

Market Accountability and Advisory Committee Agency Services Update

December 6, 2018



Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2017			
	Oct-18	Jan-17	Net Change
Agencies	4,561	4,977	-416
Agents	7,025	7,524	-499
LCRs	2,861	0	2,861

Agency Segmentation

	Oct-18			Jan-17		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	8	50,569	11.6%	11	64,566	14.0%
Tier 2 (500-1,999 PIF)	119	93,256	21.4%	114	83,287	18.1%
Tier 3 (200-499 PIF)	436	133,380	30.6%	476	143,323	31.2%
Tier 4 (50-199 PIF)	1,121	117,635	27.0%	1,196	123,927	27.0%
Tier 5 (49 or less PIF)	2,596	41,347	9.5%	2,989	44,658	9.7%
Tier 6 (0 PIF)	281	0	0.0%	81	0	0.0%

Notes:

- 62% 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: 592 (40%) (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	25	2	31	N/A	N/A	2%
February	7,641	144	57	6	52	N/A	N/A	2%
March	10,087	177	77	9	88	N/A	N/A	2%
April	10,251	167	85	6	76	N/A	N/A	2%
May	9,453	250†	140	5	104	233*	0	3%†
June	8,776	591	113	5	113	359	7	7%
July	7,365	495	88	15	82	303	7	7%
August	7,617	447	88	15	82	251	6	6%
September	5,879	387	75	7	62	235	8	7%
October	6,174	401	82	12	73	234	0	6%
November								
December								
YTD Grand Total	80,822	3,247	830	82	763	1,615	28	4%

*Only measured two weeks of the month

†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 11/14/18

Agents Under:	
Warning Notices	54
Suspensions	1
Terminations	0



Began counting effective 10/1/18

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	1,162	298	4%
March	10,087	1,575	394	4%
April	10,251	1,775	440	4%
May	9,453	1,874	487	5%
June	8,776	1,498	395	5%
July	7,365	1,495	397	5%
August	7,617	1,269	325	4%
September	5,879	1,074	316	5%
October	6,174	1,014	250	4%
November				
December				
YTD Grand Total	80,822	13,411	3,397	4%

Agents Under:	
Warning Notices	46
Suspensions	3
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 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: Hurricane Irma Proof of Repair

- Agency Reports
- Policyholder Communication
- Personal & Commercial Lines Learnings

Webinar & Classroom: 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	✓
July 24, 2018	W	✓
August 28, 2018	L	✓
November 6, 2018	L	✓

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

Date	Attendance
January 31, 2018	60
February 23, 2018	43
March 29, 2018	82
May 16, 2018	27
June 8, 2018	16
July 26, 2018	191
October 25, 2018	20
November 2, 2018	19
December 6, 2018	

Date	Attendance
February 21, 2018	92
March 16, 2018	20
June 15, 2018	56
July 19, 2018	19
August 2, 2018	49
August 16, 2018	54
November 15, 2018	

Date	Attendance
Monroe County October 25, 2018	34
Monroe County November 14, 2018	13

Webinars	
Date	Attendance
August 14, 2018	121
August 15, 2018	124
August 16, 2018	97

Live Classroom	
Date	Attendance
August 21, 2018	146
August 22, 2018	110
August 23, 2018	47
August 29, 2018	12

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