

# AGENDA

Citizens Property Insurance Corporation

## Consumer Services Committee Meeting

September 14, 2017

Meeting: 10:00am – 11:30am (Eastern Time)

**Conference Call Dial-in: 1-866-361-7525, Code: 6487811621#, Pin: 1060#**

| <b>Call Meeting to Order / Roll Call</b>                       | <b>Chairman Schinz</b> |
|--|------------------------|
| 1. <b>Approval of Prior Meeting's Minutes</b><br>June 15, 2017 | Chairman Schinz        |
| 2. <b>ePayments Project Update</b>                             | Jeremy Pope            |
| 3. <b>Voice of the Customer Update</b>                         | Jeremy Pope            |
| 4. <b>Self Service Strategy Update</b>                         | Robert Sellers         |
| 5. <b>New Business</b>   | Chairman Schinz        |
| 6. <b>Adjourn</b>  | Chairman Schinz        |