

CITIZENS PROPERTY INSURANCE CORPORATION  
2101 MARYLAND CIRCLE  
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FOR IMMEDIATE RELEASE  
October 16, 2018

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### **Citizens Opens Catastrophe Response Centers in Port St. Joe, Apalachicola**

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

Citizens will open the mobile claims center at 12 noon EDT in the parking lot of Centennial Bank, 202 Marina Drive, in Port St. Joe. In Apalachicola, the CRC will locate at the Apalachicola City Complex, 192 Coach Waggoner Blvd. The Tallahassee site will close Tuesday, October 16. Citizens representatives will be available at the Tallahassee Insurance Village located at Heritage Plaza, 2810 Sharer Road starting on Thursday, October 18 at 8 a.m.

“This will provide Citizens with a physical presence in the counties where we are seeing about 85 percent of our claims,” said Barry Gilway, Citizens President, CEO and Executive Director. “If our customers can’t come to us, we will try to get to them.”

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.

Following Wednesday’s Port St. Joe and Apalachicola opening, Citizens representatives and claims handling specialists will be available at four separate sites.

#### **Catastrophe Response Center Locations:**

##### **Apalachicola City Complex**

192 Coach Waggoner Blvd.  
Apalachicola 32320  
Open: 12 noon EDT, Wednesday, October 17  
Hours: 9 a.m. to 4 p.m. EDT

##### **Centennial Bank (parking lot)**

202 Marina Drive  
Port St. Joe 32456  
Open: 12 noon EDT, Wednesday, October 17  
Hours: 8:30 a.m. to 5 p.m. EDT

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Gary Aubuchon, Interim Chairman, Lee County • Bette Brown, Monroe County  
Blake Capps, Martin County • Marc W. Dunbar, Leon County • James Holton, Pinellas County • William Kastroll, Collier County  
John McKay, Manatee County • Freddie Schinz, Okaloosa County • John Wortman, St. Johns County  
Barry Gilway, President/CEO and Executive Director

**Sam's Club** (parking lot)  
1707 SW 23<sup>rd</sup> St.  
Panama City 32405  
Hours: 8:30 a.m. to 5:30 p.m. CDT

**Tallahassee Insurance Village**  
Heritage Plaza  
2810 Sharer Road  
Tallahassee 32312  
Hours: 8 a.m. to 4 p.m. EDT  
Thursday, October 18 to Saturday, October 20

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 can also file claims on line at [myPolicy](#). A short registration process may be required.

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