

Market Accountability and Advisory Committee Agency Services Update

June 19, 2018



Current Agent and Agency Counts

(Data as of 05/31/2018)

Current Agent and Agency Counts vs YE 2017

	May-18	Jan-17	Net Change
Agencies	4,625	4,977	-352
Agents	7,103	7,524	-421
Sum of PIF	442,566	455,843	-13,277

Agency Segmentation

	May-18			Jan-17		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2000+PIF)	8	52,472	11.9%	11	64,566	12.8%
Tier 2 (500-1999 PIF)	119	93,771	21.2%	114	83,287	16.5%
Tier 3 (200-499 PIF)	440	135,182	30.5%	476	143,323	28.4%
Tier 4 (50-199 PIF)	1,141	119,553	27.0%	1,196	123,927	24.6%
Tier 5 (49 or less PIF)	2,649	41,588	9.4%	2,898	44,658	8.9%
Tier 6 (0 PIF)	268	0	0.0%	70	0	0.0%
Total	4,625	442,566	100.00%	4,765	503,865	91.25%

Notes:

- 63% of Citizens agencies have less than 50 policies in force
- Current appointed agents in Dade, Broward and Palm Beach: 2,847 (40%)
- Newly appointed agents in Dade, Broward and Palm Beach: 67 (30%) (2018 YTD)

Performance Violations (PV):

Program update

2018 Monthly Performance Violation Counts								
Month	Total Submissions	Monthly Total	Circumventing Document Submission	Ineligible Risk	Uninsurable Risk	Incorrect Credits / Missing Signatures	Premium on Unbound / PFC Contract Missing	% Total Submissions w/ PV
January	7,579	188	75	4	109	N/A	N/A	2%
February	7,641	144	74	10	60	N/A	N/A	2%
March	10,087	177	78	10	89	N/A	N/A	2%
April	10,250	167	76	6	85	N/A	N/A	2%
May	9,045	213	119	2	92	88*	0	2%†
June								
July								
August								
September								
October								
November								
December								
YTD Grand Total	44,602	889	422	32	435	88*	0	2%

*First full week measured

†Does not include the new Performance Violation “Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures”

Binding Violation Key
Circumventing the Electronic Document Submission Process: Uploading of any documentation that is incorrect, incomplete or unacceptable for the document indicated
Ineligible Risk: Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 15-percent rule).
Uninsurable Risk: Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals.
Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract: The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability or the premium finance company contract was not submitted with the new-business submission or policy renewal.
Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures: The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing: <ul style="list-style-type: none">•Documentation to support mitigation credits was not submitted or insured signature was missing•Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted•Acceptable proof of prior insurance was not submitted•Insured or agent signature missing on application

Data as of 5/26/18

Agents Under:	
Warning Notices	39
Suspensions	1
Terminations	0



Late Submission Violations (LSV):

Program update

2018 Monthly Late Submission Violation Counts				
Month	New Submissions	Alerts	Late Submissions	% New Submissions w/ LSV
January	7,579	675	95	1%
February	7,641	1,163	303	4%
March	10,087	1,576	397	4%
April	10,250	1,775	444	4%
May	9,045	1,581	411	5%
June				
July				
August				
September				
October				
November				
December				
YTD Grand Total	44,602	6,770	1,650	4%

Agents Under:	
Warning Notices	24
Suspensions	0
Terminations	0

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a Late Submission Alert for Required Documents activity six business days after the effective date when required documents have not been uploaded, or if upload has not been completed by selecting the SUBMIT button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A Late Submission Alert for Required Documents cannot be disputed.

Agent Round Table (ART) Members

Name	Agency	Location	Representing
Andrew Pappas	Synergy Insurance Group, Inc.	Sunrise	BLAAIA
Carlos Cisneros	Carlos G. Cisneros, P.A.	Miami	Allstate
Cordero Bowleg	MacNeil Group	Sunrise	USAA
Craig Duncan	Craig Duncan Insurance Agency	Clearwater	State Farm
Dianne Waldron	Killingsworth Agency, Inc.	Brooksville	At-Large
Douglas E. Bishop	Doug Bishop Insurance Agency	Clearwater	NAIFA
Douglas J. Levi	Strategic Insurance Services	Clearwater	FAIA
Dulce Suarez-Resnick	NCF Insurance Associates	Miami	LAAIA
Jan Marie Weatherhead	Southernmost Insurance Agency	Key West	At-Large
John Gardner	Lee County Insurance Agency	North Fort Myers	FAIA
Larry Willis	Annette Willis Insurance Agency	Miami	PIA
Lori Anderson	Moore, Fowinkle, Schroer Agency, Inc.	Bradenton	PIA
Marc Pease	A+ Insurance of Sarasota, Inc.	Sarasota	SIAoF
Robert Norberg	Arden Insurance Associates, Inc.	Lantana	FAIA
Shameka Robinson	USAA Insurance Agency	San Antonio	USAA

Agent Round Table (ART) Update

Topics and Themes Covered

Optimize Customer
Access to Private
Market

Improve Customer
Satisfaction /
Citizens'
Performance

Continuous Product
Evaluation /
Improvements

Improve CAT
Operations / Claim
Resolution

Upcoming Scheduled Meetings

Date	Type
June 26, 2018	Webinar
July 24, 2018	Webinar
August 28, 2018	Live – Key West
October 9, 2018	Webinar
November 6, 2018	Live – Jacksonville



Agent Outreach 2018

Agent Round Table

- Improving the Agent Experience
- Feedback
- Emergency Services & Managed Repair

Webinar: Agent Association Sponsored

- Citizens Updates
- Breaking News
- Forecasting
- Support Offerings

Live Agent Recertification Program

- Agreement Compliance
- New Business Submissions
- Depopulation & Clearinghouse
- Call Citizens First

Webinar: Water Language Changes

- New Policy Language
- Consumer Education
- Call Citizens First

Date	Type	
January 16, 2018	W	✓
February 22, 2018	W	✓
March 13, 2018	L	✓
May 22, 2018	W	✓
June 26, 2018	W	
July 24, 2018	W	
August 28, 2018	L	
October 9, 2018	W	
November 6, 2018	L	

Date	Attendance
January 31, 2018	60
February 23, 2018	43
March 29, 2018	82
May 15, 2018	27
June 8, 2018	
June 28, 2018	
July 26, 2018	
August 7, 2018	
September 18, 2018	
October 5, 2018	
November 2, 2018	
December 6, 2018	

Date	Attendance
February 21, 2018	92
March 16, 2018	20
June 15, 2018	
July 19,2018	
August 2, 2018	
August 16, 2018	
November 8, 2018	

Date	Attendance
TBD	

L = Live (In-Person)
W = Web-Conference

Note: All future dates are tentative and subject to change.

Agent Outreach – Conventions and Agent Certification Classes

Professional
Insurance Agents of
Florida
(PIA)

Florida Association of
Insurance Agents
(FAIA)

Latin American
Association of
Insurance Agents
(LAAIA)

National Association
of Insurance and
Financial Advisors -
Florida
(NAIFA)



The Road Ahead

