

CITIZENS PROPERTY INSURANCE CORPORATION
2101 MARYLAND CIRCLE
TALLAHASSEE, FLORIDA 32303-1001

TELEPHONE: (850) 504-4300 FAX: (850) 575-1879



FOR IMMEDIATE RELEASE
October 13, 2018

Contact: Michael Peltier
(850) 513-3774
(850) 264-7702 (cell)

Citizens Opens Catastrophe Response Centers to Handle Michael Claims

TALLAHASSEE, FL – Citizens Property Insurance Corporation is opening [Catastrophe Response Centers](#) (CRCs) in Panama City on Sunday to process claims and assist customers recovering from [Hurricane Michael](#).

Citizens will open the mobile claims center at 12 noon CDT in the Sam's Club parking lot, 1701 W. 23rd St., Panama City. The Panama City site joins a CRC already operational in Tallahassee.

CRCs provide in-person service to policyholders who may be cut off from their usual means of communication. CRC staff can answer questions and help policyholders report a catastrophe claim. They also can issue advanced payments for additional living expenses, if appropriate.

Citizens representatives and claims handling specialists are now available at two separate sites from 7 a.m. to 7 p.m., curfew permitting.

Catastrophe Response Center Locations

Sam's Club (Parking Lot)
1707 W 23rd, St.
Panama City, FL 32405.
Opens: Sunday, October 14, 12:00 p.m. CDT
Daily 7 a.m. to 7 p.m., curfew permitting

Walmart Supercenter (Parking Lot)
Fallschase Village Center
4021 Lagniappe Way (Off Mahan Drive)
Tallahassee, FL 32317
Daily 7 a.m. to 7 p.m.

To make your CRC visit more efficient, please bring the following information, if available. CRC volunteers can assist you in locating this information if you have a Photo ID and insured property address:

- Policy information
- Current contact information
- Date of loss
- Description and photos of damage (if possible)

Citizens customers have a number of options to file claims. Citizens representatives are available 24/7 to handle claims calls at 866.411.2742. Policyholders also can file claims online via [myPolicy](#) (A short registration process may be required.)

Citizens is urging its policyholders to protect themselves from [assignment of benefit scams and abuse](#) by calling Citizens first to report losses following Hurricane Michael.

###