

Understanding Nonrenewal and Cancellation Notices

If you receive a notice of nonrenewal from your insurance company, your company has decided not to renew your policy when it expires. Insurance companies in Florida must send a nonrenewal notice at least 100 days prior to policy expiration, which must include the reason for nonrenewal.

This brochure is for informational purposes only and is not intended to interpret or alter your Citizens policy. Your rights and responsibilities specifically are set forth in your Citizens policy.



La version en Español esta disponible en
www.citizensfla.com/brochures.

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Nonrenewal is not the same as a cancellation. Your policy may be nonrenewed only at policy expiration, but either you or your insurance company may cancel your policy at any time during the policy term.



You may cancel your policy for any reason, including:

- You have found more desirable coverage with another company
 - You no longer own the insured property
- Note: If you are cancelling a Citizens wind-only policy, your premium refund may be subject to a wind-storm short-rate cancellation penalty.

Your insurer may cancel your policy at any time for:

- Nonpayment
- Failure to comply with underwriting requirements
- Material misrepresentation, which means providing relevant information that is inaccurate
- Substantial change in the risk covered by the policy

If you are a Citizens policyholder, your policy also may be impacted by two programs unique to Citizens, as Florida's property insurer of last resort:

- *Citizens' Depopulation (takeout) Program* – Private-market insurance companies approved by the Florida Office of Insurance Regulation to participate in

this program may request at any time to "take out" Citizens policies. If your policy is selected, Citizens will send you a nonrenewal notice 45 days prior to the assumption date by the new carrier. The new company also will send you a notice about the takeout; this notice must include a form to enable you to opt out of the takeout if you wish to remain with Citizens.

- *The Citizens Property Insurance Clearinghouse* – Certain current Citizens policies are submitted to the Property Insurance Clearinghouse prior to renewal. Private-market companies that participate in the clearinghouse may send you offers with comparable coverage but premiums equal to or less than your Citizens renewal premium. If you receive such coverage offers, your policy cannot be renewed by Citizens, and Citizens will send a nonrenewal notice approximately 45 days before your policy expires.

If you receive a notice of nonrenewal or cancellation and have questions, contact your agent to discuss your options.