



[PROPERTY ADDRESS]

Thank you for renewing your coverage with Citizens Property Insurance Corporation. Citizens is committed to providing the highest level of service to our customers. Check your renewal policy to be sure it includes any updates to recent life events or property changes, such as home additions or upgrades, other named insureds, mortgagee changes and contact information updates. The following quick tips will help you make the most of your Citizens policy.

Register for myPolicy

If you haven't already done so, register for myPolicy to view your policy and billing information, and to make payments under certain conditions. Qualified customers also can make a [one-time payment](#) through www.citizensfla.com without registering for myPolicy.

Call Citizens First

Calling Citizens or your agent as soon as you become aware of or suspect any damage and before beginning any emergency or permanent repairs puts you in control of your claim. You can report a claim even if you don't know the full extent of damage. Loss reporting and repair requirements affect coverage for emergency and permanent repairs.

Sudden water damage? Water is a leading cause of damage in reported property loss claims throughout Florida. Emergency water removal services are *free* and available 24/7 for qualified customers.

Citizens' [Managed Repair Program](#) can make the repair process easier by connecting eligible customers with a local network of qualified, licensed service companies following a covered loss. Satisfaction is guaranteed and all permanent repairs under this program are warrantied.

Report a Claim: 866.411.2742

Available 24/7/365

Stop Assignment of Benefits Abuse

Learn about assignment of benefits (AOB) and how to protect yourself from AOB abuse at our [AOB](#) webpage.

We're Here to Help!

- Contact your agent at:
[AGENT CONTACT INFORMATION].
- Call the Citizens Customer Care Center at 866.411.2742 any weekday, 8 a.m.-5:30 p.m. ET.
- Use the [Contact Us](#) page on our website.
- Visit our [website](#) for a wealth of resources and use our [FAQ Search](#).

Citizens is Social!

Find Citizens on [Facebook](#) and [Twitter](#) for storm preparedness tips, Citizens news and insurance education. You'll also find comprehensive information and policyholder resources at www.citizensfla.com.