

# Customer Portal

Project Update

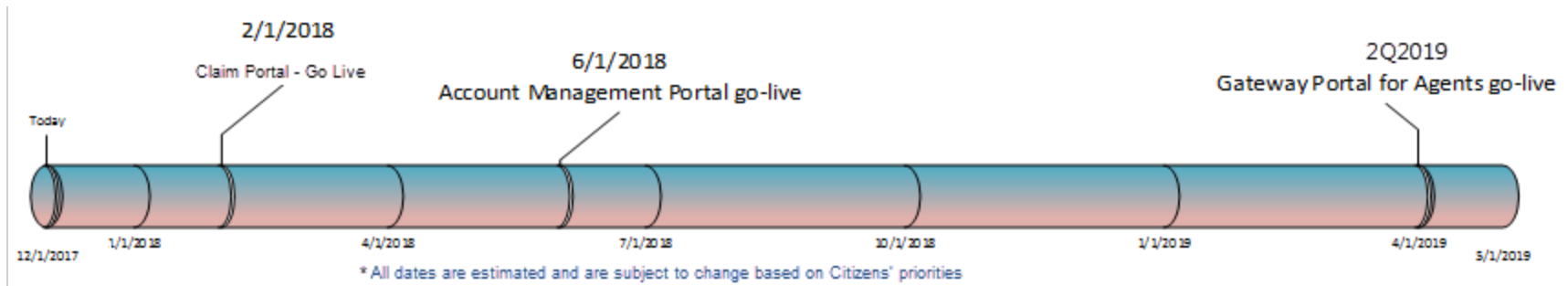


# Customer Portal - Status

**Project Description** – Improve policyholder and agent self-service capabilities through the implementation of Guidewire Digital Portals (*Claim Portal, Account Management Portal and Gateway Portal for Agents*). This project will provide online and mobile access to policy and claim information for policyholders and agents.

## Key Project Benefits:

- Reduction in call volumes
  - Citizens' Call Center – claim status and payments, billing questions, coverage questions
  - FNOL Call Center – first notice of loss (FNOL), claim status
- Potential reduction in inbound inquiries from both policyholders and agents
- Allows Citizens to keep pace with industry trends with respect to customer self-service



## Project Status

- Claim Portal design and development is in progress
- Actively working with business partners to define communication strategy for rollout
- Actively working to set up both nonproduction and production infrastructure

## Project Cost

- Total Cost: \$2.33m
- \$331k in 2017
- \$2.0m from 2018 through 07/2021
  - Software Cost: \$1.65m
  - Services Cost: \$350k