

# Hurricane Michael Update

## Underwriting & Agency Services

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Consumer Services Committee Update  
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# Hurricane Michael Emergency Order

In compliance with the Hurricane Michael Emergency Order and to protect Florida's Policyholders in the 16 included counties, Citizens stopped cancellations effective 9/22/2018 and non-renewals effective 10/7/2018.

Actions	PL	CL
<b>Cancellations Reinstated</b> <i>(System enhancement on 10/26/2018 has now automated this process)</i>	116	2
<b>Nonrenewals Rescinded</b> <i>(System enhancement to automate this process is scheduled for 11/16/2018; these continue to be manually processed by Underwriting until this functionality is in place)</i>	93	2
<b>No Policy In Force (NPIF) Resolved</b> <i>(This process was returned to Claims after 10/24/2018)</i>	370	12

*Note: Information as of 11/06/2018*

## Call Center Ramp-up & Support

- **Monday (10/8):**
  - Formal notice provided to vendors for catastrophe support
- **Tuesday and Wednesday (10/9-10/10):**
  - 120 new employees added to the Citizens' program
  - 6 Training classes completed
- **Thursday (10/11):**
  - 147 Customer Service Representatives secured and trained for Citizens' Hurricane Michael response efforts

**12,697 call volume for October (175% increase):**

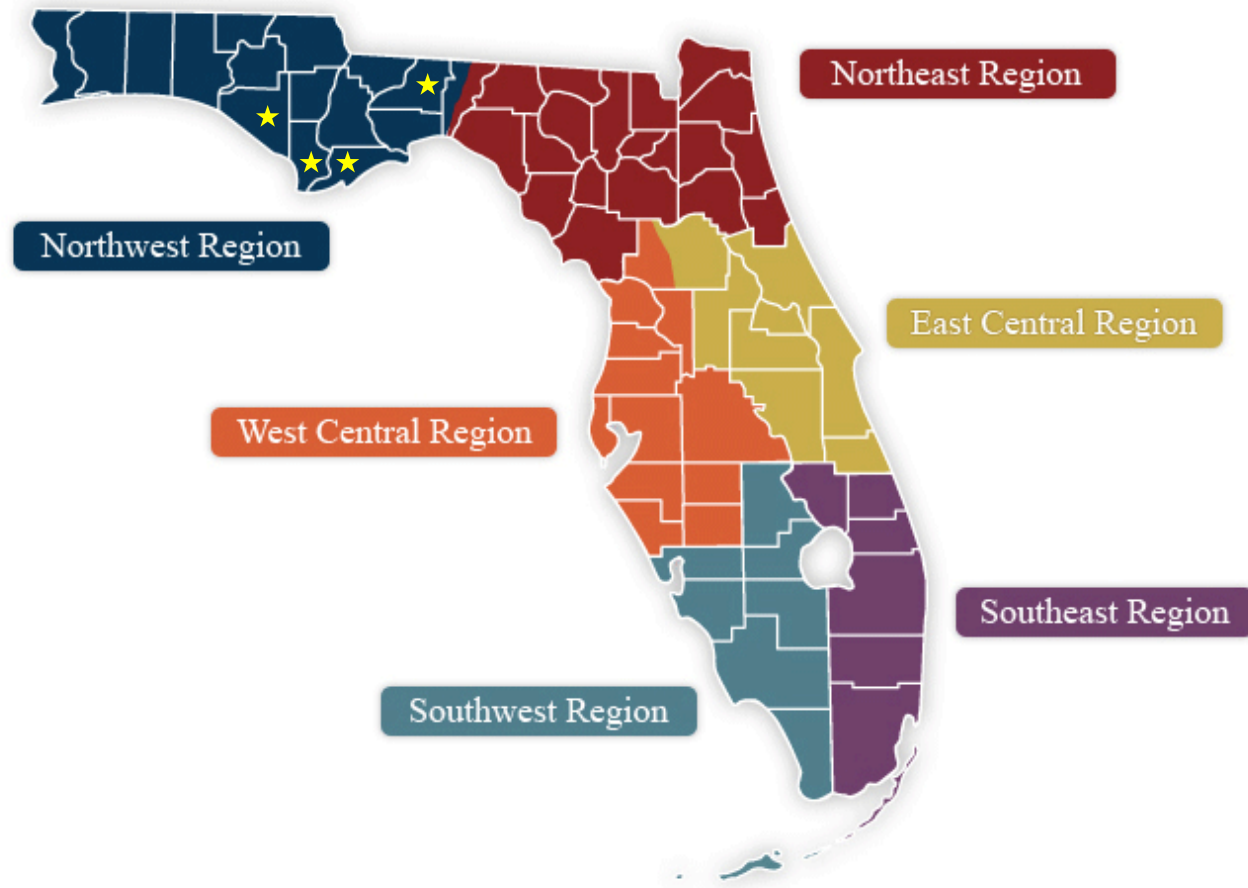
- *FNOL and Claims status call types*
- *8 second average policyholder wait time*

## Outbound Calling Campaigns

- **First Contact Campaign (10/11-10/25)**
  - *4,031 calls were completed*
- **Proactive Policyholder Outreach Campaign (10/17-10/27)**
  - *27,281 calls were completed*
  - *146 FNOLs were filed as a result of the outreach efforts*



## Catastrophe Response Centers (CRCs)



- Tallahassee CRC (10/12-10/16)
- Panama City CRC (10/14-10/21)
- Port St. Joe CRC (10/16-10/23)
- Apalachicola CRC (10/17-10-19)

# Hurricane Michael: Policyholder Experience

## Catastrophe Response Centers (CRCs)



- **Combined Activity (Friday, 10/12 – Tuesday, 10/23):**
  - 266 Policyholders were assisted
  - 102 FNOLs were filed onsite
  - 625 non-policyholders visited
  - 118 Additional Living Expense Checks disbursed to policyholders totaling \$344,460
  - 55 Citizens staff deployed for response efforts





# Hurricane Michael: Policyholder Experience

## DFS Insurance Villages

- **Panama City** (10/16-10/19)
- **Tallahassee** (10/18)
- **Marianna** (10/22-10/23)



# Hurricane Michael: Policyholder Experience





