Disaster Recovery and Business Continuity Update

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CITIZENS
PROPERTY INSURANCE CORPORATION

Relocation of Citizens Disaster Recovery Systems to DSM Colocation Facility in Winter Haven, FL was completed on July 22, 2018

- Physical failover exercise was completed on July 25, confirmed ability to migrate required production services to the DSM disaster recovery site.
- Citizens' Application Systems Recovery verification validated via 30 specific tests that were completed on Friday, July 27.
- DSM colocation data center functional state matches the Tampa baseline prior to the relocation
- Citizens will perform next major systems DR exercise in early October, 2018

Business Continuity Plans

Seventeen Business Continuity Plans across the enterprise are in last stages of 2018 development or updates.

- Claims
- Communications, Legislative & External Affairs
- Financial Services
    - Accounting Operations, Budget & Business Analysis TLH
    - Accounting Operations JAX
    - Actuarial Services*
    - Corporate Analytics*
    - Treasury and Investment
- Human Resources
    - Administration, Business Partner Management/HRIM, Learning and Development, Recruitment and Contingent Staff
    - Total Rewards

- Internal Audit & Enterprise Risk Office
- Legal
    - Claims Litigation
    - Purchasing'
    - Legal Services & Records Management
- Systems & Operations
    - Facilities Management & Real Estate
    - Information Technology
    - Strategy Planning & Continuous Improvement, Vendor Management and Enterprise Program
- Underwriting & Agency Services

* May be combined to one plan

Agility/Regus Continuity Test

Validation of the Workspace and Technology Services Recovery contract previously executed in May of 2018. Validation included invoking the services, validating operational capabilities and identifying further logistics and resiliency planning requirements.

- Executed invocation process for executing contracted services.
- ReadyOffice space test was conducted on August 14th and 15th, 2018.
- Approximately 160 business and Information Technology users validated:
  - Physical logistics including workspace and office setup. Location ~10 miles distance from downtown Jacksonville.
  - Technical Resources and Connectivity
    - Citizens' laptops with VPN connectivity
    - Agility's laptops and monitors using Citizens' Citrix Infrastructure
  - Required Enterprise systems including: Email, CAG, CenterPoint, MyDocuments, Share Folders, VPN access (Internet) – Citizens Internal/External websites.
  - Business Systems such as: CIS (Billing, Claims and Policy Center), FMAP/Participant, Oracle - insBridge: Rating Engine, Power2Pay, Aperta, Agent Appointment System (AAS), Neopost Print Machine: (C4 Print Machine), etc.