Index D]

5. Chief Administrative Officer

Jeremy Pope

- ▲ On-Demand Learning Library [AI Index E]
- ▲ Outgoing Shipping Services [AI Index F]
- ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
- ▲ Exposure Reduction Committee Report, Jason Butts, Presiding Chair

6. Chief Information Officer Report

Aditya Gavvala

- ▲ Information Systems Advisory Committee Report, Jason Butts, Chair

7. Chief Communications, Legislative & External Affairs Report

Christine Ashburn

- ▲ Legislative Update

8. Chief of Internal Audit Report

Joe Martins

- ▲ Audit Committee Report, Jamie Shelton, Chair
- ▲ OIA Quarterly Update
- ▲ 2023 OIA Annual Report
- ▲ 2023 OIG Annual Report

New Business / Adjourn

Action Index: Items **requiring** detailed explanation to the Board of Governors

- A. Board Meeting Minutes: December 6, 2023
- B. Investment Policy Changes
- C. Product Updates
- D. Claims Quality Assurance Software
- E. On-Demand Learning Library
- F. Outgoing Shipping Services

Consent Index: Items **not requiring** detailed explanation to the Board of Governors. Consents are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

- Enterprise Litigation Management System – *Additional Spend for Implementation*
- Enterprise Litigation Management System – *Additional Spend for Continued System Operations*
- Claims Legal Services

- Water Mitigation and Mold Remediation Estimate Review Services
- Learning Management System
- Recommendation for Board Approval of Increases Required by Section 627.351 (6) (jj) FL Statutes
- Procurement Protest Procedures

FMAP Board of Governors Meeting
To Convene Immediately following the Board Meeting
Teleconference: 786-635-1003; Conference Code: 956 3792 7111
Immediately following the Board of Governors Meeting

2024 Board of Governors Meetings

May 14, 2024

Special Board Meeting, Risk Transfer

June 13, 2024

Special Board Meeting, Rates

July 9-10, 2024

September 24-25, 2024

December 3-4, 2024