

# Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, June 25, 2025 •

Immediately following a 30 minute break after the Exposure Reduction Committee Meeting

The Westin Lake Mary, 2974 International Parkway, Lake Mary, FL 32746

In accordance with Citizens Public Comment procedure, public comments will be received prior to a vote being taken.

## 1. Chairman's Report

Chair Beruff

- ▲ June Chairman's Report, Chairman Carlos Beruff
- ▲ Previous Board of Governors Meeting Minutes
  - Board Minutes, March 12, 2025 [AI Index A]
  - Special Board Minutes, April 30, 2025 [AI Index B]

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## 2. President's Report

Tim Cerio

- ▲ June President's Report

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## 3. Chief Financial Officer Report

Jennifer Montero

- ▲ Finance & Investment Committee Report, Erin Knight, Chair
  - Risk Transfer Program Update
  - Financial Advisory and Investment Consultant Services [AI Index C]
- ▲ **Actuarial** & Underwriting Report, Carlos Beruff, Chair
  - 2026 Policy Level Rate Capping [AI Index D]
- ▲ 1Q2025 Results of Operations and Financial Position (unaudited)
- ▲ 1Q2025 Results of Operations and Financial Position – Commentary
- ▲ Citizens 2024 Audited Financial Statements (For Information Only)

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## 4. Chief Insurance Officer Report

Jay Adams

- ▲ Claims Committee Report, Chair
- ▲ Actuarial & **Underwriting** Report, Chairman Carlos Beruff
  - GIS and Location Data Services [AI Index E]
  - Product Update – June 2025 [AI Index F]

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## 5. Chief Administrative Officer Report

Jeremy Pope

- ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
- ▲ Exposure Reduction Committee Report, Carlos Beruff, Chair
- ▲ Consumer Services Committee Report, Chair
  - Business Process Outsourcing (BPO) Call Center Services [AI Index G]
- ▲ Administrative Services
  - Contingent Workforce Staffing Services [AI Index H]

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## 6. Chief Information Officer Report

Aditya Gavvala

- ▲ Information Systems Advisory Committee Report, Jason Butts, Chair

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## 7. Chief of Internal Audit Report

Joe Martins

- ▲ Audit Committee Report, Jamie Shelton, Chair
- ▲ OIA Quarterly Update
  - Executive Summary

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**New Business / Adjourn**

Action Index: Items requiring detailed explanation to the Board of Governors

- A. Board Meeting Minutes: March 12, 2025
- B. Special Board Meeting Minutes: April 30, 2025
- C. Financial Advisory and Investment Consultant Services
- D. 2026 Policy Level Rate Capping
- E. GIS and Location Data Services
- F. Product Updates – June 2025
- G. Business Process Outsourcing (BPO) Call Center Services
- H. Contingent Workforce Staffing Services

Consent Index: Items not requiring detailed explanation to the Board of Governors. Consents are contract extension, amendments, additional spending authorities for items previously approved by the board and/or Action Items qualifying as Consent as day-to-day operational items unanimously passed through committee.

- Comprehensive Material Analysis and Valuation Services for Insured Losses (Flooring Valuation)
- Claims Legal Services
- ELMS Single Source Extension Contract
- Market Accountability Advisory Committee – Citizens Consumer Member

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### **2025 Board of Governors Meetings**

September 24, The Westin Lake Mary  
December 10, Daytona Beach