

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, December 12, 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 Aubuchon
 - ▲ September 26, 2018 [AI Index A]

2. **Chairman's Report** Chairman Aubuchon

3. **President's Report** Barry Gilway
 - ▲ 2019 Operating Budget [AI Index B]

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Gary Aubuchon, Chair
 - Custodian Banking Services [AI Index C]
 - Bond Underwriting Services [AI Index D]
 - ▲ Financial Summary and Statement of Operations, 09/30/18
 - ▲ Quarterly Financial Update, 09/30/18
 - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
 - Annual Recommended 2019 Rate Filings & Exhibits [AI Index E]
 - Policy Form Descriptions
 - Citizens' Rates vs. Industry Rates

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair
 - Office Building and Datacenter Electrical Services [AI Index F]
 - Information Technology Research and Advisory Services [AI Index G]
 - ▲ Facilities
 - Tampa Office Space [AI Index H]

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Gary Aubuchon, Chair
 - MRP Dashboard
 - Hurricane Michael Claims Update
 - Sinkhole Stabilization Services [AI Index I]

7. **Chief Underwriting and Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial and Underwriting Committee Report, John Wortman, Chair
 - Business Process Outsourcing Underwriting Production Services [AI Index J]
 - Policy Document Generation and Mail Services [AI Index K]

8. **Chief Internal Audit Officer Report**

Joe Martins

- ▲ Audit Committee Report, Bette Brown, Chair
- ▲ OIA Dashboard
- ▲ 2019 OIA Strategy and Plan
- ▲ Internal Control Framework Project

9. **Chief Communications, Legislative & External Affairs Officer Report**

Christine Ashburn

- ▲ Consumer Services Committee Report, Freddie Schinz, Chair

Consideration of Consent Items

Chairman Aubuchon

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.

- ▲ Technology Infrastructure, Software, Professional Services and Staff Augmentation
- ▲ Business Insurance
- ▲ Loss History for Underwriting

New Business / Adjourn

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

- A. Board of Governors Meeting Minutes, September 26, 2018
- B. 2019 Operating Budget
- C. Custodian Banking Services
- D. Bond Underwriting Services
- E. Annual Recommended 2019 Rate Filings
- F. Office Building & Datacenter Electrical Services
- G. Information Technology Research & Advisory Services
- H. Tampa Office Space
- I. Sinkhole Stabilization Services
- J. Business Process Outsourcing – Underwriting Production Services
- K. Policy Document Generation and Mail Services

FMAP Board of Governors Meeting

Scheduled to Convene Immediately Following Citizens Board of Governors Meeting

Next Board of Governors and Committee Meetings

March 26-27, 2019

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