

# Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 7, 2016 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Gardner
  - ▲ September 28, 2016 [AI Index A]

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2. **Chairman's Report** Chairman Gardner

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3. **President's Report** Barry Gilway
  - ▲ 2017 Operating Budget [AI Index B]

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4. **Chief Financial Officer Report** Jennifer Montero
  - ▲ Finance & Investment Committee Report, Christopher B. Gardner, Chair
  - ▲ 2017 Risk Transfer Program Strategy Executive Summary
  - ▲ Layer Charts
  - ▲ 2017 Risk Transfer Program Strategy [AI Index C]
  - ▲ Investment Analytics Software [AI Index D]
  - ▲ Financial Statements, September 30, 2016
  - ▲ Quarterly Financial Analysis, September 30, 2016
  - ▲ Water Loss Trends
  - ▲ ePayment [AI Index E]

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5. **Chief Systems & Operations Officer Report** Kelly Booten
  - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
  - ▲ Security Officer Services – Tampa [AI Index F]

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6. **Chief Claims Officer Report** Jay Adams
  - ▲ Claims Committee Update, Gary Aubuchon, Chair

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7. **Vice President Human Resources Report** Violet Bloom
  - ▲ HRMS Consultant Services [AI Index G]
  - ▲ Employee Benefits Consulting and Brokerage [AI Index H]

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8. **Chief Internal Audit Officer Report** Joe Martins
  - ▲ Audit Committee Report, Juan Cocuy, Chair
  - ▲ Audit Dashboard
  - ▲ 2017 Audit Plan

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9. **Chief Underwriting and Agency Services Report** Steve Bitar
  - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
  - ▲ Clearinghouse Update
  - ▲ Policy Document Generation and Mail Services [AI Index I]

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10. **Vice President of Communications, Legislative & External Affairs Report** Christine Ashburn
  - ▲ Consumer Services Committee Report, Freddie Schinz, Chair
  - ▲ 2017 Legislative Update

11. **Chief Risk Officer Report**

John Rollins

- ▲ Actuarial & Underwriting Committee Report, Jim Henderson, Chair
  - Product Changes Residences Held In Trust [AI Index J]
  - Product Changes Required Building Updates CL [AI Index K]

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12. **Chief Legal Officer & General Counsel**

Dan Sumner

- General Corporate Legal Services [AI Index L]

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13. **Consideration of Consent Items**

Chairman Gardner

Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors. Items **not requiring** detailed explanation to the Board of Governors.

- ▲ Agency Management System Download
- ▲ Business Process Outsourcing – Phone Answering Services
- ▲ IT Staff Augmentation Services
- ▲ IT Infrastructure Software and Professional Services
- ▲ Investment Management Services
- ▲ Business Insurance
- ▲ Office Supplies
- ▲ Epayment (contract extension)
- ▲ Security Officer Services - Tallahassee

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**New Business / Adjourn**

**ACTION ITEM INDEX:** Items **requiring** detailed explanation to the Board of Governors

- A. Board of Governors Meeting Minutes September 28, 2016
- B. 2017 Operating Budget
- C. 2017 Risk Transfer Program Strategy
- D. Investment Analytics Software
- E. ePayment – new contract #16-16-0016-00
- F. Security Services – Tampa
- G. HRMS Consultant Services
- H. Employee Benefits Consulting and Brokerage
- I. Policy Document Generation and Mail Services
- J. Product Changes Residences Held In Trust
- K. Product Changes Required Building Updates CL
- L. General Corporate Legal Services

**FMAP Board of Governors Meeting**

Scheduled to Convene Immediately Following Citizens Board of Governors Meeting

**Next Scheduled Committee and Board Meetings**  
March 28-29