



# Hurricane Michael Claims Update

Jay Adams

Chief Claims Officer

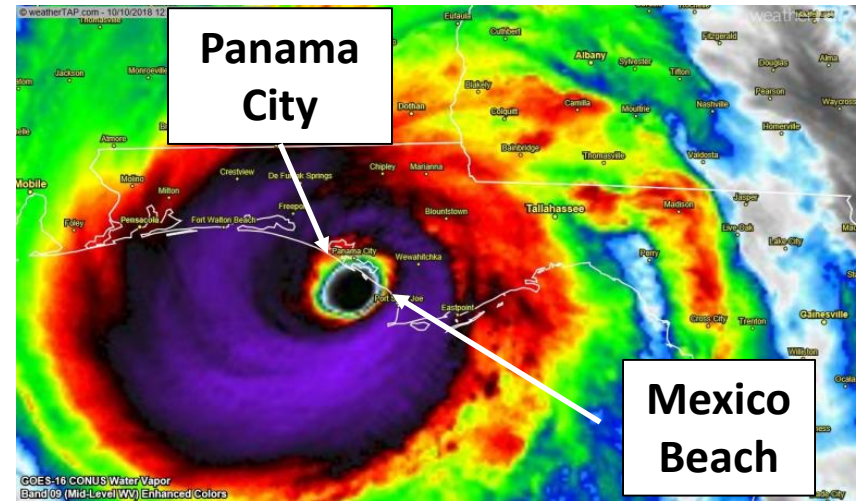


# Hurricane Michael Landfall



# Hurricane Michael Landfall Statistics

- First CAT 4 landfall in the Panhandle since 1851 when record keeping began
- Third strongest hurricane on record based on surface pressure of 919 mb
- Strongest hurricane to make a US landfall since Andrew in 1992
- 1 MPH from being a CAT 5 Hurricane on the Saffir-Simpson scale

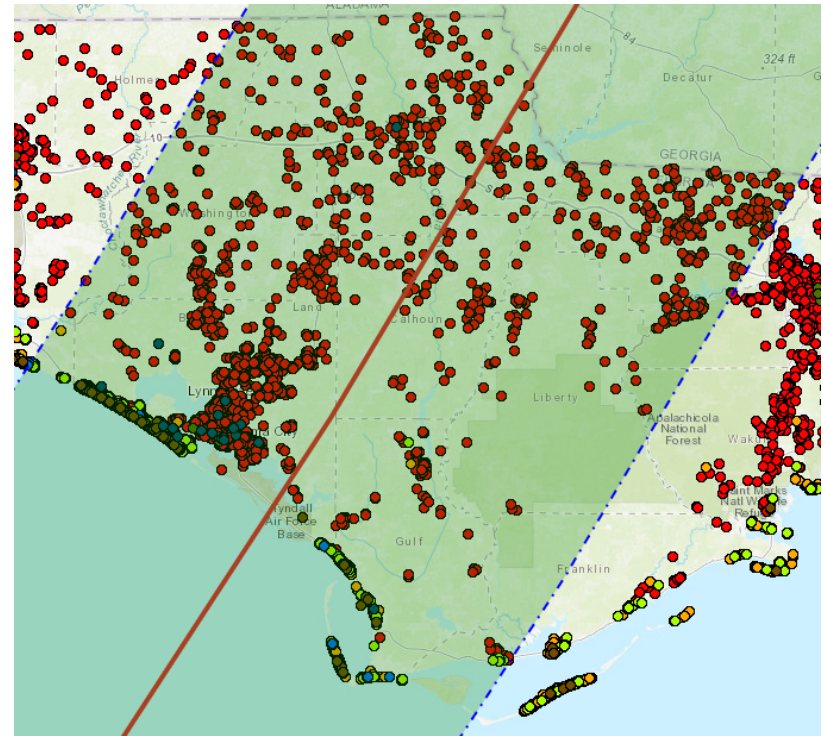


Saffir-Simpson Hurricane Wind Scale

Category	Wind Speed (mph)	Damage at Landfall	Storm Surge (feet)
1	74-95	Minimal	4-5
2	96-110	Moderate	6-8
3	111-130	Extensive	9-12
4	131-155	Extreme	13-18
5	Over 155	Catastrophic	19+

## Citizens GIS Tool

- Red line represents Michael's post landfall track as posted by the National Hurricane Center
- Highlighted area represents hurricane force winds
- Multi-colored dots represents Policies in Force
- Pre-event email messaging to all policyholders in the storm path





## National Insurance Crime Bureau (NICB) Aerial Imagery

**Pre-Event Imagery**



**Post-Event Imagery**



## Utilizing NICB Aerial Imagery

- Hurricane force wind Policies in Force were extracted from Citizens GIS tool
- Adjusters searched the NICB tool with all Policies in Force addresses for the coastal areas
- Aerial imagery that showed a total loss or a slab/vacant lot were uploaded as claims into ClaimCenter
- Adjusters prepared total loss packages within 24-48 hours to settle all of these claims with the policyholder

## Deployment of the Catastrophe Response Centers

- Entire infrastructure was down from Panama City to Mexico Beach
- Assisted the policyholder with reporting claims
- Assisted the policyholder with advances on additional living expenses



## Call Center Outbound Calling Campaign

- Claims volume seemed extremely low for the event and Citizens wanted to be customer centric to help with the reporting of claims
- Hurricane force wind Policies in Force were extracted from Citizens GIS tool
- Call Centers made outbound calls to the policyholder to see if they needed to report a claim
- Voice mails were left with instructions on how to file a claim if needed when contact was not made



## **Mobile Home Claims represents 50% of all claims received**

- Insured based on the value new at the time of manufacture as compared to a home that is valued at replacement cost
- Policyholder may not be able to replace their mobile home for the insurance proceeds based on how they are valued

- MH Claims After a Hurricane brochure
- Educate mobile home policyholders of the claims process and provide an overview of the coverage available
- Brochure mailed to every mobile home policyholder that filed a claim



Experiencing a loss can be stressful and confusing. Reporting a claim should not be. Report your claim to Citizens at **866.411.2742** (available 24/7) or online via myPolicy at [www.citizensfla.com](http://www.citizensfla.com) as soon as you become aware of or suspect damage to your insured property.

Citizens is committed to responding quickly to disasters and providing local services and support to policyholders in a crisis. When a catastrophe occurs, Citizens activates a team of managers, support staff and adjusters experienced in handling catastrophic events and the resulting damage claims.

If it is safe, protect your property from further damage and safeguard your home:

- Take photos or videos of damaged areas before making temporary repairs or removing items.
- Secure your property from further damage.
- Inventory damaged items and keep them in a safe place so the Citizens adjuster can inspect them.
- Keep receipts for additional living expenses and all repairs.
- Share your contact information with your agent and adjuster.
- While it's tempting to get repairs started right away, do not sign anything before consulting with Citizens or your agent.

This brochure is for informational purposes. In the event of any inconsistency between this brochure and your insurance policy, the terms of the insurance policy control.

Call Citizens First  
**866.411.2742**

Report your claim online via  
myPolicy at [citizensfla.com](http://citizensfla.com)

24 hours a day, seven days a week

**Mobile Home Claims after a Hurricane**

**CITIZENS**  
PROPERTY INSURANCE CORPORATION

**CITIZENS**  
PROPERTY INSURANCE CORPORATION



Report your claim before beginning any claim-related repairs. You can report a claim to Citizens, at no cost, even before you know the full extent of damage.

**What you'll need:**

- Policy number (available on policyholder ID card and the front page of your policy)
- Contact information, including any temporary addresses and/or phone numbers
- Damage description

You'll receive a claim number and contact information for your Citizens claims adjuster. Your Citizens adjuster will call you to discuss the degree of damage to your property and decide the best option for your claim. Our claim service process is designed to expedite the evaluation and resolution of your claim, no matter the degree of damage.

During the claims process, Citizens categorizes claims from Severity 1 (minor damage) to Severity 5 (total loss). Severity 1 and 2 losses are assigned to an inside 'Fast Track' team of adjusters that can evaluate and conclude claim service over the phone and internet. Severity 3, 4 and 5 losses are assigned to a specialized mobile home team, and most will require a field inspection of your property. When storm damages are especially severe, the post-storm process is streamlined and aerial imagery of your property is used. In those instances, a field inspection is unnecessary. Your adjuster will discuss with you if a field inspection is required.

**Standard Coverages**  
Citizens' personal residential mobile home owners' insurance policies include several standard coverage types. Please refer to your policy for specific coverages and amounts of coverage. Your adjuster will review with you all of your contracted coverages and protections with your Citizens policy.

**Coverage A – Dwelling**  
Covers your home and certain attached structures. Coverage is based on the stated value of your home. On homes older than 1994, policy coverage is replacement cost or actual cash value (ACV) with endorsement.

**Coverage B – Other Structures**  
Covers structures not physically attached to your home (for example, storage sheds, detached garages). Coverage limit is 10 percent of your Coverage A. Payments for other structures on mobile home dwelling policies reduce your Coverage A amount.

**Coverage C – Personal Property**  
Covers the depreciated value of your personal property (for example, clothing, furniture). Default coverage limit is 25 percent of Coverage A; increased coverage limits and options may be available.

**Coverage D – Loss of Use**  
Covers incurred additional living expenses and/or fair rental value if your mobile home becomes uninhabitable following a covered loss. Mobile home dwelling policies cover fair rental value only. Payments for fair rental value on mobile home dwelling policies reduce Coverage A amount.

Citizens may require additional information from your bank, mortgage company or your lease holder. To help the claim process go smoothly, you may need to contact them to identify what claim documents may be needed from Citizens.

Your policy covers the removal of debris from destroyed property. Debris removal is included in the Coverage A limit. MHO-3 and MW-2 policies allow for an extra five percent for total loss. Citizens will contract with an independent demolition vendor at our expense to remove the debris. In the event of a total loss, Citizens is required to be in possession of the mobile home title.

**CITIZENS**  
PROPERTY INSURANCE CORPORATION

- New Mobile Home Replacements information
- Inquired with mobile home manufacturers and retailers making discounts available to those impacted by Hurricane Michael
- Document sent to every mobile home policyholder that filed a claim



301 W Bay Street, Suite 1300  
Jacksonville, Florida 32202  
[www.citizensfla.com](http://www.citizensfla.com)

Citizens is committed to responding quickly to disasters and providing local services and support to policyholders in a crisis. To help make this process easier, Citizens has made inquiries to mobile home manufacturers and retailers who are making discounts and other incentives available for mobile or manufactured home purchases for those affected by Hurricane Michael.

Each retailer listed below has programs available as part of Hurricane Michael recovery efforts. Reach out to them directly to view inventory, pricing and availability.

The retailer information does not represent a comprehensive list of mobile home dealers/retailers or potential offers for purchase of mobile homes. It is provided as a courtesy and does not constitute a limitation in any manner on your options for purchasing a new mobile or manufactured home.

**Scotbilt Factory Outlet** \$4,000-\$5,000 off retail\*  
[www.scotbiltfactoryoutlet.com](http://www.scotbiltfactoryoutlet.com)  
3064 Brunswick Hwy  
Waycross GA 31503  
912.250.5700

**Sanders Manufactured Housing** 5% off retail\*  
[www.sandershousing.com](http://www.sandershousing.com)  
10300 Pensacola Blvd  
Pensacola FL 32534  
850.474.0261

**Affordable Homes of Crestview** \$2,500 off Singles\*  
[www.affordablehomesofcrestview.com](http://www.affordablehomesofcrestview.com) \$5,000 off Doubles\*  
5250 S. Fordon Blvd/Hwy 85  
Crestview FL 32536  
850.398.5685

**Clayton Homes of Crestview** 10% off display models\*  
[www.claytonhomesofcrestview.com](http://www.claytonhomesofcrestview.com)  
5208 South Fordon  
Crestview FL 32536  
850.682.3344

**Clayton Homes of Tallahassee** Call for discount  
[www.claytonfl.com](http://www.claytonfl.com)  
2550 W. Tennessee Street  
Tallahassee FL 32304  
850.576.2104

Discount information provided by the retailer as of 10.19.18. For the most up-to-date list of retailers and recovery resources, visit [www.citizensfla.com/hurricanes](http://www.citizensfla.com/hurricanes).



#### We're Here to Help

Contact your agent at the telephone number provided on your *Declarations* page or call Citizens at 866.411.2742 or online at [www.citizensfla.com/contactus](http://www.citizensfla.com/contactus).

- Crawford's Contractor Connection Consumer Direct program
- Additional contractors will deploy to the Panhandle from across Florida to assist our policyholders in the repair process
- Document sent to all residential homeowner policyholders who filed a claim



301 W Bay Street, Suite 1300  
Jacksonville, Florida 32202  
[www.citizensfla.com](http://www.citizensfla.com)

As a Citizens' policyholder recovering from Hurricane Michael, you may still be looking for a contractor for covered repairs. Due to limited contractor availability that frequently follows a natural disaster such as Hurricane Michael, Citizens would like to share some information regarding Contractor Connection. This information is based upon Citizens' use of Contractor Connection as the vendor for Citizens' Managed Repair Contractor Network Program for non-hurricane water losses.

Contractor Connection provides access to a network of contractors nationally and within Florida. Key features offered by the Contractor Connection network:

- Credentials every contractor in their network, including assuring each participant has proper licensing and insurance
- Matches network contractors with your specific repair needs
- Requires all network contractors to back their work with a three-year workmanship guarantee
- Monitors projects from start to finish and provides assistance should problems arise
- Allows you to track your project throughout the repair process

Call or email Contractor Connection:  
844.665.9348  
[www.contractorconnection.com](http://www.contractorconnection.com)  
24 hours a day, seven days a week



**We're Here to Help**

Contact your agent at the telephone number provided on your Declarations page or call Citizens at 866.411.2742 or online at [www.citizensfla.com/contactus](http://www.citizensfla.com/contactus).

*This information is provided as a courtesy and does not constitute a limitation on your options to select the contractor of your choice to perform covered repairs. Any services you may independently obtain through Contractor Connection are not part of Citizens' Managed Repair Contractor Network program.*

## Why Contractor Connection?

- Credentials all contractors
- Eliminates stress of obtaining multiple bids
- 3 year workmanship warranty
- Monitors project from start to finish
- Allows the policyholder to track the project every step of the way





# Catastrophe Plan

Severity Code	Handling Team	Original Deployed Resources
Severity Code 1	Fast Track	15
Severity Code 2	Field Inspection Services	100
Severity Code 3	Cat Field Adjusters	50
Severity Code 4	Cat Field Adjusters	50
Severity Code 5	Large Loss	30

- Fast Track handles low severity claims by phone
- Field Inspection Services conduct low severity inspections leveraging inspection software to assist in the inspection process
- Cat Field Adjusters handle moderate to severe inspections
- Large Loss handles structurally damaged homes and total loss inspections

# Resource Deployments

Resource Location	Resource Type	# of Resources
Off Site Resource	Cat Task Adjusters	35
Off Site Resource	Commercial Task Adjusters	18
Off Site Resource	Fast Track Unit	12
Off Site Resource	Field Inspectors	41
Off Site Resource	Large Loss Field Adjusters	35
Inside Resources (TIAA)	Commercial Desk Adjusters	5
Inside Resources (TIAA)	Large Loss Desk Adjusters	19
Inside Resources (TIAA)	Mobile Home Desk Adjusters	10
Inside Resources (TIAA)	Resolution Unit Adjusters	22
Staff Resources	Mobile Home Unit Adjusters	8
Staff Resources	Oversight roles	23

\* As of October 25, 2018

## **Field Claims Office located**

- 1751 Scenic Hwy 98, Destin, FL 32541

**Leveraged to conduct training and re-inspections to validate understanding of Best Practices and Estimating Guidelines for:**

- Field Inspectors
- Cat Field Adjusters

# Hurricane Michael Claim Statistics

Claims Summary	Total	Commercial	Personal
New Claims	3,293	58	3,235
Closed Claims	2,527	41	2,486
% Closed	77%	71%	77%
Indemnity Paid	\$79,759,374	\$7,604,526	\$72,154,848
Expense Paid	\$1,857,818	\$80,659	\$1,777,159
Total Incurred	\$93,426,503	\$7,816,349	\$85,610,154
% Submitted by Self	79%	55%	79%
% Submitted by Rep	1%	10%	1%
% Submitted by Other	20%	34%	20%
% Storm Surge	5%	16%	5%
% AOB	1%	5%	1%

\*As of 12-09-18

# Questions?