

«Agency_Name»
«Agency_Mailing_Address1»
«Agency_Mailing_City», «Agency_Mailing_State» «Agency_Mailing_Zip»



Property Address:

<Policyholder Name>
<Policyholder Mailing Address 1>
<Policyholder Mailing Address 2>
<Policyholder Mailing City>, < Policyholder Mailing State>
<Policyholder Mailing Zip>

<Policyholder Property Address 1>
<Policyholder Property Address 2>
<Policyholder Property City>, FL
<Policyholder Property Zip>

xx/xx/2025

Policy Number: <Riskid>

Urgent: Your Contact Information Needs to Be Updated – Action Required

Dear Policyholder:

Citizens' records indicate that we do not have an email address on file for you. Having your email address on file enables us to contact you quickly, before and after a storm, and provide information regarding our Catastrophe Response Centers in the event you are affected by a catastrophe.

You can add your email address and/or phone number in the following ways:

- Via the *Update Contact Information* form on the *Contact Us* page of our website, www.citizensfla.com. Scan the QR code for direct access to the form. <insert QR code>
- Contact your agent at <agent phone number>
- Contact Citizens Customer Care at 866.411.2742

While updating this information, we encourage you to register for myPolicy, which provides 24/7 online access to your policy documents.

Features include:

- If you pay your premiums directly to Citizens, you can make online payments
- Submit and view claims
- View policy documents
- Enroll in paperless delivery to receive email notifications when new policy documents and billing invoices are available (for Personal Lines policies only)

To take advantage of myPolicy and its features, you must have a valid email address on file with us and use it to create a myPolicy account.

To register for myPolicy, go to www.citizensfla.com/mypolicy and complete the registration by selecting **Register Now**. Once registered, you will receive an email from CPIC_Security_Message@Citizensfla.com with a link to activate your account. Click the activation link, and you will be redirected to myPolicy to set up your password. Log in, and then follow the instructions to complete your registration. You then can log in to myPolicy, view your policy, and add additional policies to your myPolicy account, if needed.

If you need assistance, contact your agent at <agent phone number> or Citizens at 866.411.2742 during business hours (weekdays, 8 a.m.-5:30 p.m. ET), or email us using the *Contact Us* feature at the top of every website page at www.citizensfla.com by selecting **Contact Us > Other > General Comment or Question**.

Citizens Property Insurance Corporation