

**CITIZENS PROPERTY INSURANCE CORPORATION**

**MINUTES OF THE  
FLORIDA MARKET ASSISTANCE PLAN (FMAP) BOARD OF GOVERNORS MEETING  
Wednesday, March 16, 2016**

The Florida Market Assistance Plan (FMAP) Board of Governors (Board) of Citizens Property Insurance Corporation (Citizens) convened at The Sheraton Orlando North in Maitland, FL on Wednesday, March 16, 2016 immediately following the regularly scheduled Board of Governors Meeting.

**The following members of the Board were present:**

Chris Gardner, Chairman  
Don Glisson, Vice Chair  
Gary Aubuchon  
Bette Brown (By Phone)  
Juan Cocuy  
Jim Holton  
Jim Henderson  
Freddie Schinz

**The following Citizens staff members were present:**

Barry Gilway  
Barbara Walker  
Dan Sumner  
Kelly Booten  
Violet Bloom  
Joe Martins  
Steve Bitar  
John Rollins  
Jay Adams  
Jennifer Montero  
Andrew Woodward  
Michael Peltier  
Candace Bunker  
Carl Rockman  
Bruce Meeks  
Mitch Brockbank  
Karen Holt  
Cindy McVay  
David Woodruff

**The following people were present:**

Dave Newell  
Greg Rokeh  
John Vaughn  
Lisa Miller

FAIA

### Call Meeting to Order

Roll was called.

#### **1. Approval of Prior Meeting's Minutes**

**Chairman Chris Gardner:** Thank you members and welcome to the March 16, 2016 FMAP Meeting. First order of business is the approval of the prior meeting minutes from December 9, 2015. I have one change, but I'll defer to the group first. Jennifer Montero is misquoted on page 2 of the minutes where Jennifer Montero states, "They assessed \$450; right now there's 78 companies..." It should be 578 companies, not 78. Any other changes or comments?

The motion to approve the minutes from the previous FMAP Meeting on December 9, 2015 was made and then seconded. All in favor. Motion carried.

**Chairman Chris Gardner:** Item 2, Plan of Operations, Steve Bitar you are recognized.

**Steve Bitar:** Mr. Chairman, you will find that we have included a summary of changes for the FMAP Plan of Operation which, for the record, has not been touched since 1997, so we feel that this is a prime opportunity to update the Plan of Operation to reflect some of the changes such as the creation of Citizens, the Office of Insurance Regulation, which was previously referred to as the Department of Insurance, etc. So we have for you about 2 pages summarizing the changes to the plan, and most notable are changing the due date of the Annual Report so that we can coincide with the audited financials as well as the Citizens' Board of Governors Meetings, so that we can align and be more efficient in our processes. The summary is enclosed and I would, if it pleases you, ready the recommendation to approve the plan changes.

**Chairman Chris Gardner:** Sure, 19 years was long enough, 20 years would be way too long.

**Steve Bitar:** Citizens staff recommends that the FMAP Board of Governors approve the revisions in section 1-10 of the FMAP Plan of Operation as outlined in the summary of FMAP Plan of Operation changes and authorize staff to take any appropriate or necessary action consistent with this action item.

**Chairman Chris Gardner:** Any questions for Steve, members? Is there a motion to approve the changes?

The motion to approve the changes to the FMAP Plan of Operation was made and seconded. All in favor. Motion carried.

**Steve Bitar:** Behind Tab 3 is a copy of the 2015 Annual Report as you know, this report is due March 1<sup>st</sup> every year. We did indeed provide a copy of the report to the OIR on March 1, 2016, however, at the advice of our legal team, we would like to bring the report to the Board for approval and going forward we will do so prior to providing it on its due date. The report is not any different than the prior reports we have filed year over year. A copy of it is included here for your review and if it pleases the Chairman, I will read the recommendations for approval.

**Chairman Chris Gardner:** Please proceed

**Steve Bitar:** Citizens' staff recommends that the FMAP Board of Governors approve the 2015 FMAP Annual Report and upon approval will be resubmitted to the OIR as the final version.

**Chairman Chris Gardner:** Questions or discussion?

The motion to approve the 2015 FMAP Annual Report was made and seconded. All in favor. Motion carried.

**Steve Bitar:** Behind Tab 4, you'll find a proposed Service Level Agreement that we would like to implement going forward, with the revision to the Plan of Operation we have noted that a certain service level agreement is needed to identify the services that are performed by Citizens for FMAP. We feel that have a formal agreement, that outlines these services would be advantageous to FMAP and our operation of the FMAP plan. With that, we have included a copy of the service agreement and if it pleases the Chairman I'd like to move forward with reading the recommendation.

**Chairman Chris Gardner:** Please

**Steve Bitar:** Citizens staff recommends that the FMAP Board of Governors approve the Service Level Agreement. Citizens, either through the use of its own personnel or through leveraging its existing contracts, will carry out the day to day operations of FMAP including the administration of any FMAP service program set forth in the FMAP Plan of Operation or otherwise approved by the FMAP Board of Governors in accordance with section 627.3515 Florida Statutes.

Chairman Chris Gardner: Any discussion or questions, members?

The motion to approve the FMAP Service Level Agreement was made and seconded. All in favor. Motion carried.

**Steve Bitar:** Lastly Mr. Chairman, you'll recall that in our December meeting, both you and Vice Chairman Glisson had brought up a concern with regards to the FMAP assessment being \$450 and whether or not we should look at increasing that. We've done an analysis at year end 2015 we had \$104,313 as our net assets. No system enhancements are planned for the program this year. Actual call volumes are lower than originally forecast. On December 29th we assessed 2570 companies and anticipate a revenue of \$256,500. Assets and revenues are projected to more than cover our operating costs, leaving FMAP operating at a profit. Based on this analysis, I recommend that the assessment level of \$450 remain per property insurer. We will keep a close eye on this when we come back in December to propose the budget for approval. We will provide any recommendations should it be necessary.

**Chairman Chris Gardner:** Any questions or comments on that? Great, any new business for the good of the order? Again, I want to compliment this Board and this staff for the preparedness and the way we can really get a lot of work done in a short period of time. I really appreciate everyone pitching in to make that happen. With that, this meeting is adjourned. Thank you.