

Agency Management Services Update

June 10, 2026

Carl Rockman, Vice President, Agency & Market Services



Current Agent and Agency Counts

| Current Agent and Agency Counts vs. YE 2025 | | | |
|---|--------|--------|------------|
| | Apr-26 | Dec-25 | Net Change |
| Agencies | 5,465 | 5,696 | -231 |
| Agents | 13,333 | 13,845 | -512 |
| LCRs | 4,769 | 4,637 | 132 |

| Current Tri-County Agent and Agency Counts vs. YE 2025 | | | |
|--|--------|--------|------------|
| | Apr-26 | Dec-25 | Net Change |
| Agencies | 2,326 | 2,382 | -56 |
| Agents | 4,745 | 4,840 | -95 |
| LCRs | 1,542 | 1,551 | -9 |

| Agency Segmentation | | | | | | |
|--------------------------------|----------------|-----------|------------------|----------------|-----------|------------------|
| Tiers | Apr-26 | | | Dec-25 | | |
| | Total Agencies | Total PIF | % of Overall PIF | Total Agencies | Total PIF | % of Overall PIF |
| Tier 1 (2,000+ PIF) | 11 | 50,894 | 6.3% | 17 | 77,456 | 8.3% |
| Tier 2 (500-1,999 PIF) | 56 | 50,929 | 6.3% | 80 | 67,389 | 7.2% |
| Tier 3 (200-499 PIF) | 184 | 55,209 | 6.8% | 258 | 78,216 | 8.4% |
| Tier 4 (50-199 PIF) | 942 | 89,703 | 11.1% | 1,216 | 121,395 | 13.0% |
| Tier 5 (49 or less PIF) | 3,596 | 48,159 | 5.9% | 3,457 | 50,881 | 5.4% |
| Tier 6 (0 PIF) | 676 | 0 | 0.0% | 668 | 0 | 0.0% |

Note: 78% of Citizens agencies have fewer than 50 policies in force.

Data as of 04/30/26



2020-2025 Program Results

Performance Violation Key

| | |
|--|---|
| Ineligible Risk | Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 20% rule) |
| Uninsurable Risk | Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals |
| Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract | The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability, or the premium finance company contract was not submitted with the new-business submission or policy renewal. |
| Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures | The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing: <ul style="list-style-type: none"> • Documentation to support mitigation credits was not submitted, or insured signature was missing. • Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted. • Acceptable proof of prior insurance was not submitted. • Insured or agent signature was missing on application. |
| Late Submissions | If either the required documentation or the SUBMIT action is missing: <ul style="list-style-type: none"> • A Late Submission Alert will issue: the day after the fifth business day from the effective date of coverage • A Late Submission Violation will issue: the day after the sixteenth calendar day from the effective date of coverage |

Annual Performance Violation Summaries

| Year | Total Submissions | Annual PV Total | % Total Submissions w/ PV | Ineligible Risk | Uninsurable Risk | Premium on Unbound / PFC Contract Missing | Incorrect Credits / Missing Signatures | Late Submission Alerts | Late Submissions | % Total Submissions with an LSV |
|--------------|-------------------|-----------------|---------------------------|-----------------|------------------|---|--|------------------------|------------------|---------------------------------|
| 2020 | 178,812 | 10,135 | 6% | 147 | 2,068 | 66 | 6,437 | 36,773 | 899 | 1% |
| 2021 | 391,604 | 19,830 | 5% | 268 | 4,370 | 53 | 12,813 | 81,399 | 18,091 | 5% |
| 2022 | 613,559 | 12,430 | 2% | 140 | 3,424 | 62 | 7,601 | 140,119 | 19,644 | 3% |
| 2023 | 576,229 | 18,147 | 3% | 615 | 13,295 | 83 | 4,154 | 144,194 | 34,625 | 6% |
| 2024 | 392,948 | 15,191 | 4% | 7912 | 2,987 | 60 | 4,232 | 99,311 | 21,522 | 5% |
| 2025* | 81,010 | 3,878 | 5% | 1,845 | 842 | 15 | 1,176 | 21,519 | 5,721 | 7% |

* Results based on four months (January-April) only. Beginning in May the program was suspended as new program was being developed and rolled out for 2026.



Agent Performance Program: Areas of Emphasis

| Eligibility and Insurability Enforcement Program | | |
|---|---|---|
| Definitions | | Disciplinary Action |
| Ineligible Risk (PV01) | <p>Any one of the following three instances occur:</p> <ul style="list-style-type: none"> • Failure to upload information demonstrating a new-business risk submitted outside of the Clearinghouse Program meets Citizens' statutory eligibility requirements • Submitting a risk that exceeds loss frequency guidelines • Failing to submit acceptable proof of required flood coverage documentation | <ul style="list-style-type: none"> <input type="checkbox"/> 4+ Violations = Warning Notice <input type="checkbox"/> 3+ More Violations = 30-Day Suspension <input type="checkbox"/> 1 More Violation = Termination <p>Note: Once an agent enters the Warning Notice phase of discipline, they will not ever be removed from the program regardless of how much time passes.</p> |
| Uninsurable Risk (PV02) | Submitting a risk that is uninsurable per the applicable underwriting manual and/or as evidenced by inspections submitted with the new-business application. | |
| Premium Credit, Signatures, and Timeliness Improvement Program | | |
| Definitions | | Disciplinary Action |
| Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract (PV03) | <p>Premium is posted on an unbound risk prior to underwriting review and approval, regardless of the final determination of eligibility or insurability.</p> <p>OR</p> <p>Failure to upload a premium finance company contract when a policy is financed through a premium finance company.</p> | <p>Quarterly, Citizens will identify the top ~25 agents by volume accumulating PV03, PV04, and LSV combined.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Warning Notice <input type="checkbox"/> AM will monitor the agent for 90-days for improvement (the agent will be told at warning notice step what the improvement goal is). <input type="checkbox"/> If improvement goal not met after the 90-day period = Termination <p>Note: Once an agent enters the Warning Notice phase of discipline, they will not ever be removed from the program regardless of how much time passes.</p> |
| Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures (PV04) | <p>A document is submitted without all required signature(s) and/or without the required initials of all appropriate parties.</p> <p>OR</p> <p>There was a failure to provide proof documenting feature(s) for which a credit or discount has been applied.</p> | |
| Late Submissions (LSV) | <p>If either the required documentation or the SUBMIT action is missing:</p> <ul style="list-style-type: none"> • On the effective date of coverage: a Late Submission Alert will issue. • The day after the fifth business day from the effective date of coverage: a Late Submission Violation will issue. | |



Agent Performance Program: Program Update

| 2026 Monthly Eligibility & Insurability Enforcement Program | | | | | |
|---|----------------------------|---------------|------------|-----------------|------------------|
| Month | Total New Business Written | Monthly Total | % Total NB | Ineligible Risk | Uninsurable Risk |
| January | 5,908 | 11 | 0% | 5 | 6 |
| February | 4,268 | 48 | 1% | 13 | 35 |
| March | 5,139 | 125 | 2% | 41 | 84 |
| April | 4,527 | 80 | 2% | 26 | 54 |
| May | | | | | |
| June | | | | | |
| July | | | | | |
| August | | | | | |
| September | | | | | |
| October | | | | | |
| November | | | | | |
| December | | | | | |
| YTD Grand Total | 19,842 | 264 | 1% | 85 | 179 |

Data as of 4/30/26



Agent Performance Program: Program Update

2026 Monthly Premium Credit, Signatures, and Timeliness Improvement Program

| Month | Total New Business Written | Premium on Unbound / PFC Contract Missing | Incorrect Credits / Missing Signatures | Monthly Total | % PV Total NB | Late Submission Alerts | Late Submission Violations | % LSV Total NB |
|------------------------|----------------------------|---|--|---------------|---------------|------------------------|----------------------------|----------------|
| January | 5,908 | 3 | 29 | 32 | 1% | 1,962 | 185 | 3% |
| February | 4,268 | 3 | 65 | 68 | 2% | 3,501 | 614 | 14% |
| March | 5,139 | 5 | 153 | 158 | 3% | 3,839 | 675 | 13% |
| April | 4,527 | 3 | 101 | 104 | 2% | 3,404 | 618 | 14% |
| May | | | | | | | | |
| June | | | | | | | | |
| July | | | | | | | | |
| August | | | | | | | | |
| September | | | | | | | | |
| October | | | | | | | | |
| November | | | | | | | | |
| December | | | | | | | | |
| YTD Grand Total | 19,842 | 14 | 348 | 362 | 2% | 12,706 | 2,092 | 11% |

Data as of 4/30/26



Agent Performance Program: Disciplinary Status Update

Eligibility & Insurability Enforcement Program

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Warning Notices | 0 | 0 | 1 | 0 | | | | | | | | |
| Suspensions | 0 | 0 | 0 | 0 | | | | | | | | |
| Terminations | 0 | 0 | 0 | 0 | | | | | | | | |

Premium Credit, Signatures, and Timeliness Improvement Program

| | Q1 | Q2 | Q3 | Q4 |
|------------------------|----|----|----|----|
| Warning Notices | 6 | 30 | | |
| Terminations | 0 | 6* | | |

* Terminations in progress, not final yet.

Data as of 4/30/26

Voice of the Customer (VoC)

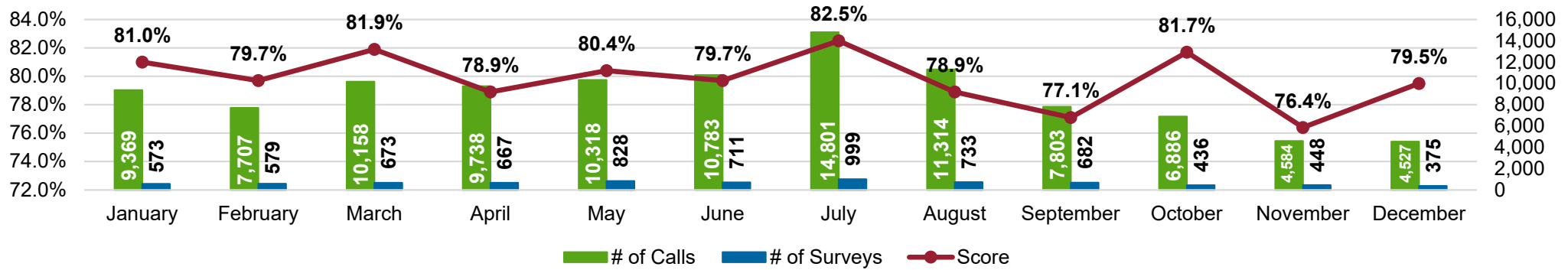


Please rate your satisfaction of the service provided by your Citizens agent

Did you contact your agent before contacting Citizens?

Regarding your level of satisfaction with Citizens as an organization, please rate the service provided by your Citizens agent?

2025 VoC Agency Satisfaction Score



2026 VoC Agency Satisfaction Score

