

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, April 11, 2018 • 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
 - ▲ December 13, 2017 [AI Index A]

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

3. **President's Report** Barry Gilway

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Christopher B. Gardner, Chair
 - ▲ Layer Charts
 - ▲ Financial Summary and Statement of Operations, December 31, 2017
 - ▲ Quarterly Financial Update, December 31, 2017
 - ▲ 2017 Management's Discussion and Analysis
 - ▲ Remittance Processing System [AI Index B]

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - ▲ Business Continuity Services – Workspace and Technology [AI Index C]
 - ▲ Audio Visual Systems Repair, Maintenance & Support Svcs. [AI Index D]

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - Special Investigative Services [AI Index E]

7. **Chief Underwriting and Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial and Underwriting Committee, John Wortman, Chair
 - Updates to Building Type II/III Form [AI Index F]
 - Product Changes Regarding Water Losses [AI Index G]
 - Agency Management System [AI Index H]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Bette Brown, Chair
 - ▲ OIA Dashboard
 - ▲ Audit Committee Charter
 - ▲ OIA 2017 Annual Report

9. **Chief Human Resources Officer Report** Violet Bloom
 - ▲ Legacy Retirement System Support Services [AI Index I]

Wednesday, April 11, 2018 • 9:00 a.m. – 12:00 p.m. (Eastern Time)

10. **Chief Communications, Legislative & External Affairs Officer Report** Christine Ashburn

- ▲ Consumer Services Committee Report, Freddie Schinz, Chair
- ▲ Florida Statewide Title Sponsor 2018 [AI Index J]
- ▲ Legislative Report

11. **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.

- ▲ Commercial Banking Contract Renewal
- ▲ CPA Auditing Services Renewal
- ▲ Independent Adjusting Services – Catastrophe
- ▲ Independent Adjusting Services – Non-Litigated Catastrophe

New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, December 13, 2017
- B. Remittance Processing System
- C. Business Continuity Services - Workspace and Technology
- D. Audio Visual Systems Repair, Maintenance and Support Services
- E. Special Investigative Services
- F. Updates to Building Type II/III Form
- G. Product Changes Regarding Water Losses
- H. Agency Management System
- I. Legacy Retirement System Support Services
- J. Florida Statewide Title Sponsor 2018

Next Scheduled Board of Governors and Committee Meetings

June 20, 2018

Sheraton Orlando North, 600 N. Lake Destiny Drive, Maitland, FL 32751