Agency Management Services Update

Carl Rockman, Vice President, Agency & Market Services

CITIZENS
PROPERTY INSURANCE CORPORATION

Road Ahead

Q3 2026

- **July:**
  - PL & CL Rate Changes
  - CL Depopulation
- **August:**
  - PL Depopulation
- **September:**
  - PL Depopulation
  - CL Depopulation

Q4 2026

- **October:**
  - PL Depopulation
- **November:**
  - Flood proof and attestation required on policies at renewal
  - PL Depopulation (Tentative)
  - CL Depopulation (Tentative)
- **December:**
  - PL Depopulation (Tentative)

Q1 2027

- **January:**
  - Flood required on all policies written with Citizens regardless of flood zone or coverage A value

Policies, Exposure, and Premium in Force by Policy Form

Product	Policy Form	Prior PIF	Current PIF	PIF Change	Prior Total Exp	Current Total Exp	Total Exp Change	Prior Total Prem	Current Total Prem	Total Prem Change
Condo Dwelling	DP-3 C	57,512	57,268	(244)	3,759,528,901	3,745,654,929	(13,873,972)	38,020,820	37,811,427	(209,393)
Mobile Home	MHO-3	51,867	51,711	(156)	5,509,075,909	5,509,151,955	76,046	107,372,603	107,495,736	123,133
Homeowner Wind	HW-2	34,031	33,714	(317)	20,804,879,178	20,633,877,886	(171,001,292)	142,967,533	141,901,973	(1,065,560)
Dwellling	DP-1 D	32,543	32,295	(248)	10,748,852,197	10,687,398,215	(61,453,982)	90,404,561	89,929,430	(475,131)
Homeowner	HO-3	22,457	23,892	1,435	10,198,642,006	10,840,145,511	641,503,505	77,993,301	83,006,288	5,012,987
Condo Homeowner	HO-6	13,249	13,411	162	555,391,492	561,711,352	6,319,860	12,271,635	12,387,480	115,845
Condo Wind	HW-6	13,294	13,150	(144)	2,389,994,982	2,365,876,541	(24,118,441)	25,357,782	24,956,746	(401,036)
Mobile Home Dwelling	MDP-1 D	12,488	12,405	(83)	702,247,909	700,011,521	(2,236,388)	15,321,209	15,248,893	(72,316)
Homeowner	HO-8	10,316	10,077	(239)	3,029,923,365	2,966,918,858	(63,004,507)	27,442,410	27,004,106	(438,304)
Dwelling Wind	DW-2	9,851	9,613	(238)	4,844,301,269	4,733,830,259	(110,471,010)	61,831,154	60,606,946	(1,224,208)
Dwelling	DP-3 D	7,169	7,590	421	2,618,505,124	2,777,352,752	158,847,628	21,526,758	22,512,726	985,968
Renter	HO-4	4,733	4,536	(197)	118,600,660	113,838,920	(4,761,740)	1,234,044	1,188,852	(45,192)
Condo Dwelling	DP-1 C	2,446	2,434	(12)	181,054,758	180,010,818	(1,043,940)	1,483,493	1,462,949	(20,544)
Mobile Home Wind	MW-2	892	885	(7)	52,466,010	52,153,860	(312,150)	3,079,553	3,101,415	21,862
Mobile Home Renter	MHO-4	619	626	7	15,268,330	15,450,930	182,600	231,639	233,103	1,464
Mobile Home Dwelling Wind	MD-1	102	99	(3)	7,009,060	6,844,560	(164,500)	508,768	492,590	(16,178)
Renters Wind	HW-4	80	82	2	9,163,360	9,544,400	381,040	68,150	72,396	4,246
Mobile Home Tenant	MDP-1 T	27	26	(1)	700,500	690,500	(10,000)	6,339	6,205	(134)
Dwelling Tenant	DP-3 T	5	5	0	198,300	198,300	0	2,542	2,542	0
Dwelling Tenant	DP-1 T	3	3	0	178,400	178,400	0	1,631	1,631	0
Totals		**273,684**	**273,822**	**138**	**65,545,981,710**	**65,900,840,467**	**354,858,757**	**627,125,925**	**629,423,434**	**2,297,509**

Product	Policy Form	Prior PIF	Current PIF	PIF Change	Prior Total Exp	Current Total Exp	Total Exp Change	Prior Total Prem	Current Total Prem	Total Prem Change
Commercial Non-Residential Wind-Only	CNR-W	1,777	1,723	(54)	1,491,092,003	1,428,574,005	(62,517,998)	25,936,816	24,935,339	(1,001,477)
Commercial Residential Wind-Only	CR-W	1,315	1,250	(65)	5,173,869,553	4,760,859,378	(413,010,175)	42,621,484	39,449,175	(3,172,309)
Commercial Non-Residential Multi-Peril	CNR-M	827	801	(26)	1,001,682,556	942,700,856	(58,981,700)	10,426,959	9,928,811	(498,148)
Commercial Residential Multi-Peril	CR-M	643	600	(43)	6,433,044,940	5,875,652,540	(557,392,400)	31,880,320	28,948,203	(2,932,117)
Totals		**4,562**	**4,374**	**(188)**	**14,099,689,052**	**13,007,786,779**	**(1,091,902,273)**	**110,865,579**	**103,261,528**	**(7,604,051)**

Data as of 07/31/2026

Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2025			
	Jul-26	Dec-25	Net Change
Agencies	5,481	5,696	-215
Agents	13,403	13,845	-442
LCRs	4,618	4,637	-19

Current Tri-County Agent and Agency Counts vs. YE 2025			
	Jul-26	Dec-25	Net Change
Agencies	2,331	2,382	-51
Agents	4,745	4,840	-95
LCRs	1,488	1,551	-63

Agency Segmentation						
	Jul-26			Dec-25		
Tiers	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	11	48,113	17.3%	17	77,456	19.6%
Tier 2 (500-1,999 PIF)	54	47,326	17.0%	80	67,389	17.0%
Tier 3 (200-499 PIF)	172	50,564	18.2%	258	78,216	19.8%
Tier 4 (50-199 PIF)	894	84,516	30.4%	1,216	121,395	30.7%
Tier 5 (49 or less PIF)	3,598	47,677	17.1%	3,457	50,881	12.9%
Tier 6 (0 PIF)	752	0	0.0%	668	0	0.0%

Note: 79% of Citizens agencies have fewer than 50 policies in force.

Data as of 07/31/26

2020-2025 Program Results

Performance Violation Key

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: • 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: • 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

<table>
<tr><th colspan="3">Eligibility and Insurability Enforcement Program</th></tr>
<tr><th colspan="2">Definitions</th><th>Disciplinary Action</th></tr>
<tr><td>Ineligible Risk (PV01)</td><td>Any one of the following three instances occur:
• 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</td><td rowspan="2">❑ 4+ Violations = Warning Notice
❑ 3+ More Violations = 30-Day Suspension
❑ 1 More Violation = Termination

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.</td></tr>
<tr><td>Uninsurable Risk (PV02)</td><td>Submitting a risk that is uninsurable per the applicable underwriting manual and/or as evidenced by inspections submitted with the new-business application.</td></tr>
<tr><th colspan="3">Premium Credit, Signatures, and Timeliness Improvement Program</th></tr>
<tr><th colspan="2">Definitions</th><th>Disciplinary Action</th></tr>
<tr><td>Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract (PV03)</td><td>Premium is posted on an unbound risk prior to underwriting review and approval, regardless of the final determination of eligibility or insurability.
OR
Failure to upload a premium finance company contract when a policy is financed through a premium finance company.</td><td rowspan="3">Quarterly, Citizens will identify the top ~25 agents by volume accumulating PV03, PV04, and LSV combined.

❑ Warning Notice
❑ AM will monitor the agent for 90-days for improvement (the agent will be told at warning notice step what the improvement goal is).
❑ If improvement goal not met after the 90-day period = Termination

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.</td></tr>
<tr><td>Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures (PV04)</td><td>A document is submitted without all required signature(s) and/or without the required initials of all appropriate parties.
OR
There was a failure to provide proof documenting feature(s) for which a credit or discount has been applied.</td></tr>
<tr><td>Late Submissions (LSV)</td><td>If either the required documentation or the SUBMIT action is missing:
• 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.</td></tr>
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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	4,755	**46**	1%	17	29
June	2,940	**36**	1%	7	29
July	4,386	**42**	1%	8	34
August					
September					
October					
November					
December					
YTD Grand Total	**31,923**	**388**	**1%**	**117**	**271**

Data as of 7/31/26

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	4,755	3	69	**72**	2%	2,990	569	12%
June	2,940	9	70	**79**	3%	2,505	427	15%
July	4,386	5	63	**68**	2%	2,741	424	12%
August								
September								
October								
November								
December								
YTD Grand Total	**31,923**	**31**	**550**	**581**	**2%**	**20,942**	**3,512**	**11%**

Data as of 7/31/26

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	0	0	0	1				
Suspensions	0	0	0	0	0	0	0	0				
Terminations	0	0	0	0	0	0	0	0				

Data as of 8/19/26

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 7/31/26

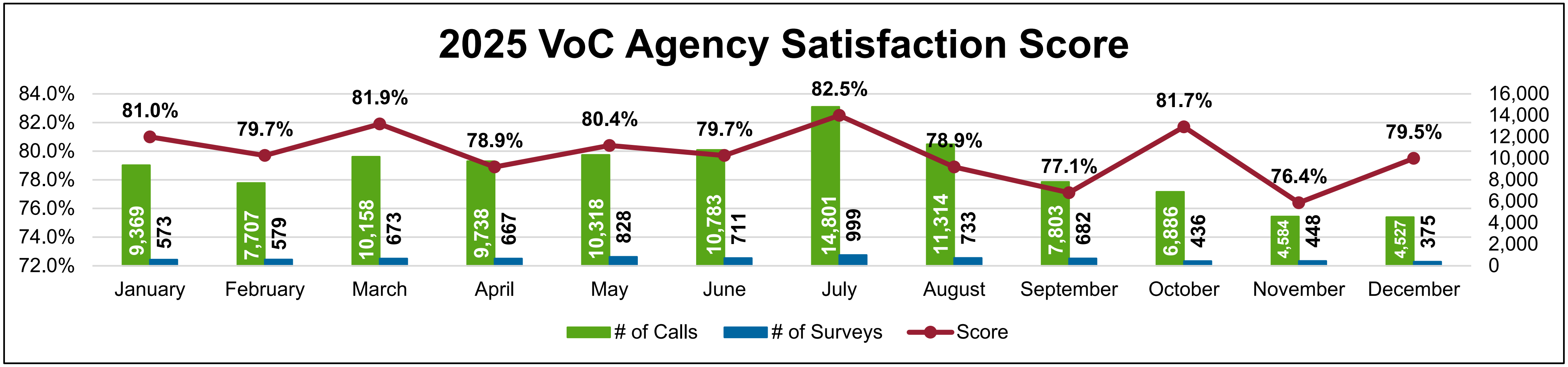
Voice of the Customer (VoC)

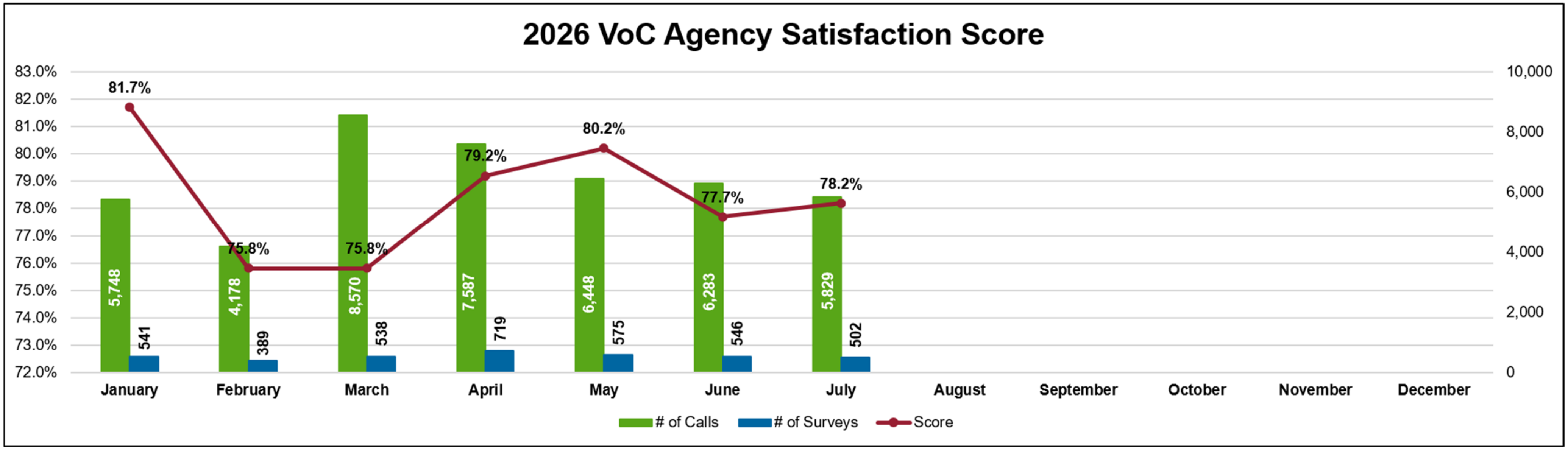
Please rate your satisfaction of the service provided by your Citizens agent

Did you contact your agent before contacting Citizens?

Voice of the Customer (VoC)

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





Agency Management Territories

All agencies with <u>greater than 200 policies in force</u>, please contact our Agency Management team. Agencies are assigned to an Agency Manager by county. Please use this map to identify your assigned Agency Manager.

Kelly Abell
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Eddy Ramirez
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813.347.6307

George Maynard
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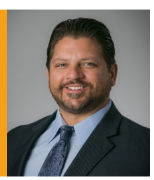
904.382.1319



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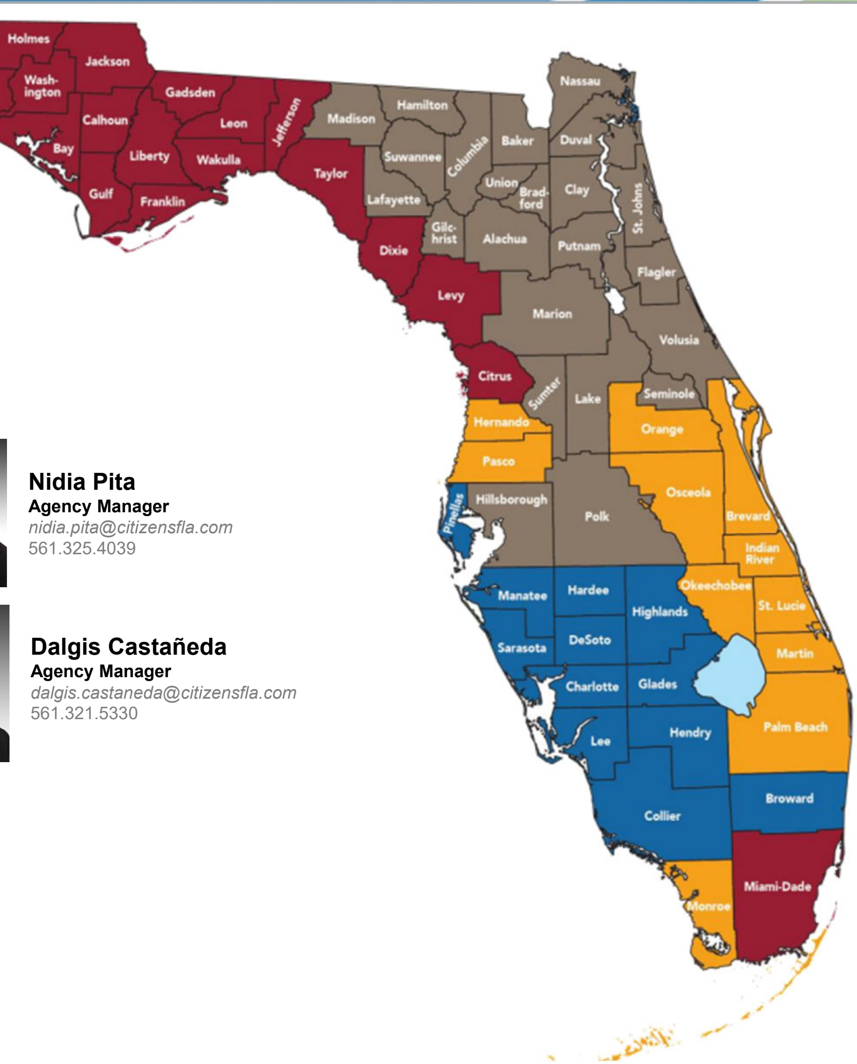

Agencies with <u>less than 200 policies in force</u>, please contact our Agent Outreach team using agent.outreach@citizensfla.com.

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