Approval of Prior ISAC Committee Meeting Minutes

Summary	Review of December 2, 2025, Information Systems Advisory Committee Meeting Minutes to provide opportunity for corrections and historical accuracy.			
Approval Type	☐	**New Initiative**	☐	**Amending Ongoing Contract**
	☐	**Replacing Expiring Contract**	☒	**Other (Explain in Summary)**
Awarded Vendor(s)	N/A			
Contract Term Length	N/A			
Contract Estimated Spend	N/A			
Procurement Method	☐	**Competitive Solicitation**	☐	**Single Source**
	☐	**DMS Approved Contract**	☐	**Emergency Procurement**
	☐	**Statutory Exemption**	☒	**Other (Explain in Summary)**
Committee Consent	Staff recommends the approval of the December 2, 2025 Information Systems Advisory Committee Meeting minutes.			
Board Consent	N/A			
Executive Sponsor(s)	Aditya Gavvala, Chief Information Officer			

CITIZENS PROPERTY INSURANCE CORPORATION

Summary Minutes of the
Information Systems Advisory Committee Meeting
Tuesday, December 2, 2025

The Information Systems Advisory Committee (ISAC) of Citizens Property Insurance Corporation (Citizens) convened via Zoom webinar on Tuesday, December 2, 2025, at 10:00 a.m. (ET).

The following members of the Information Systems Advisory Committee were present:

Jason Butts, Chair
Jamie Shelton
Joshua Becksmith
John Vaughan
Aditya Gavvala, *staff*
Brian Newman, *staff*

The following Citizens' staff members were present:

Barbara Walker
Bonnie Gilliland
Eric Addison
Eve Eyer
Jay Adams
Jennifer Montero
Jeremy Pope
Joe Martins
Ravi Tadiparthi
Ray Norris
Sudheer Kondabrolu
Tim Cerio
Wendy Perry

Roll was called and a quorum was present.

1. Approval of Prior Meeting's Minutes

Chair Jason Butts: Thank you so much. Welcome. Good morning, everybody. I hope everyone had a great Thanksgiving last week. I don't anticipate today's meeting taking that long, but to start off, I will entertain a motion to accept the minutes from our prior meeting.

Governor Joshua Becksmith made a motion to approve the September 9, 2025, Information Systems Advisory Committee (ISAC) Minutes. John Vaughan seconded the motion. All were in favor, and the minutes were unanimously approved.

Chair Jason Butts: Thank you. I will turn it over to Aditya.

2. Consent Items

a. Document Generation Software [CI]

Aditya Gavvala: Good morning, Mr. Chairman and Governors. We have two consent items for review today. The first one is Document Generation Software. I would like to share a little bit of background about this software. This is what we use today to generate all the electronic documents from our insurance systems, such as deck pages, cancellations, renewals, etc.

Our contract with the incumbent vendor expires, in 2027, March of 2027, actually. Through competitive solicitation, we selected a different vendor, for best value, and I would like to share a little bit of details about the vendor and the selection process behind it.

This vendor, GhostDraft, offers a significantly lower annual license cost compared to the incumbent vendor. However, there is a $1.4 million one-time fee to convert our existing templates to the new technology. That is a one-time cost with conversion. Overall, including the conversion cost and some contingencies, this new vendor choice is still less expensive than the current vendor.

The vendor disclosed the details behind their cost. It's vendor confidential, that's why I'm not able to share it on this call. However, if any of you are interested, I'll be more than happy to review that information with you.

Aditya Gavvala: Any questions for me on this software? Hearing none, Mr. Chairman, if I may read the recommendation. Raina, can you please go to the recommendation section?

Barbara Walker: Aditya, just so you know, this is Barbara.

Aditya Gavvala: Oh, sorry, Barbara.

Barbara Walker: I just heard from the chairman, and he's having intermittent problems with his internet, so it is struggling, but he is still online, and he said, go ahead and read the recommendation, please.

Aditya Gavvala: Okay, sure. If you could scroll down to the recommendation section, please. Okay, the board authorizes Citizens' staff to execute and renew the contract as listed above. The board also authorizes staff to modify the contract in Citizens' best interest, including revising pricing, adding related services, executing a 6-month contract extension. These actions are required to be consistent with Citizens' purchasing policy.

Chair Jason Butts: Aditya…

Aditya Gavvala: I'm sorry, you're breaking up.

Governor Joshua Becksmith: I believe the chairman was asking for a motion to approve.

Governor Joshua Becksmith made a motion to approve the Document Generation Software Consent Item. Governor Jamie Shelton seconded the motion. All were in favor and the motion carried.

Aditya Gavvala: Thank you, committee members.

b. Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 [CI]

Aditya Gavvala: The next item on the agenda is the Omnibus Part 2. So, the background on Omnibus consent item - there are two parts to this. This is for all technology spend from May through December, that's in Part 2. Everything that was in January through April was already presented at the September board and got approval, and at the September board, we previewed what would be included as part of our Omnibus Part 2, and the information remains the same, nothing has changed. So, you have seen these numbers that I'll be reviewing on the next slide. Next slide, please.

This should look familiar to you. Our total Part 1 and Part 2, combined total is $25.3 million, out of which $21.98 million was in Part 1. It was approved at the September board, and what you see today is that Part 2, 3.365 million. The makeup of that Part 2 is shown to the right side at the bottom. You can see that, out of the $3.365 million total, Software makes up the significant component at $2.8 million. Professional and Staff Aug is about $181,000, and Infrastructure is $332,000. Next slide, please.

This slide shows Part 1 and Part 2 and the combined totals up at the top. Again, this is what you saw in September. Part 2 in September were estimated numbers, nothing changed, they are still the same numbers. In the middle right here, in the top table, you see the Part 2 comparison between 2025 and 2026. Our 2025 totals for Part 2 were $5.037 million, and we are projecting that spend to go down by $1.67 million to $3.365. So, there is a net reduction in our IT technology spend, combined Part 1 and Part 2, for a total of $4.84 million. That significant reduction is achieved through a few things on the next slide, please.

The significant reduction in the spend is largely due to multi-year renewals that we accomplished last year, reduction in the number of licenses for staff, elimination of legacy systems, and reduction in our data center footprint, we went down from 2,500 square feet to 750 square feet at our COLO facility. All of those result in the cost savings that you're seeing here.

Any questions before we go to the recommendation?

Chair Jason Butts: Any questions? No. Aditya if you would go ahead and read the recommendation.

Aditya Gavvala: Thank you, Mr. Chairman. Okay, based on the current projections, the estimated spend by category is summarized below as operational needs are dependent on variable factors such as hurricane response needs and policies in force. Purchases and expenditures may vary from current… the recommendation is at the bottom. The committee recommends that the Board approve the proposed Board Consent for Technology Infrastructure, Software, and Professional and Staff Augmentation Services Part 2.

Chair Jason Butts: Great, thank you. We'll entertain a motion to accept.

Governor Jamie Shelton made a motion to approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services Part 2 Consent Item. Governor Joshua Becksmith seconded the motion. All were in favor and the motion carried.

3. New Business

Chair Jason Butts: Great, thank you very much. I believe, Aditya keep me honest on this, that that will conclude the meeting.

Aditya Gavvala: That is correct, Mr. Chairman.

Chair Jason Butts: Any other business Aditya?

Aditya Gavvala: No, there's nothing else, sir.

Chair Jason Butts: Thank you so much. With that, I look forward to seeing everybody next week, talk then. This meeting is adjourned.

(Whereupon the meeting was adjourned.)