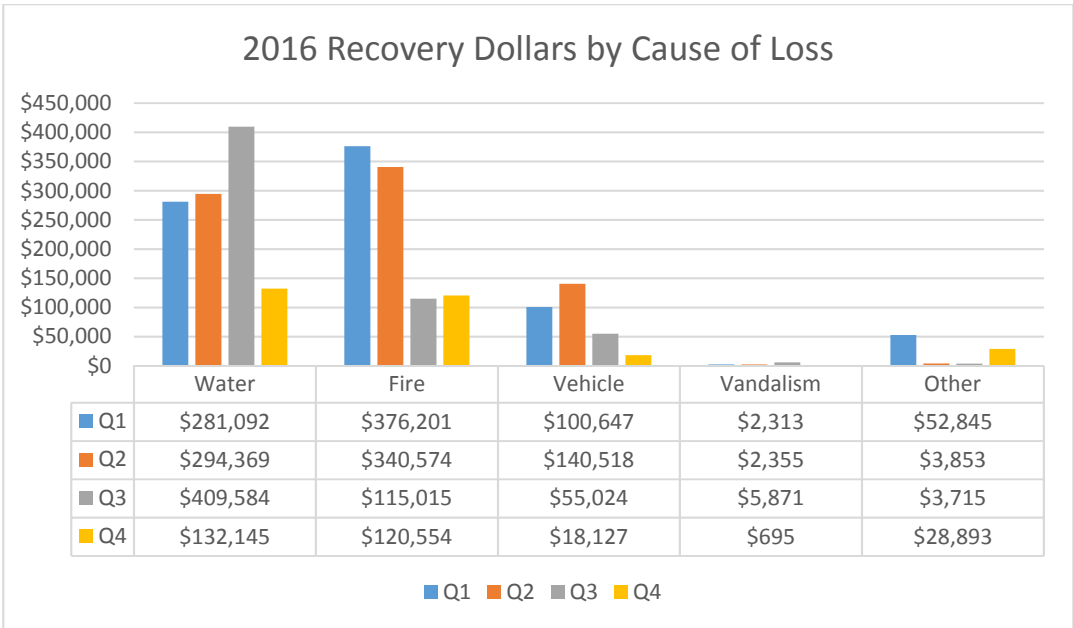


Addendum

Claims Committee Meeting, November 30, 2016
 Board of Governors Meeting, December 7, 2016

Recovery Cases of Interest

2016 Summary – Year to Date



2016 YTD total gross recoveries - **\$2,479,723**

2016 YTD, Citizens returned **\$229,405** to Policyholders in deductible refunds.

Recovery Cases of Interest

Fire Loss: This loss involves severe fire damage to a tenant occupied dwelling from the carelessness of a roofer making repairs. We recovered \$70,000 or 63.9 percent of the \$109,576.82 Gross Claim Amount (GCA) from the contractor’s carrier.

Water Loss: This loss involves water damage to an owner occupied condominium originating from the air handler in neighboring unit. The unit was unoccupied and not maintained. We recovered \$30,266.50, 100 percent of our GCA from the neighbor’s carrier.

Addendum

Claims Committee Meeting, November 30, 2016
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Water Loss: This loss involves water damage to a tenant occupied condominium from a broken water pipe on the 16th floor. We recovered \$27,617.15 or 79 percent of the \$35,209.10 GCA.

Water Loss: This loss involves water damage to an owner occupied condominium from a leaking 2 year old dishwasher in the unit above. We recovered from the other unit's insurance carrier, \$26,500.00 or 53.7 percent of the \$49,590.94 GCA.

Vehicle Loss: The impact damage to a tenant occupied dwelling, was caused by a vehicle crashing into the front elevation and into the living room. We recovered \$19,265.15 or 88.7 percent of the \$21,702.06 GCA from the vehicle's carrier.

Water Loss: This loss involves water damage to an owner occupied condominium from a unit above. We recovered \$18,000.00 or 56 percent of \$32,352.82 GCA from the carrier insuring the above unit.

Water Loss: This loss involves water damage to an owner occupied dwelling as a result of a sewer back-up. During the installation of power and cable lines, the underground sewer line was punctured causing the backup. We recovered \$17,587.49 or 90 percent of the \$19,591.82 GCA from the utility company's carrier.

Water Loss: This loss involves water damage an owner occupied dwelling from a leaking dishwasher. We recovered \$17,339.00 or 100 percent of GCA from the manufacturer.

Water Loss: This loss involves water damage to an owner occupied condominium, when a contractor working in another unit damaged a water line. We recovered \$16,671.73 or 63 percent of \$21,759.48 GCA from the contractor's carrier.

Water Loss: This loss involves water damage an owner occupied dwelling from a plumbing leak due to the improper installation of a faucet during renovations. We recovered \$14,725.63 or 80 percent of the \$18,151.03 GCA from the contractor's carrier.