

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 13, 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
 - ▲ September 27, 2017 [AI Index A]

2. **Chairman's Report** Chairman Gardner

3. **President's Report** Barry Gilway
 - ▲ 2018 Operating Budget [AI Index B]

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Christopher B. Gardner, Chair
 - 2017 Layer Charts Update (Risk Transfer Program)
 - 2017 Investment Policy Changes [AI Index C]
 - ▲ Financial Summary and Statement of Operations, September 30, 2017
 - ▲ Quarterly Financial Update, September 30, 2017
 - ▲ 2018 Rate Order Update

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - ▲ Disaster Recovery Co-location Data Center and Services [AI Index D]

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - ▲ Property Loss Estimating Software [AI Index E]
 - ▲ Emergency Order Contracting Analysis
 - ▲ Hurricane Irma Update

7. **Chief Underwriting and Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial and Underwriting Committee, John Wortman, Chair
 - ▲ Business Process Outsourcing- Inbound & Outbound Call Center Services [AI Index F]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Bette Brown, Chair
 - ▲ OIA Dashboard
 - ▲ Office of Internal Auditor 2018 Strategy & Plan
 - ▲ Citizens ERM Framework [AI Index G]

9. **Chief Human Resources Officer Report** Violet Bloom
 - ▲ 2017 Citizens' Employee Engagement Survey
 - ▲ Professional Networking Services [AI Index H]

10. **Chief Legal Officer & General Counsel** Dan Sumner
- ▲ Directors & Officers Liability Insurance [AI Index I]
 - ▲ Business Insurance [AI Index J]
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11. **Chief Communications, Legislative & External Affairs Officer Report** Christine Ashburn
- ▲ Consumer Services Committee Report, Freddie Schinz, Chair
 - ▲ Legislative Update
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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.

- ▲ Office Supplies
 - ▲ Investment Managers Services
 - ▲ Co-Location Data Center Maintenance Services
 - ▲ 2018 Technology Infrastructure, Software, Professional Services, and Staff Augmentation
 - ▲ Telecommunication Network and Services
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New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, September 27, 2017
- B. 2018 Operating Budget
- C. Investment Policy Changes
- D. Disaster Recovery Co-Location Data Center and Services
- E. Property Loss Estimating Software
- F. Business Process Outsourcing – Inbound & Outbound Call Center Services
- G. Citizens ERM Framework
- H. Professional Networking Services
- I. Directors & Officers Liability Insurance
- J. Business Insurance

FMAP Board of Governors Meeting

Scheduled to Convene Immediately Following Citizens Board of Governors Meeting

Next Scheduled Board of Governors and Committee Meetings

April 10-11, 2017

Sheraton Orlando North

600 N. Lake Destiny Drive, Maitland, FL 32751



SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: _____

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(____) _____

Representing: _____

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): _____

I SUPPORT OPPOSE Information Only

2. I am designating the following person to speak on my behalf:
