

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, March 29, 2017 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751

Teleconference Number: 888-942-8686 • Participant Code: 574 373 5657#

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1.	Approval of Prior Meeting's Minutes	Chairman Gardner
	▲ December 7, 2016 and March 15, 2017 [AI Index A]	
2.	Chairman's Report	Chairman Gardner
3.	President's Report	Barry Gilway
4.	Chief Financial Officer Report	Jennifer Montero
	▲ Finance & Investment Committee Report, Christopher B. Gardner, Chair	
	▲ Financial Statements 12.31.16	
	▲ Quarterly Financial Analysis, 12.31.16	
	▲ 2016 MD&A	
	▲ Water Loss Trends	
	▲ Loss Reserving, Brian Donovan	
5.	Chief Systems & Operations Officer Report	Kelly Booten
	▲ Information Systems Advisory Committee Report, Jim Holton, Chair	
	▲ ISAC Charter [AI Index B]	
	▲ Multi-function Copiers [AI Index C]	
6.	Chief Underwriting and Agency Services Report	Steve Bitar
	▲ Market Accountability Advisory Committee Report, Dave Newell, Chair	
	▲ Clearinghouse Update	
7.	Chief Internal Audit Officer Report	Joe Martins
	▲ Audit Committee Report, Juan Cocuy, Chair	
	▲ OIA Dashboard	
	▲ Citizens ERM Framework	
	▲ Audit Committee Charter	
	▲ 2016 Annual Report	
	▲ Internal Audit Consulting Services [AI Index D]	
8.	Chief Legal Officer & General Counsel	Dan Sumner
	▲ Business Insurance Agent of Record [AI Index E]	
9.	Vice President of Communications, Legislative & External Affairs Report	Christine Ashburn
	▲ Consumer Services Committee Report, Freddie Schinz, Chair	
	▲ Legislative Update	
	Consideration of Consent Items	Chairman Gardner
	Consent items are contract extensions, amendments or additional spending	

authorities for items previously approved by Citizens Board of Governors.

Items **not requiring** detailed explanation to the Board of Governors.

- ▲ Investment Performance, Compliance and Risk Analytics
- ▲ Telecommunication Network & Services Extension, Contract #0908003100

New Business / Adjourn

ACTION ITEM INDEX: Items **requiring** detailed explanation to the Board of Governors

- A.** Board of Governors Meeting Minutes, December 7, 2016
Board of Governors Meeting Teleconference Minutes, March 15, 2017
- B.** ISAC Charter
- C.** Multi-function Copiers
- D.** Internal Audit Consulting Services
- E.** Business Insurance Agent of Record

Next Scheduled Meetings

Thursday, April 27, 2017 Board of Governors Teleconference: 2017 Risk Transfer Program

Tuesday, June 20, 2017 Board of Governors Meeting