

Citizens Property Insurance Board of Governors Meeting Agenda

Tuesday, June 20, 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
 - ▲ March 29, 2017 [AI Index A]
 - ▲ April 27, 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 Summary and Statement of Operations
 - ▲ Quarterly Financial Update 03.31.17
 - ▲ 2016 Audited Financial Statement STAT
 - ▲ 2016 Audited Financial Statement GAAP

 - ▲ Actuarial and Underwriting Committee, Jim Henderson, Chair
 - Annual Recommended 2018 Rate Filings [AI Index B]

5. **Chief Underwriting and Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial and Underwriting Committee, Jim Henderson, Chair
 - Product Change: Hurricane Binding Restrictions [AI Index C]
 - Product Change: Personal Lines [AI Index D]
 - Product Change: Older Homes Personal Lines [AI Index E]
 - Product Change: Address Water Losses [AI Index F]
 - Product Change: Wood Roof Rule Commercial Lines [AI Index G]
 - Product Change: Commercial Lines [AI Index H]
 - Coverage Forms, Insurance Rules and Rating Services [AI Index I]

6. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair

7. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - ▲ Managed Repair Program
 - ▲ Independent Adjusting Services – Litigated [AI Index J]
 - ▲ Independent Adjusting Services – Non-Litigated/CAT solicitation [AI Index K]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Juan Cocuy, Chair
 - ▲ Assurance Dashboard

9. **Vice President of Communications, Legislative & External Affairs Report** Christine Ashburn

- ▲ Consumer Services Committee Report, Freddie Schinz, Chair
- ▲ Legislative Report
- ▲ Assignment Of Benefits (AOB) Outreach and Education Update

10. **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.

- ▲ Custodian Banking Services
- ▲ Consumer Choice Clearinghouse Solutions Services
- ▲ Cyber Insurance
- ▲ Water Mitigation Estimate Review Program

New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, March 29, 2016
Board of Governors Meeting Teleconference Minutes, April 27, 2017
- B. Annual Recommended 2018 Rate Filings
- C. Product Change: Hurricane Binding Restrictions
- D. Product Change: Personal Lines
- E. Product Change: Older Homes Personal Lines
- F. Product Change: Address Water Losses
- G. Product Change: Wood Roof Rule Commercial Lines
- H. Product Change: Commercial Lines
- I. Coverage Forms, Insurance Rules and Rating Services
- J. Independent Adjusting Services – Litigated
- K. Independent Adjusting Services – Non-Litigated/CAT

Next Scheduled Meetings
Tuesday/Wednesday
September 26-27, 2017 Board of Governors