

# Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, June 20, 2018 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time)

Teleconference Number: 888-942-8686 • Participant Code: 574 373 5657#

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

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
  - ▲ April 11, 2018 [AI Index A]
  - ▲ May 8, 2018 [AI Index B]

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

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

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4. **Chief Financial Officer Report** Jennifer Montero
  - ▲ Finance & Investment Committee Report, Christopher B. Gardner, Chair
  - ▲ Financial Summary and Statement of Operations, Date
  - ▲ Quarterly Financial Update, 03.31.18
  - ▲ 2017 Audited Financial Statement STAT 12.31.17
  - ▲ 2017 Audited Financial Statement GAAP
  - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
    - Annual Recommended 2019 Rate Filings [AI Index C]

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5. **Chief Systems & Operations Officer Report** Kelly Booten
  - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
    - Centerpoint Managed Cloud Support Services [AI Index D]
    - System Administrator Services [AI Index E]

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6. **Chief Legal Officer and General Counsel Report** Dan Sumner
  - Corporate Policy – Lobbyist Registration Required [AI Index F]

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7. **Chief Claims Officer Report** Jay Adams
  - ▲ Claims Committee Report, Gary Aubuchon, Chair
    - Aerial Imagery Services [AI Index G]
    - Field Inspection Services [AI Index H]
    - Fast Track Adjusting Services [AI Index I]
    - Independent Adjusting Services [AI Index J]

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8. **Chief Underwriting and Agency Services Report** Steve Bitar
  - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
    - Agent Performance Management Standards [AI Index K]
  - ▲ Actuarial and Underwriting Committee, John Wortman, Chair
    - Product Changes [AI Index L]

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9. **Chief Internal Audit Officer Report** Joe Martins
  - ▲ Audit Committee Report, Bette Brown, Chair
  - ▲ OIA Dashboard

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10. **Chief Communications, Legislative & External Affairs Officer Report** Christine Ashburn
  - ▲ Consumer Services Committee Report, Freddie Schinz, Chair

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.

- ▲ Custodian Banking Services
- ▲ Internet Network Services

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**New Business / Adjourn**

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

- A. Board of Governors Meeting Minutes, April 11, 2018
- B. Board of Governors Meeting Minutes, May 8, 2018
- C. Annual Recommended 2019 Rate Filings
- D. Centerpoint Managed Cloud Services
- E. System Administrator Services
- F. Corporate Policy – Lobbyist Registration
- G. Aerial Imagery Services
- H. Field Inspection Services
- I. Fast Track Adjusting Services
- J. Independent Adjusting Services
- K. Agent Performance Management Standards
- L. Product Changes

**Next Scheduled Board of Governors and Committee Meetings**

September 26, 2018

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



## SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(\_\_\_\_) \_\_\_\_\_

Representing: \_\_\_\_\_

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): \_\_\_\_\_

I  SUPPORT  OPPOSE  Information Only

2. I am designating the following person to speak on my behalf:

\_\_\_\_\_