

CITIZENS PROPERTY INSURANCE CORPORATION
2312 KILLEARN CENTER BLVD., BUILDING A
TALLAHASSEE, FLORIDA 32309



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FOR IMMEDIATE RELEASE
DATE October 5, 2016

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Citizens is Ready for Hurricane Matthew, Are You?

TALLAHASSEE, FL- Citizens Property Insurance Corporation is urging policyholders to take precautions to protect themselves and their families as Hurricane Matthew threatens strong winds, heavy rains, storm surge and flooding along Florida's east coast.

As Citizens ramps up its own preparation and response efforts, now is the time for all policyholders to prepare for the potential impact of Matthew, the most powerful hurricane to threaten Florida in more than a decade.

"Policyholders need to remember that their personal safety is the highest priority," said Barry Gilway, Citizens President, CEO and Executive Director. "Take precautions and follow instructions of local emergency management agencies. Citizens is ready to help you recover."

Citizens has made the necessary initial contacts to deploy all the independent adjusters needed to service claims following the storm as it coordinates response efforts with state and local authorities.

To help our policyholders stay abreast of developments, Citizens has launched a Storm Tracker feed, which delivers real-time National Hurricane Center updates directly to your desktop and mobile device. Citizens also offers storm preparation and response information through Facebook and Twitter at @citizens_fl.

Citizens has also partnered with the Florida Public Radio Emergency Network (FPREN) to bring the latest news about catastrophic weather impacting your area. FPREN updates can be heard on local public radio stations and by downloading their free *Florida Storms* app from iTunes and Google Play.

Chris Gardner, Chairman, Orange County • Gary Aubuchon, Lee County
Bette Brown, Monroe County • Juan Cocuy, Palm Beach County • Don Glisson, Jr., St. Johns County
Jim Henderson, Seminole County • James Holton, Pinellas County • Freddie Schinz, Okaloosa County
Barry Gilway, President/CEO and Executive Director

While following local emergency preparations, policyholders should:

- Verify that Citizens has up-to-date contact and mortgage company information. You can review your information on record with Citizens through Manage myPolicy (myPolicy) or by contacting your Citizens agent.
- Ensure that all key property and family information (insurance policies, health records, financial records, pet records, identification details, home inventory, etc.) are stored in a safe, waterproof and easy to access location.
- Pack a disaster supply kit, learn your evacuation route and develop a family communication plan that includes emergency contact information. Don't forget to create a plan for your pets! Not all emergency shelters allow pets.

If you suffer property damage, remember to call Citizens first at 866.411.2742 to report a claim. Representatives are available 24/7. More information can be found on Citizens website <https://www.citizensfla.com/storms>

“In the decade since Florida last suffered a severe storm, Citizens has made significant investments in its response capabilities to better serve our policyholders when they need us most,” said Chris Gardner, Chairman of Citizens Board of Governors. “Citizens has never been better prepared to handle a storm.”

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In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

 Find us on Facebook  Follow us @citizens_fl

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TELEPHONE: (850) 513-3756 FAX: (850) 513-3903

FOR IMMEDIATE RELEASE
DATE October 9, 2016

Contact: Michael Peltier
(850) 513-3774
(850) 264-7702 (cell)

Call Citizens First following Hurricane Matthew

TALLAHASSEE, FL – Citizens Property Insurance Corporation is urging its policyholders to protect themselves from assignment of benefit scams and abuse by calling Citizens first to report losses following Hurricane Matthew.

Citizens representatives are available 24/7 throughout the weekend to handle claims calls at 1.866.411.2742. More information can be found on Citizens website <https://www.citizensfla.com/claims>

“Citizens is ready to assist our policyholders as they begin their recovery from Hurricane Matthew and get their lives back in order,” said Barry Gilway, Citizens President, CEO and Executive Director. “Our claims representatives are ready to help. All you have to do is call.”

Unfortunately, unscrupulous contractors and repair companies thrive in the frenzied days following any storm. Policyholders must be wary of unlicensed contractors or deals that sound too good to be true.

To protect themselves, policyholders who have experienced a loss from the storm should call Citizens first to ensure they stay in control of their claim. Further, Citizens advises policyholders not to sign anything, including an assignment of benefit, before consulting with Citizens or their insurance agent.

Here’s why. You may be signing away your rights and be left with unfinished repairs or forced to pay a contractor for repairs not covered by your policy. The policy may also place a limit on emergency repairs until Citizens is notified to inspect damage before permanent repairs are made.

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Policyholders are most likely to be offered an assignment of benefit (AOB) while making emergency repairs or when companies come to the door soliciting business. Policyholders may be told repairs cannot be completed until they have signed an AOB contract, which allows the company to submit the claim and deal directly with Citizens.

More information on the potential pitfalls of assignments of benefits is available on Citizens website. More information also can be found on Citizens website <https://www.citizensfla.com/storms>

To report suspected insurance fraud, Citizens policyholders can call Citizens Special Investigations Unit toll free at 1.855.748.9596. or submit a report online. Customers can also contact the Department of Financial Services, Division of Consumer Services Insurance Consumer Helpline immediately at 1-877-693-5236. Your concerns will be promptly referred to insurance fraud investigators.

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October 10, 2016

Contact: Michael Peltier
(850) 513-3774
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Citizens to open EOCs along Space Coast to handle Matthew Claims

TALLAHASSEE, FL – Citizens Property Insurance Corporation is opening two emergency operations centers (EOC) along the Space Coast to better assist our policyholders recovering from Hurricane Matthew.

Beginning Tuesday at noon, Citizens representatives and claims handling specialists will be available at an EOC set up in the parking lot of the Searstown Mall in Titusville. A second site will open at noon Thursday outside the Walmart store located at 2700 Clearlake Road, in Cocoa.

EOCs provide in-person service to policyholders who may be cut off from their usual means of communication. EOC staff can answer questions and help policyholders report a catastrophe claim. They also can issue checks for additional living expenses, if this coverage is available under the policy.

Emergency Operation Center Locations

- **Searstown Mall (In the parking lot outside of Sears)**
3550 S. Washington Avenue
Titusville, FL 32780
Hours: Tuesday, 12 noon to 7 p.m.
Daily, 7 a.m. to 7 p.m.
- **Walmart (parking lot)**
2700 Clearlake Road
Cocoa, FL 32922
Hours: Thursday, 12 noon to 7 p.m.
Daily: TBD

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To make an EOC visit more efficient, please bring the following information, if available. EOC volunteers may be able to assist in locating information if you do not have it available:

- Photo ID
- Policy information
- Current contact information
- Date of loss
- Description and photos of damage (if possible)

Additional EOC information is available on the Citizens website:
www.citizensfla.com/emergency-operations-centers.

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