

Market Accountability Advisory Committee Agency Services Update

April 10, 2018



Current Agent and Agency Counts

(Data as of 02/28/2018)

Current Agent and Agency Counts vs YE 2015

	Feb-18	Dec-15	Net Change
Agencies	4,678	5,249	-571
Agents	7,157	8,051	-894
Sum of PIF	437,869	503,865	-65,996

Agency Segmentation

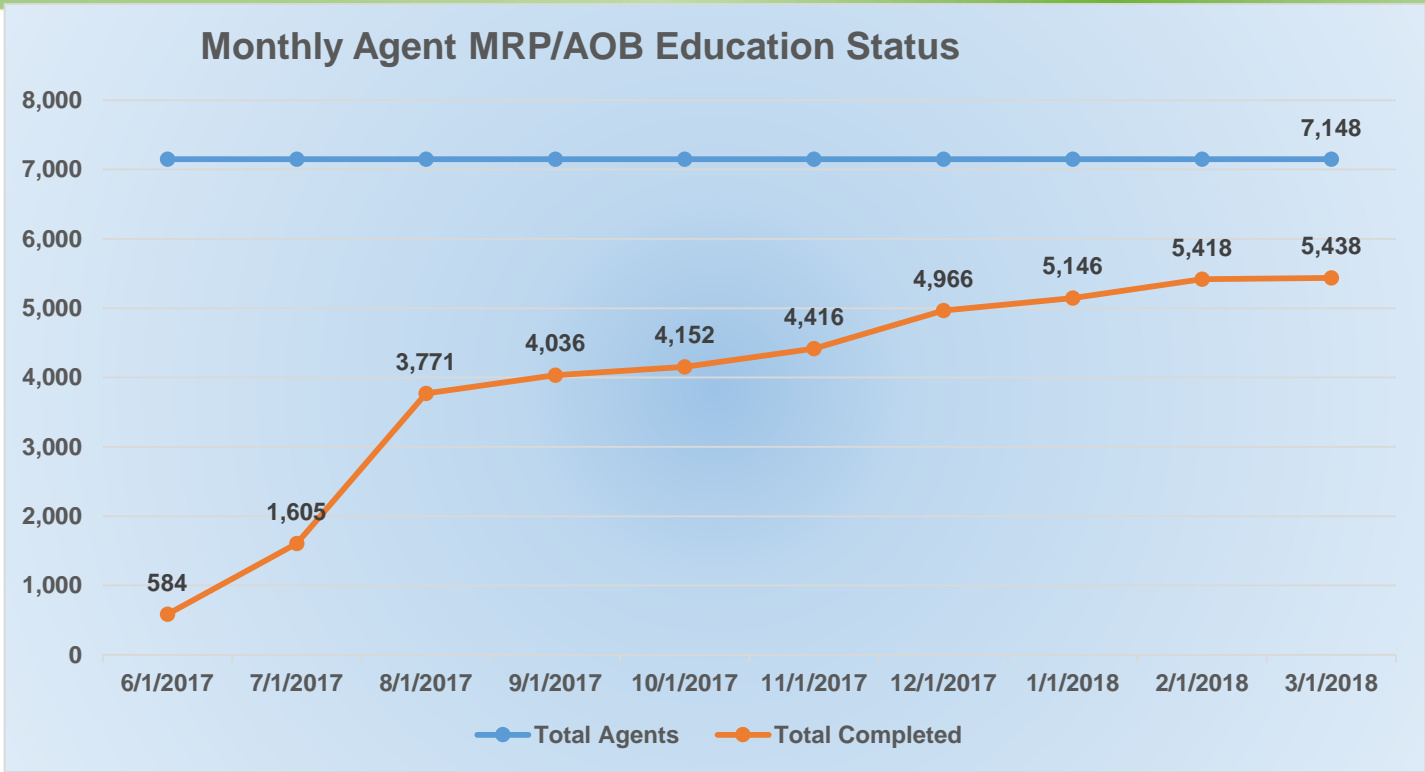
	Feb-18			Dec-15		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2000+PIF)	10	56,032	12.8%	9	71,901	14.3%
Tier 2 (500-1999 PIF)	118	88,683	20.3%	123	90,814	18.0%
Tier 3 (200-499 PIF)	428	129,723	29.6%	533	161,506	32.1%
Tier 4 (50-199 PIF)	1,167	121,820	27.8%	1,270	132,019	26.2%
Tier 5 (49 or less PIF)	2,672	41,611	9.5%	2,977	47,625	9.5%
Tier 6 (0 PIF)	283	0	0.0%	337	0	0.0%
Total	4,678	437,869	100.00%	5,249	503,865	100.00%

Note: 63% of Citizens agencies have less than 50 policies in force



Weekly Agent Education Status Update:

Overview of Assignment of Benefits and Managed Repair Program



	Course Completed	Course Yet to Complete
Broward	845	58
Hillsborough	823	28
Miami-Dade	1,143	70
Palm Beach	549	38
Pinellas	389	17
Totals	3,749	211
Percentage	95%	5%
All Counties	5,225	1,620
Percentage	76%	24%



Data as of 3/15/18

Late Submission and Binding Violations:

Program update

1/2017- 1/2018 MONTHLY BINDING VIOLATION COUNTS					
Month/yr	Monthly Total	BV01	BV02	BV03	BV04
2017 02	179	53	8	117	1
2017 03	184	81	11	88	4
2017 04	160	63	6	87	4
2017 05	182	76	7	99	
2017 06	207	84	7	115	1
2017 07	183	82	8	92	1
2017 08	217	109	10	97	1
2017 09	156	73	6	77	
2017 10	193	89	6	97	1
2017 11	133	57	9	67	
2017 12	125	56	5	64	
2018 01	188	75	4	109	
2018 02	143	73	10	60	
YTD Grand Total	2,250	971	97	1,169	13

2018 MONTHLY LATE SUBMISSION VIOLATION COUNTS			
Month/yr	Alerts	Late Submissions	New Submissions
2018 01	681	97	7,577
2018 02	1,164	303	7,633
2018 03			
2018 04			
2018 05			
2018 06			
2018 07			
2018 08			
2018 09			
2018 10			
2018 11			
2018 12			
2019 01			
YTD Grand Total	1,845	400	15,210

Agents Under:	
Warning Notices	32
Suspensions	1
Terminations	0

Agents Under:	
Warning Notices	1
Suspensions	0
Terminations	0

BINDING VIOLATION KEY	
BV03	Uninsurable Risk
BV01	Circumventing the Electronic Document Submission Process
BV04	Premium Posted to Unbound Risk
BV02	Ineligible Risk



Agent Outreach 2018

Agent Round Table

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

Webinar: Customer Experience

- PolicyCenter
- Claim Enhancement
- Best Practices

Webinar: Depopulation

- Carrier Partners
- Office Operations
- Best Practices

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

Date	Type	
January 16, 2018	W	✓
February 22, 2018	W	✓
March 13, 2018	L	✓
May 8, 2018	W	
June 12, 2018	W	
July 10, 2018	W	
August 14, 2018	L	
October 9, 2018	W	
November 6, 2018	L	

Date	Attendance
TBD	

Date	Attendance
March 6, 2018	56

Date	Attendance
January 31, 2018	60
February 23, 2018	43
March 29, 2018	
April 5, 2018	
May 24, 2018	
June 8, 2018	
July 26, 2018	
August 7, 2018	
September 18, 2018	
October 5, 2018	
November 2, 2018	
December 6, 2018	

Date	Attendance
February 21, 2018	83
March 16, 2018	20
June 15, 2018	
July 19, 2018	
August 2, 2018	
November 8, 2018	

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

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