

CITIZENS PROPERTY INSURANCE CORPORATION

SUMMARY MINUTES OF THE CONSUMER SERVICES COMMITTEE MEETING Wednesday, June 11, 2025

The Consumer Services Committee of Citizens Property Insurance Corporation (Citizens) convened via Zoom webinar on Wednesday, June 11, 2025.

The following members of the Consumer Services Committee were present telephonically:

Erin Knight, Chair
Greg Rokeh
Jamie Shelton
LeAnna Cumber
Jeremy Pope *staff*

The following Citizens staff were present telephonically:

Aditya Gavvala
Alden Mullins
Ariel Shami
Bonnie Gilliland
Brian Newman
Carl Rockman
Cecile Latimore
Eric Addison
Jay Adams
Jennifer Montero
Jeremy Pope
Karl Justavino
Manda Page
Raina Harrison
Ray Norris
Tim Cerio

Call Meeting to Order

Roll was called. Chair Knight called the meeting to order.

CHAIR KNIGHT: Okay. We will call the June 11th, 2025, CSC meeting to order and we will move the approval of the minutes from the last meeting down on the agenda a little further until we have quorum and start with your updates.

MR. POPE: Perfect. Thank you so much, Chair Knight, and good afternoon to you and the committee members. For the record, Jeremy Pope, Chief Administrative Officer, and I'm going to turn it over to Jay Adams, our Chief Insurance Officer, to kick us off with the first agenda item.

2025 Catastrophe Planning Update

MR. ADAMS: Thank you, Jeremy. Good afternoon, Chairman Knight and committee members. I'd like to spend a few minutes today and go over the 2024 Hurricane Season Debrief. I'm also going to go over the 2025 Catastrophe Planning, really assessment of where we are today. So with that, could we go to the next slide? I'd like to just mention for the hurricane data that I'm going to go over, the data is refreshed only up through 4/16 of this year. Next slide. So the first storm that made landfall in 2024 was Hurricane Debbie. That made landfall on August the 5th as a Category 1 with 80-mile-an-hour winds, and it made landfall in the Steinhatchee/Big Bend area of Florida. Next slide. To date, or through 4/16, we had 3,136 new claims reported. We closed out 2,916 of those. And the total incurred, I'll define it here. We'll talk about this two more times. That stands for the amount that we've paid plus any amount that we've reserved that we anticipate we will pay. And for Hurricane Debbie, that number is \$33.3 million. Next slide. Just some interesting statistics here. Here are the top 10 counties for where the claims were filed for Debbie. And as you notice, all of this would be on the peninsula side of Florida. Next slide. Hurricane Helene. This one made landfall on September 26th as a Category 4 with 140-mile-per-hour winds, and this one made landfall near Perry. And this is a storm that went up into the Carolinas and did so much havoc to those folks up there as well. Next slide. So for this event, we had 15,566 new claims. We closed out 14,682 of those, and we have an incurred amount here of \$139.4 million. Next slide. And here are the top 10 counties again. And from a 140-mile-an-hour windstorm storm, you can once again see that the majority of the claims were filed on the peninsula side of Florida. Next slide. And the last storm is Hurricane Milton, which made landfall on October 9th. This was a Category 3 with 120-mile-per-hour winds. This made landfall actually on the peninsula in Siesta Key. Next slide. So for this event, we saw 63,750 new claims reported. We closed out at 57,152. And this storm, we're a little over a billion dollars. Next slide. And here's your top 10 counties, and as you see, again, most all this is obviously on the peninsula side of Florida. Next slide. So now what I'd like to do is shift gears over to our 2025 CAT plan and really what our readiness is for response in 2025. And I need to start off and talk about the CAT plan administration. And what's important for this committee to understand is when we do catastrophe planning, it's an enterprise-wide event. And what I mean by that is each division has catastrophe coordinators embedded within that division. They develop their own catastrophe plans with the help of catastrophe operations, and they all are imported into our master catastrophe plan. And the idea here is we try to define roles and responsibility for all the different business units across the enterprise of how that they need to respond, No. 1, first and foremost, to their own business unit for any needs they may have when a catastrophe makes landfall, and No. 2, how they might be able to support catastrophe operations

as that storm event unfolds. And I do think it's worth noting that catastrophe operations is in charge of the CAT plan and they do all the coordination and so forth, and that is embedded into the Claim's organization. Next slide. So we'll continue this year with the same phased approach as we did last year. And I will walk through this very quickly just because we send out a lot of communications and it's good to be able to pair up the phase with what's actually happening. So our preparedness phase actually begins December 1st and goes through March 31st. And what's happening during this timeframe is we're assessing what happened in 2024 and looking for any opportunities that we may have done something a little bit better. For those things that we do feel that way, we develop action plans, and then we put that into our CAT plan for the following year. When we get into the next phases, this would be what I'd consider the catastrophe season. The monitor phase starts anytime that the National Hurricane Center issues any type of invest or disturbance that's identified. And what happens here is our catastrophe team, what they're doing is our leadership starts to monitor what's going on with that event, we're looking at future storms -- future forecasts, I'm sorry, about the storm, trying to figure out if it may impact Florida or not. The next phase would be activation, and that's when the National Hurricane Center has issued a tropical storm or hurricane watch or warning that is going to impact the state of Florida. Landfall is the first 24 to 48 hours, and really what's happening here is that is when we're really getting our catastrophe plan up and running. As I mentioned earlier, all the CAT coordinators across the divisions are coming together with our catastrophe operations, we're assessing everybody's CAT plans and individual needs across the business and then determining what we need for our actual catastrophe response. Once the recovery phase starts, that is usually tiered out for three different responses. The first is our first response, which is the first 30 days. And the reason we break this out is a lot of times the enterprise and all these CAT coordinators are still highly engaged in what's going on in the response in that first 30-day timeframe. Once we hit the sustained response, that's really the handoff from the organization 100 percent over to catastrophe operations to complete the catastrophe response. And then the closing response lasts usually from six months. The statute today is only one year. So it really goes out that far. And what's happening in the closing response is, believe it or not, we're still getting new claims reported six months all the way out to a year, but a lot of this activity reopens. So the insured has started to get estimates and they're sending those estimates in and we're negotiating for a final settlement of those claims. Next slide. So every year we do testing, and a lot of the testing that we do are related to the action items we develop that were potential opportunities for us to do something better in the following year. One thing that we do every year is the Catastrophe Response Center exercise. This is led by Jeremy Pope and his organization, and this is where we bring out the equipment, make sure that all of that stands up, connects to the internet. We also use this as an opportunity to train our staff and really get them prepared. So volunteers across the organization are the staff that help with this Catastrophe Response Center. And what we try to do is simulate a live environment. For some of these people, they've never actually been out on one of these events. So we want to try to make it as realistic as possible. And I believe Jeremy will probably go into more detail. The next thing we test every year is our First Notice of Loss Call Center, and we call it a stress test. What we do is we provide them a significant volume of claims in a very short window without notice. And the reason we're doing that is we need to make sure that they can recruit, train, and bring on new people to be able to handle our first notices of loss. We're really looking at their organizational responsiveness and making sure that they are continuing to meet our service levels. Next page -- slide. Continue with testing, we're doing a virtual deployment for independent adjusters this year. The reason we're doing that is last year, we changed contracts with the independent adjusting firms just two weeks prior to Hurricane Debbie making landfall, and that contract transfers a lot of the responsibility that Citizens used to administrate over to those firms. And the goal state here is

what we're trying to do is determine what is the maximum number of adjusters that can be deployed on a day-by-day basis for each firm, and that helps us make sure that we get to our resource goals as quickly as possible. We also do system load testing, and what that means is we're looking at all of the Citizens systems and all of the integrated systems that support those main systems to make sure that they can handle the increased volume. So you have First Notice of Loss Call Center. They expand significantly, so that's a lot of people in the system. We're expanding independent adjusters, leaders, and others in the system, and that creates a lot of traffic on the system. So we're making sure that on our probable maximum loss storm, that the system can, in fact, support that. Next slide. So we talk every year about our GIS tool, and this is a tool where we can import aerial imagery and other data points to help forecast what we believe the claims volume will be. This also helps us with claims assignments and some other things. Traditionally, this tool has only really worked for -- I say named events, right, so tropical storms that the National Hurricane Center has named. What we've done is we're now able to import data for smaller wind and hail events. And, again, these tools help us to make sure that we set up the right resourcing, we understand the geography of where the damage is and so forth. The data is loaded into this tool by a corporate analytics team, and, again, we incorporate multiple layers of data from the National Hurricane Center. Some of that data is the cone of uncertainty, any potential storm surge that might be associated, and then some wind speed probabilities. Next slide. So we purchased -- I believe it was two, maybe three seasons ago -- a damage assessment layer, and this is now fully incorporated into the tool. And what that does is it looks at the image prior to the event and then the image post event, and it can tell us the percentage of damage that has occurred to the property. That helps us in the assignment of claims. We want any claim that has structural damage to go to a specialized team that has a significantly higher skill set for adjusting those losses. Next slide. All of this information that we're gathering in the GIS tool we're using to try to predict the total number of independent adjusters that we're going to need. So we developed a resource calculator that once we plug the potential number of claims into, it spits out how many resources we need by team, by geography, and all the supporting leadership that it takes to manage that event. And the reason that we spent a lot of time and effort into this is the first to market generally gets the best resources and the most of those resources. We have the ability to use -- and I'll call it AIR loss estimate. And what that is is a data modeling tool specifically for catastrophe. It uses past storms that had similar storm paths and strengths to estimate what the current storm may do, and that is predicting claims counts, as well as any kind of financial impacts that may happen to our surplus. Next slide. So this is an example of what that tool looks like. And you can see on the right side of this, this says, "Claims at 70 percent probability, 21,000; claims at 40 percent probability, 213,000." So what we do is we take our claims leadership, we look at the geography that we think is going to be impacted, we compare it to prior events that we've had, and we can look at the PIF-to-claim ratio to double-check if we believe that this claim count is accurate. So sometimes we make adjustments to that, we plug it into the resource calculator, and, again, it'll tell us how many resources we need in total to be able to respond to that event. Next slide. So we have lots of reporting enhancements that we've done. We have catastrophe dashboards, we do milestone reporting, and we have some reporting that shows policy in force by county. The dashboard that you see at the bottom is a scorecard, and what that does is it gives us day over day changes in the response. And that just gives us a heads-up, are we making ground, are we losing ground, where we might need to make some adjustments, and we get to see that day in and day out through the whole event. Next slide. We also have here is a picture of the detail of that scorecard. Next slide. We also have some remote office options, which we call claims service vehicles. And in the photo on the bottom right, that is a picture of one of those vehicles. That gives us the ability to respond to multiple events or multiple landfalls of a separate storm. And what I mean by that is we could

obviously have a storm come in from the east or the west coast, cross the state, and hit the other coast. A lot of times as these storms pull off of either coast, there are tornadoes and increases in wind speeds a lot of time as the eye starts to approach the warm water once again. So a lot of times on either coastline, we have significant damage and we may have a need to stand up some type of strike zone office in each of those locations. One of the -- there are really two main purposes for these vehicles. One is catastrophe leadership goes out in these and they can assess the damages on the ground, they help train the independent adjusters that show up for the event, they can do ride-alongs, they can assess their work. And really what we're trying to do is make sure that those independent adjusters really do understand what it is that they need to be doing. The second purpose of this vehicle is a lot of times there may be power outages, there could be cell and phone outages. Well, all of our work transmits via the internet. This vehicle has the ability to connect to the internet and it can support up to 100 adjusters at any given moment. And the idea here is adjusters can pull up in the parking lot, they don't even have to get out of their car, they can transmit their completed claims to us, receive their new claims assignments, and if they have no questions, then they can just move on. Next slide. I'd be willing to take any questions. And, Chairman, if there are none, I'd like to turn it over to Jeremy for his part of the catastrophe response.

CHAIR KNIGHT: Thank you, Jay. Do we have any questions?

UNIDENTIFIED SPEAKER: None here.

CHAIR KNIGHT: Okay. Thank you.

MR. ADAMS: Thank you.

MS. CUMBER: No questions.

CHAIR KNIGHT: Jeremy, we'll turn it over to you.

MR. POPE: Thank you, Chair Knight, and good afternoon to you and the committee members. For the record, Jeremy Pope, Chief Administrative Officer. And for the record, Chair, I would like to mention that Governor Cumber and Greg Rokeh have joined the call. I'm going to further expound on our catastrophe response planning that Jay shared. I'll chime in really on our consumer response piece. I'm going to go rather quickly because none of this material, I think, overall, as far as the functions that we -- you know, we support are new to this committee. But if there are any questions, please feel free to ask, of course. Next slide. Next slide. We have a communications team that obviously works year-round to keep our consumers, our agent stakeholders, and also even staff in the know of all things Citizens, if you will. In regard to "Citizens is Ready," that's our campaign that we utilize to help educate consumers throughout the year. We educate and produce storm-related messaging via agent bulletins, emails, webinars. We use our website. We do have contracts with public radio also when we need to utilize that channel. As you can imagine, emails, press releases when it's appropriate, newsletters to consumers throughout the year, social media, and then we also have the ability to target both text messaging and we could target emails at times as well. Next slide. Again, just high level. A big part of this is the informational piece, keeping consumers educated, and sometimes it is anything from how to protect their home, of course, and then getting into maybe more complex topics such as hurricane deductibles and things like that. So we gauge those topics based on customer feedback, internal ideas and thoughts of what we're seeing, whether it be industry related or whether it be Citizens

related to really make sure whatever we're producing throughout the year to educate consumers is effective and meaningful. Next slide. There's storm season monitoring. As you can imagine, we are -- anytime that there's any type of threat that hits the coast, we are -- we also use some technology to help automate some of that for us to help support -- when the National Hurricane Center issues any type of watch or warning that would impact any coast of Florida, we go into binding suspensions, and, again, we use some technology to help us with that. So when that does happen, we're out there communicating to a broad audience of our consumers and agent and employee base as appropriate. And a lot of times with these storms, sometimes binding suspensions hits, then it's lifted, it can go back to being active sometimes, just depending on the path of the storm. So that's something that the communications team is all over, honestly, seven days a week, if you will, when we're in storm season. Next slide. Pre-storm messaging. When we do have a threat that is going to impact the coast of Florida, we gear the messaging that, you know, a lot of times, you know, urging consumers to prep for the storm, ensuring that they know that we're here for them, and also reminding them of the various contact channels, should they need to get in contact with us. Next slide. Again, continuing with the CAT messaging, if you will, when a storm does strike, and in particular if we are out in the field setting up our catastrophe response centers, we get the message out there, we have to move really quickly. And, also, the messaging sometimes changes quickly, too, because we're working with various agencies and a lot of times, plans are set, and then based on the local area, sometimes we have to pivot because -- for various reasons. So we're constantly sending out updated messaging through -- you know, post-storm, if you will, and even during a storm to make sure consumers are aware of where all the resources are for -- you know, for us, where we can be to help support them, and then, again, I keep stating, but reminding them of the various contact channels to get ahold of us, whether it be by phone, in person, out in the field, or even online if they need to file a claim. Next slide. I don't want to be redundant here, but, again, just, you know, how they can -- you know, our consumers can connect with us. We are on social media, and we noticed over the past -- especially the past -- we had three events last year. Posting a lot of pictures and, you know, those locations of where we're going to be, when we do deploy one of our CRC sites, it was value add. It's also -- it's good exposure for our employees, too, because we have -- this year, we're right around 140 volunteers, if you will, that have signed up to be deployed out in the field should we have an event that impacts the state, and gives a lot of exposure of what they do day in, day out. And I can tell you firsthand that the teams always put their best foot forward when we do have an event to respond to for our consumers, and the social media piece has been a very active and meaningful communication channel, what we've seen, and it's growing. Next slide. And, again, post-storm support, you know, sometimes we'll pass on additional information from various agencies that we think are consumer-centric or benefit our consumer base. And then sometimes there's some targeted messaging that'll go out there as well, and that's both with communications and also even phone calls. We do some outreach with our consumer base, especially for areas that we know that are impacted, reaching out to remind them that we're here, especially -- sometimes we'll even -- we'll work with Jay's team to really identify where some of the major damages are and we'll reach out to policyholders who have not filed a claim just to remind them that we are here and we want to get to them as soon as possible. So we -- it's both communications and some outreach by phone at times that we've been really effective in that space. Next slide. Getting into the consumer response. Next slide. This is nothing new to the committee, but we provide this update on an annual basis. But our catastrophe response centers are really our mobile offices where consumers can show up, they can file a claim. We have adjusters on site. They can ask questions about their policy. We also, if appropriate, can disburse an additional living expense check on site. A lot of times consumers need those funds immediately to help get them into hotels or to recover food loss and things like that. So we

try to get that out to them as quickly as possible when it's safe to do so, of course, to make sure we have the appropriate space for our team and an appropriate space for consumers to get to us. We have the ability to -- we have larger setups and we also have smaller setups and then what we call our pop-up sites for some of the pocketed areas where we feel like we want to get out there for the consumer need, but it may not be appropriate to bring in the mass infrastructure, if you will. We're very sensitive in these situations. Depending on what's going on, every storm is unique, so we, again, are continuously adjusting and pivoting as appropriate to make sure not only are we there for our consumers, but we're providing the appropriate level of support as well. Next slide. We also have our first notice of loss call centers, and this -- we have -- there's an action item toward the end of today's committee meeting for your consideration, but we utilize many vendors, if you will, to help us with that surge of staff that we need to help support a storm, but consumers can file a claim 24 by 7. And as you can imagine, the resource need is substantially higher when we have a major event hit the state. So we have 16 vendors today that are awarded to complete work for us. We don't necessarily activate all of them. We have a lot of backups because, quite frankly, every vendor says they can do it, and then sometimes if we notice there's either a vendor failure or we don't feel like a vendor has the appropriate capacity, we activate additional vendors. And that's really just to ensure consumer contacts Citizens. One, they get through to us quickly, prioritize those calls because we know how critical they are, and there's a level of accuracy because if you code the claim incorrectly at the beginning, at the intake of a claim, you can stall and cause unnecessary delays. So we're very big around quality with that service channel. Next slide. This just gives you just some insight, what have we been doing so far this year, and we do our mock annual testing, the CRC mock testing on April 11th. There's a picture of Downtown Jacksonville where we set that up and we take some of our employees that are on the deployment list, if you will, for this year's storm season where we set up all the equipment and we go over process and procedure. We have mock customers come through. We do that because we want to make sure, one, there's always a balance of seasoned staff and maybe staff that has either, one, not been deployed before, or they're new to Citizens, and we want to make sure that everybody understands the process, everybody also understands the expectation when we are out in the field because it's different, and also what to expect, depending on the event. And as I stated earlier, every event is different, and even last year for the three events that occurred and impacted the state, telecommunications were up primarily. And we've been in some situations where when you don't -- when telecommunications are down, just the volume, if you will, looks a lot different at some of these CRC sites. So, again, just going through a lot of contingency planning and talking with the staff is a big part of the annual testing that we complete every year. We also -- continuing on the theme of mock stress testing our vendors, we test them as well with the call center stress testing. We conducted that on April 25th. Those are unannounced, by the way, and we are testing the vendors on a number of things, technology, capacity with their staff, and also we have mock calls that go through just to make sure that we have some type of comfort level that should we give the notice of we -- you know, Citizens need support, we're going to receive those -- the customer service representatives as appropriate. Next slide. Just to recap, again, right now, we have 146 plus, I would say, employees signed up and ready to be deployed should we need them out in the field. I believe last year we were close to 90 employees that were actually deployed between the three events that impacted the state. Catastrophe testing is all complete. We do have some additional testing with some of our call centers; again, those are unannounced, but over the summer just to make sure that we can button things up. We always learn something from all the testing that we do, whether it be the mock CRC testing or the FNOL call center testing, and we always try to take that and spark action and try to make improvements, ideally before storm season, but if we find an opportunity during storm season, we make those adjustments as appropriate. And

then our call center outsourcing. We really -- we are having continuous conversation in partnership with our vendor management team internally where, you know, those 16 vendors I referenced earlier, we have active conversations with them because those contracts can be tricky. There's no guarantee of work with any of those contracts. So payment is only provided should Citizens, one, request the support, and then we request -- we receive the support that we've requested. So sometimes, you know, we have several vendors that, you know, there's no revenue on an ongoing basis. We try to keep those relationships active, if you will, better understanding their -- one, their appetite and their capacity to support Citizens, and also a chance for them to kind of really know who we are. We think that's really important for them to understand Citizens and understand the expectations so if we do need to activate a vendor, at the end of the day, our consumers receive the service that we expect. Next slide. This is a recap and this has been provided to the storm -- the storm -- the committee is not the storm. This has been provided to the committee before, just the 2024 recap of our CRC sites. I mean, we had almost -- you know, over 3,500 consumers come through the various locations that we set up for Hurricane Debbie, Helene, and Milton. Governor Cumber, Governor Butts came through at one point, which is great to see them. We filed over 2,300 claims out in the field. We provided over -- disbursed, I should say, over 1,400 ALE checks, which equated to a little over \$5 million. Our FNOL call center serviced over 83,000 calls and with a 95 percent service level, which means 95 percent of those calls were answered within eight seconds or less. So, again, we measure everything on these vendors' quality, and then the service levels as appropriate, because that's truly important to us when it comes to the overall consumer experience. We trained over 2,300 customer service representatives to make sure that we, Citizens, had the support needed to support our consumers. And I mentioned some of those outbound calling campaigns. There were over thirty -- close to 31,000 calls where we're reaching out to consumers, one, just making sure -- you know, in some areas, it was to validate that, hey, we haven't heard from you, which, you know, want to make sure that you don't have damage and want to make sure you're okay and we're here as your insurance carrier, and then, also, we had some other targeted campaigns, too, just following up on some storm-related -- on the claims that have come in, just following up with some of those consumers just to make sure that they have everything that they need as they're working with their adjusters. So -- next slide. Those are just nice pictures. The lieutenant governor came through last year as well. I failed to mention that. Former lieutenant governor is in one of those pictures. And, again, we typically see quite a bit of elected officials. There's various insurance villages that usually partner with Department of Financial Services to make sure that we have a presence, but I stand before this committee to say you should be very -- extremely proud of the employees here at the company because they really do, across all different divisions, they put their best foot forward for our consumers, and we truly do -- in partnership with Jay's team, of course, we feel that Citizens is ready to respond to the 2025 CAT season. Next slide. Chair, that concludes my update. I'll be happy to answer any questions the committee may have.

CHAIR KNIGHT: Sorry, I thought I clicked off the mute. Thank you, Jeremy, to you and to everyone else who came and participated to support during the catastrophe events this year. Do we have any questions from the committee or --

MS. CUMBER: No questions. Thanks for the report, Jeremy. Appreciate it.

MR. POPE: You got it.

CHAIR KNIGHT: Thank you.

UNIDENTIFIED SPEAKER: None here, Madam Chair.

CHAIR KNIGHT: Okay. Thank you. Should we move to the customer experience update?

MR. POPE: Okay. I'll turn it over to Cecile. Thank you, Chair.

CHAIR KNIGHT: Thank you.

Customer Experience (CX) Update

MS. LATIMORE: Thank you, Chair, and good afternoon, committee. My name is Cecile Latimore, the customer experience director -- customer experience and advocacy director, and I'll be giving an update today on our policyholder focus groups. Next slide, please. All right. As a reminder, I know the committee is aware our policyholder focus groups were implemented back in July of 2023 with the goal of focusing on customer engagement and improving the customer experience. These focus group sessions are hosted via Zoom, and the topics range from claim processes to assessing our policyholder education and resources. Our upcoming session is planned for next week, and we'll focus on our servicing channels. It'll be on June the 18th. Next slide, please. All right. So we have to use the feedback that we receive from our focus groups, as well as other customer experience data that we obtain from our voice of the customer surveys when we analyze our complaints and also from our servicing channels. We use the feedback to make recommendations on how we can improve the customer experience. Some of those recommendations include enhancing communication to our policyholder. Whenever we send additional document requests to the agent of record, policyholders will also receive written notification so that they can partner with their agent. Another recommendation that we've made based on this feedback that we've obtained is to allow policyholders to enter custom payment amounts when they're utilizing self-service to make their payments. We're also assessing the overall strategy for communications related to cancellation and nonrenewal notifications that go out to policyholders. We want to look at the method of communication, as well as the frequency and the structure of the correspondence that we send. And, lastly, another important recommendation that we've made is around our self-service. When policyholders utilize MyPolicy, we want to update and enhance that platform to make it easier to navigate and allow for expanded payment options and real-time policy updates. So we'll continue our efforts, keeping our groups internally engaged, and working together to improve the customer experience, but, overall, just to provide a quick update, more to come on our next quarter, which again will be next week, we'll host our next session. And, Chair, that concludes my update for the policyholder focus groups and I'm happy to entertain any questions.

CHAIR KNIGHT: Thank you very much. Any questions?

UNIDENTIFIED SPEAKER: None, Madam Chair.

Approval of Prior Meeting's Minutes

CHAIR KNIGHT: Okay. Thank you. We're going to move to an action item. So let's back up and approve the minutes from the November 2024 meeting.

UNIDENTIFIED SPEAKER: So moved.

CHAIR KNIGHT: Okay.

MS. CUMBER: Second.

CHAIR KNIGHT: Second. Any discussion? All in favor? (Chorus of ayes.)

CHAIR KNIGHT: Meeting minutes adopted. Thank you. And we can move now to the business process outsourcing call center service action item.

Business Process Outsourcing (BPO) – Call Center Services

MR. POPE: Perfect. Thank you, Chair Knight, and for the record, Jeremy Pope. Today I present one action item for the committee's consideration. This is our BPO call center services contract. An executive summary has been provided in today's materials, and just for background high level, and I mentioned part of it, Citizens partners with vendors for call center support, and it's really to augment our internal capacity and really to be able to scale our operations efficiently. So this is both for day-to-day service needs, customer service, underwriting, and then also the CAT needs that I was describing earlier. This structure provides the scalability necessary to handle seasonal surges as well and unplanned spikes that occur with call volume usually during catastrophic events, but sometimes there's updates to the market that cause those spikes as well. So these contracts help us as an organization, one, keep a stabilized staffing that's needed across the organization that support these areas, and then also for our consumers to (inaudible) consistent support, regardless if there's any type of spikes. I will tell you we went out to market on January 14th of this year. We issued an ITN, ITN No. 25-0015. I am in my 19th year with Citizens, and I've never seen such a response, which is a good thing, because it basically drove, I believe, some of the best pricing that we've had. Sixty-eight vendors applied, of which 47 were advanced for consideration to the negotiation phase, and this -- we really sought the best value to Citizens. So following a comprehensive evaluation process that included a star-studded team, if you will, 15 of those vendors were recommended for an award of contract in the public meeting, and that meeting was held on May 27th. The procurement effort generated significant pricing competition, and there's a good news story here. Because of the negotiations team's focus on best value and also the competition, a number of things were evaluated, not just pricing, but also their overall infrastructure, quality assurance practices, their scalability, their resource capacity, their relevant experience, and so forth. The new contracts are estimated to lower the cost of our FNOL Tier 1 and Tier 2 call types -- so this is essentially our customer service, our underwriting call types, and our CAT calls -- between 17 and 29 percent, depending on the call type. So what that equates to over the initial base, which is a five-year contract, and then the renewal options, a one 2-year renewal, so seven years, we are estimated conservatively a \$4.6 million savings over the seven-year period, but it also can be up to 11 million, depending on which vendors are selected and so forth on that panel. Now, keep in mind, those estimates are based on assumptions, based on a forecast of what we -- known variables today with policy counts. That can obviously change. But what's important to know that these on-demand services, there's no guarantee of revenue with any of these contracts that we have. So Citizens can literally flip the switch on and off. So the estimated spend you see, that's a little over \$54 million in this action item for the seven-year period, that's based on projections, and if we don't have the volume, we won't be paying that out, if you will. This will replace our current contracts that expire in early 2026. We'd like to bring this back to the committee and

the board sooner, one, because if -- in the event that there's ever a transition to another vendor, it gives us time to make that change and we're not necessarily doing it during the peak of storm season, if you will. Again, just to emphasize, there's no guarantee of work with any of these contracts. And I am happy, Chair, to answer any questions that the committees may have or move on to the recommendation if appropriate.

CHAIR KNIGHT: Okay. Do we have any questions? I don't hear any, so --

UNIDENTIFIED SPEAKER: No.

MR. ROKEH: This is Greg Rokeh. I've got a quick question.

MR. POPE: Sure.

MR. ROKEH: Some of the vendors on your list, are these some folks you've worked with previously and have some experience with?

MR. POPE: Yes, some are and some are not. So, typically, every time we go to market, that usually happens, but, yes, on the list that are provided in the materials, Greg, some are current vendors and some are not.

MR. ROKEH: And I assume that any current vendors that you've had less than positive experiences with probably didn't make the final cut, I would assume?

MR. POPE: I would say any vendor that we are not happy with wouldn't be activated today. And I say that because we have that -- as I mentioned, we have that slew of vendors of 15 on today -- today's roll call, if you will -- 16, I should say, and we have over the years, and if vendors aren't performing or meeting their contractual obligations, whether it be quality, service, whatever, we turn them off and we activate somebody else. So what I would say is if anybody who is active today and they went through this process, they were able to articulate their relevant experience enough to provide confidence in the evaluation team for this procurement.

MR. ROKEH: Thank you.

MR. POPE: Sure.

CHAIR KNIGHT: Okay. Would you like to move on to the recommendation?

MR. POPE: Perfect. Yes, Chair, I will. Citizens' staff proposes the consumer services committee review, and if approved, recommend the Board of Governors approve the BPO call center services contracts for a five-year base term and one 2-year renewal option as set forth in this action item, and authorize staff to take any appropriate or necessary action consistent with the action item.

CHAIR KNIGHT: Alright.

UNIDENTIFIED SPEAKER: Second.

CHAIR KNIGHT: Any discussion? All in favor? (Chorus of ayes.)

CHAIR KNIGHT: Okay. Thank you.

MR. POPE: Thank you, Chair.

CSC Charter Review

CHAIR KNIGHT: Moving on to our charter review.

MR. POPE: Thank you, Chair. And, again, for the record, Jeremy Pope. This is our annual charter review. So what we did, we included the current charter for the committee, and if there's any recommended changes that any committee member sees that they would at least like considered, if you just reach out to me and send it ahead of the next committee meeting so we have a couple of months, we'll include that. If there are no changes that are submitted, we will bring back that, we will make the committee aware, and then we will ratify the (inaudible) with no changes, if you will.

CHAIR KNIGHT: Thank you.

MR. POPE: Sure.

CHAIR KNIGHT: Okay. Unless there's any new business, I believe we –

MR. POPE: Chair, if I may, I believe we may want to go back on the minutes.

CHAIR KNIGHT: Okay. Oh, we did them.

MR. POPE: Okay, yep, we did them. Yep, I just got -- okay. I got final sign-off, yep. Okay, we're good. I apologize.

CHAIR KNIGHT: No problem. Okay. Well, thank you, everyone, for your time and participation. We will see you at the next meeting. I don't have the date off the top of my head, but as Jeremy said, it'll be in a couple of months. (End of proceedings.)