

# Non-Litigated Claims Update

Claims Committee  
September 12, 2023



# Catastrophe Preparation 2023

- Independent adjuster resources are ready to respond if catastrophe activity occurs
- Second test for virtual onboarding of Independent Adjusters completed with integration of MS Teams phone platform
- Overall Catastrophe Readiness tactical items at 97% with items set for completion based on system releases
- MS Teams platform for phone has been deployed for current Independent Adjusters working Hurricane Ian and Nicole claims
- Commercial Management has completed onboarding and review of expectations for team adjusting of large complex losses to ensure customer services and Best Claims Practice expectations are met

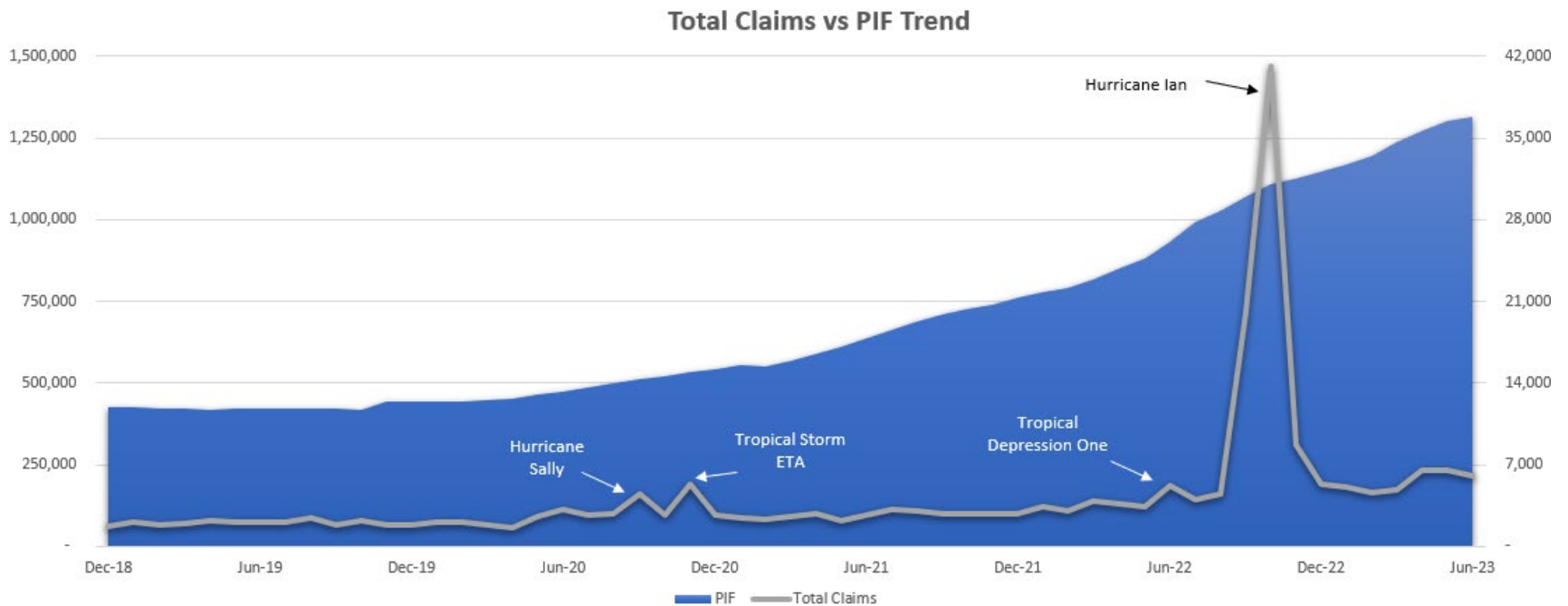
# 2022 Hurricane Claims Update

- We are still receiving approximately 150-175 new claims per week for Hurricane Ian
- Overall, Lee, Miami-Dade, and Broward counties are the top for representation at First Notice of loss
- 8% of claims in Lee County are represented at FNOL while 60% in Miami-Dade and 50% in Broward.
- Activity on Hurricane Nicole has subsided to 7-10 new claims per week

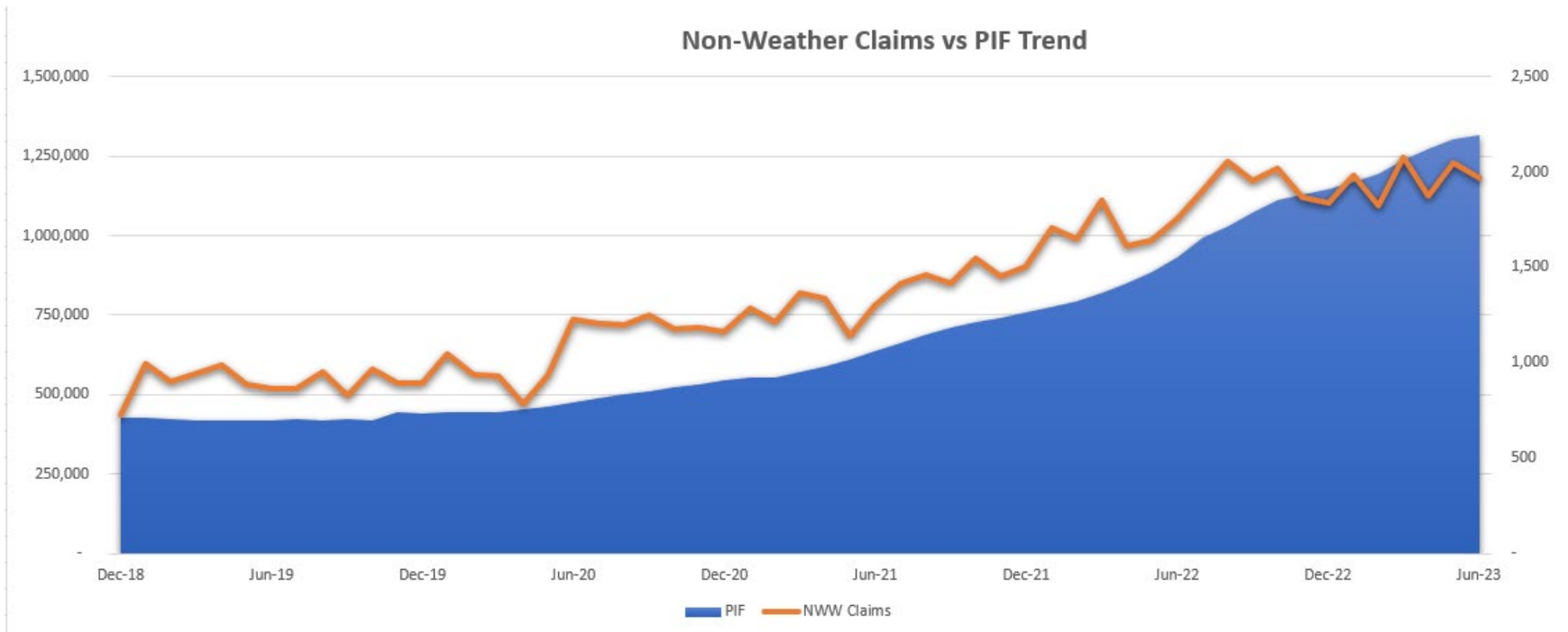
# Hurricane Ian Trends and Statistics

- 749 new claims in July with 37.4% of those coming in represented.
- 80% of the represented claims in July came from Miami-Dade, Broward and Palm Beach
- Current pending in Catastrophe Operations is 3,744 claims
- The Claims Resolution Unit received 37,000 phone calls from April through July; average of about 2,500 per week
- Phone compliance at 97% with an average call time of 6 minutes and wait time of 11 seconds
- Current pending working through supplements as contractor estimates are received with 107 contingent workers and Citizens oversight
- Field task adjusters available for inspections on new claims and requests for reinspections

# Claim Trends to PIF Increase



# Non-Weather Water Trends



# Non-Litigated Claims Data

- New claims reported have increased 18% from April 2022
- Total claims pending have increased due to Hurricanes Ian and Nicole
- New Non-Weather Water claims reported increased 13% from June 2022
- Non-Weather Water claims reported in May was highest number at 2,016 claims
- Emergency Water Restoration Services acceptance rate has increased 11% from June 2022
- Managed Repair Program participation rate has increased 2% from June 2022

# Questions?

