

# Executive Summary

Market Accountability Advisory Committee, December 12, 2017

Board of Governors Meeting, December 13, 2017

## Market Accountability Advisory Committee (MAAC) Update

Chairman Dave Newell facilitated the meeting.

Carl Rockman provided an Agent Services update. Specifically:

- Agent and agency counts continue to decline overall, with 7,285 agents and 4,782 agencies respectively.
- Discussed Citizens' agency management response to Hurricane Irma, with an in-agency focus throughout top agencies in Monroe County.
- AOB training initiatives continue
- Late submission and binding violation programs have been enhanced effective January 2018.
- Reviewed ongoing agent outreach activities including webinars and live education held throughout 2017.

Jay Adams, Chief Claims Officer, provided an overview of Citizens' Hurricane Irma response.

Joseph Petrelli, President of Demotech, Inc., provided an informative overview of Demotech and the vital role this rating agency plays in the Florida insurance marketplace.