

Customer Portal Project Update

Customer Portal Project

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

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:

- Successful deployment of version 1 Customer Portal for pilot usage (2/16)
- Soft Launch to current Manage MyPolicy users successful (3/7)
- As of March 16th, 7,167 registered policy holders
- Additional communication to all policyholders scheduled for later in March
- Version 1 Capabilities
 - View Coverage Information
 - View Claim Status
 - View Check Status
- Version 2 is scheduled to go live in June 2018
 - First Notice of Loss Capability

Project Cost

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