

QUARTERLY REPORT

Office of Inspector General received 25 correspondences

A **Correspondence** is an inbound communication which is received and tracked by the OIG.



One correspondence initiated a case

1 Investigative Inquiry

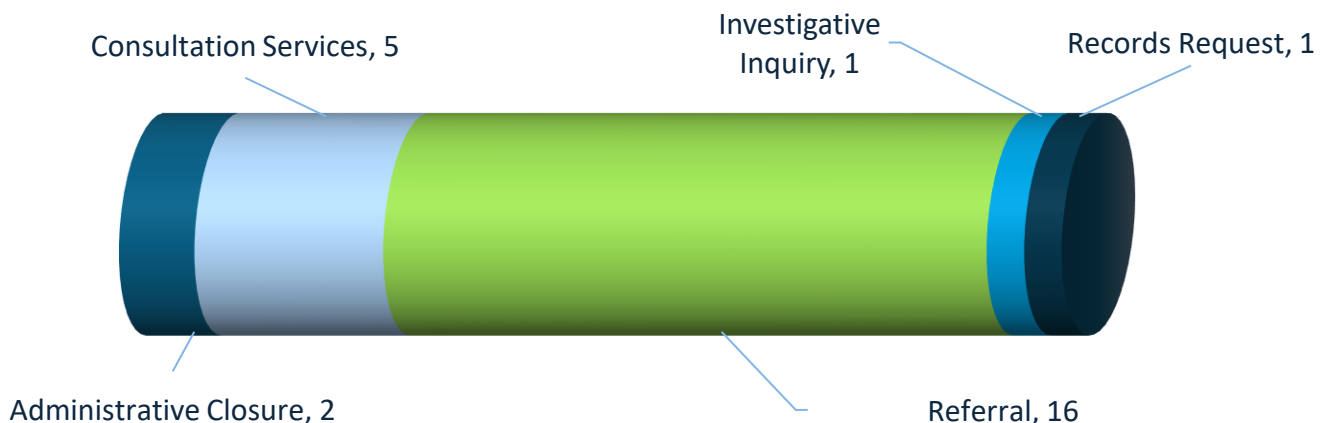


24 correspondences were addressed as
Administrative Projects.



21 were categorized as complaints

Correspondence by Type



Correspondence Categories



Arrest/Disposition

Post and pre-employment background check, self reporting



Records Request

Internal and external requests for documents



Misconduct

Falsification, fraud, improper conduct, misrepresentation, misuse of property, retaliation, theft



Ethics

Conflict of interest, gift giving, improper personal financial interest, nepotism, secondary employment



Mismanagement

Abuse of authority, contract violation, procurement violation



Discrimination/Harassment

Discrimination, harassment, sexual harassment



Customer Inquiry/Complaint

Referencing agent services, claims, customer service, depopulation, inspection, underwriting



Vendor Improprieties

Breach of information, discrimination, harassment, fraud, improper conduct, falsification, theft



Safety and Security

Internal and external threats, security breaches



OIG Project

Proactive reviews and audits conducted by OIG

Correspondence Received by Category

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Discrimination/Harassment	5	13	10	-
Misconduct	15	26	28	4
Ethics	3	8	7	1
Vendor Improprieties	4	3	1	-
Mismanagement	9	11	6	11
Safety & Security	-	7	3	1
Records Request	3	4	1	3
OIG Project	-	8	6	3
Arrest/Depositions	1	1	4	-
Customer Inquiry/Complaint	224	195	108	24
Other – Administrative Closures	27	3	1	1
Total	291	279	175	48

Initiation and Closures



Cases/Substantive Projects Initiated in Q2/2026

One case/substantive project was initiated.

- 1 Investigative Inquiry

Case/Substantive Project Closed Q2/2026



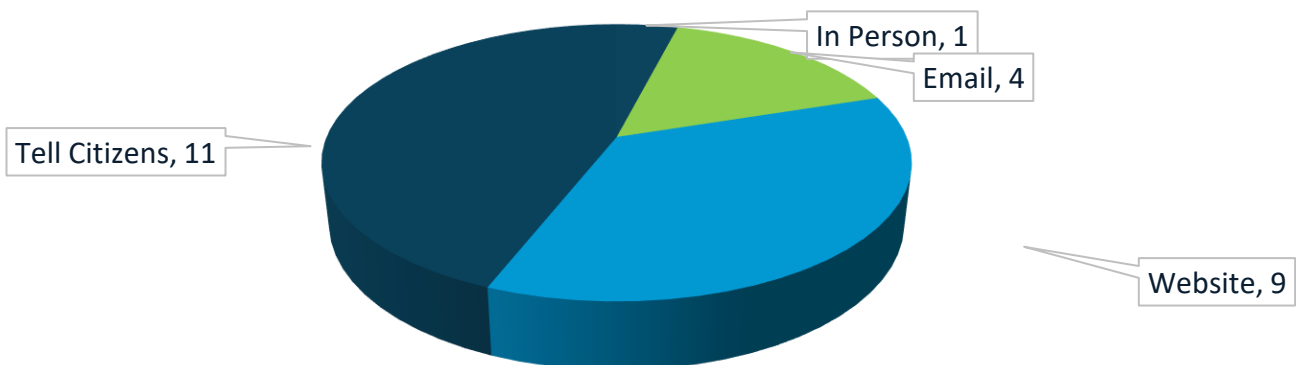
Two cases/substantive projects were closed.

- 1 Process Review
- 1 Investigative Inquiry

The investigative inquiry was opened due to allegations of Mismanagement related to Citizens' Voluntary Separation Program (VSP). An employee was not afforded the opportunity to participate and questioned whether the eligibility criteria was being applied consistently. OIG found that the eligibility requirements were appropriately applied and the investigative inquiry was closed.

The OIG conducted a process review aimed at identifying staff adjusters who may be improperly referring policyholders to contractors for repairs to their property. The review was opened following an OIG Investigation (21-05) which revealed an adjuster referred multiple policyholders to a contractor in contrast to managerial directives and state law. The OIG analyzed data for 60 Citizens' field adjusters containing 5,951 claims processed over two and a half years. Based on the available data, the OIG did not identify a pattern of usage to suggest improper referrals were occurring. As a result, further actions by the OIG were not warranted.

Avenue of Contact



Definitions

A **Correspondence** is an inbound communication, often a complaint or request for review, which is received and tracked by the OIG.

Cases

An **Investigation** is conducted when the Inspector General has determined that the highest level of OIG review is necessary, and typically consists of multiple interviews, as well as detailed analysis of documents, communications, data, and business processes and systems. Investigations often stem from complaints involving alleged misconduct, which if proved, could result in significant action against the employee or vendor, including terminations or criminal prosecutions.

An **Investigative Inquiry** provides an appropriate level of review in situations where a full, detailed analysis and conclusion typically associated with an investigation is unwarranted or impractical.

Substantive Projects

A **Compliance Review** attempts to determine if a specific Citizens business unit, function, action, or process is compliant with applicable laws, rules policies, and procedures.

A **Process Review** analyzes a particular Citizens business unit's processes and attempts to determine if the actual or outlined processes are effective and efficient, or in need of improvement.

Administrative Projects

Administrative Closures occur on occasion when no additional investigative activity is warranted for a particular matter, or the matter falls outside of the OIG's jurisdiction to handle or refer.

Consultation Services are provided to any Citizens individual or business unit upon request. OIG will discuss and analyze best practices, appropriate responses, or necessary actions to ongoing corporate issues in a discretionary, advisory manner so as not to impair OIG independence.

Opinions are proactive determinations to inquiries made by Citizens staff or business partners. Opinions promote assurance that inquiries or concerns have been received and documented by the OIG and appropriate guidance is provided to facilitate compliance.

Referrals are requests made to internal Citizens business units or external parties to review a matter, address the matter as appropriate, and advise the OIG of the intended response prior to the matter being closed.

