

Citizens Property Insurance Corporation Hurricane Irma Preparation and Response

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HURRICANE IRMA

Top 10 Counties with Claims

Miami-Dade	19,261
Monroe	7,992
Broward	7,717
Pinellas	3,095
Palm Beach	2,410
Lee	1,879
Collier	1,866
Brevard	1,042
Pasco	798
Sarasota	801

As of October 5, 2017

- As of October 5, Citizens had received 51,958 claims. The bulk of claims have come from Miami-Dade (37.1 percent), Monroe (15.4 percent) and Broward Counties (14.9 percent).
- Over the next 18 to 24 months, that figure is expected to reach 70,000.



Hurricane Irma Costs and Financial Outlook

- The gross modeled loss related to Irma is \$1.2 billion
- Projected reinsurance recoveries are \$193.6 million
- Projected net loss is \$1.0 billion

This means that surplus of \$7.4 billion will be reduced by the projected net loss of \$1.0 billion – remaining surplus of \$6.4 billion.

Citizens has not encountered any difficulties with the payment of claims. We have sufficient liquidated funds for the projected losses related to Hurricane Irma

- Nine press releases were sent to advise the press and stakeholders of important developments and recovery efforts
- Customer and agent emails were leveraged to ensure customers and agents were both prepared and informed about storm-related and recovery activities
 - A total of 18 emails were sent throughout September with over 637,941 recipients
- Radio advertising to encourage pre-storm preparations and notify listeners of the CRC locations ran in four key markets: Tampa Bay, Miami, Ft. Myers/Naples and the Keys
 - A total of 1,792 radio spots ran from 9/8-9/27
- Website traffic on Irma-focused pages remained steady throughout the month
 - There were 25,027 views of the Hurricane Irma page and FAQ page
 - From 9/5-9/30, there was an average of 12,600 sessions per day
- Social media posts also were used to help promote a message of preparedness and notify of CRC locations
 - Ads were rotated on both Twitter and Facebook to ensure maximum reach and relevance
 - The combined campaigns amassed 655,130 impressions for Citizens' accounts

- A CRC is a fully functioning remote office, equipped with necessary supplies and technology, including a mobile generator and satellite solutions
- Functions are customer-facing and include:
 - Verifying coverage
 - Filing First Notice of Loss (FNOL)
 - Providing Additional Living Expense (ALE) advance checks, when appropriate
- Deployed as soon as it was safe to travel, including:
 - Three Field Service Vehicles (FSVs) which provide the technology and supplies needed for each CRC
 - 50+ employees from all Citizens locations throughout the state

- Opened three CRCs on Friday, September 15th, within days of the storm exiting Florida and maintained presence for three full weeks
 - Key Largo (9/15 – 10/5)
 - Naples* (9/15 – 9/17)
 - Florida City* (9/15 – 9/18)
 - Marathon Key (9/19 – 10/5)
 - North Miami Beach (9/20 – 9/24)
 - Satellite office in Big Pine Key (9/20 – 10/5)

**Relocated CRCs as demand changed*

The CRCs :

- Assisted over 2,500 people, including close to 1,800 policyholders
 - Provided information to non-policyholders regarding other assistance available in area
- Filed over 800 FNOLs
- Provided over \$1.1M in ALE advances

- Partnered with five vendors for 24/7 First Notice of Loss call center support consisting of over 865 trained Customer Service Representatives across 11 site locations
- Serviced over 88,000 calls with a Service Level of 83.2%
 - 83.2% of all phone calls were answered < 20 seconds
- Activated proactive outbound calling campaigns promoting an efficient and accurate claim experience for policyholders, focusing on the following:
 - Verified policyholder contact information for the adjuster
 - Reminded policyholders of repair options to property if applicable
 - Educated policyholders on any Citizens' Catastrophe Response Centers open in Monroe County for Additional Living Expense advancements

- Providing daily report of claim activity to Agency Principals
- Conducted seven post-landfall Agency conference calls
 - Provided updates on claim counts and activities
 - Updates on Catastrophe Response Center (CRC) locations
 - Provided support material (Coverage Q&A's)
 - Conducted live Q&A
- Deployed Agency Management resources to help impacted agencies and customers
 - Collier, Monroe Counties
 - Resources “in-agency” to assist customers and provide ALE
- Conducting targeted outreach to agencies with more than 100 claims

- Citizens has 1,314 dedicated claims resources handling Irma claims
- Specialized CAT Task Field and CAT Desk Teams established:
 - Fast-Track Desk unit handling lower severity claims
 - Homeowners and Commercial Desk Adjusters working moderate severity claims
 - Large Loss Specialized Teams handling high severity claims
 - Dual-peril loss claims group is evaluating claims where surge has been identified at FNOL
 - A Claims Resolution team is handling reopened claims or reassignments from the fast-track team
- Citizens utilized drones and roof reports from our estimating software to assist in the adjustment of the claims and reviewed post event aerial imagery to evaluate the severity of damages in the Florida Keys and coastal areas impacted by Hurricane Irma.



Claims Response Additional Teams

- **Key West Operations:** Citizens has established a base claims operation response in Key West, under one roof, at a local hotel with a deployment of 100 tenured, experienced Citizens Staff and contracted adjusters, under Citizens' management.
- **SIU Operations:** Citizens' Staff Special Investigation Unit has established a specialized team to investigate all areas of potential insurance fraud, consumer price gouging, agency improprieties, Public Adjuster improprieties, reporting to Department of Financial Services as identified.