

# CitizensAdvisor



## Citizens CEO wishes to thank veterans for their service

JACKSONVILLE, FL – In honor of Veterans Day, Citizens President, CEO and Executive Director Barry Gilway extends his gratitude to the more than [60 U.S. veterans at Citizens](#) for sacrifices they and their families made for our country and recognizes the unique contributions they bring to Citizens.

Speaking to newly hired employees in October, Mr. Gilway said veterans bring valued perspectives that benefit all Citizens employees and the policyholders they serve.

"You just learn so much about yourself, and there is no other way you can get it," said Mr. Gilway, a U.S. Army combat veteran. "There is a very unique aspect that military service brings to the table. By the end of your service, you really know – and this is critical – how to work as a team."

## Mobile home valuation changes may impact older homes

TALLAHASSEE, FL – Citizens is informing its agents of recent changes made to the industry's mobile home valuation estimator that may increase the base valuation of mobile homes when the make and model of the unit are unknown.

Citizens and other carriers have been informed that the 360Value cost estimator used by many carriers has made changes that generally increase the initial base value of mobile homes for policies when agents do not have access to the home's make and model information.

Citizens is sending notices to approximately 8,000 independent agents who handle Citizens policies.

Generally, valuation and coverage amounts for older mobile homes without make and model information will usually be lower than if make/model information is available. The new estimator, in most cases, increases the initial base value when supplement information, dubbed SVS, is for policies. Agents can still adjust valuation as needed depending on property specifics, such as additions and upgrades.

The change impacts new policies and is available for midterm and renewal updates if the agent or policyholder requests. Florida Specialty policies coming to Citizens will be unchanged, but an option is available to review the value using the recent 360value updates. The changes will not impact claims that have already been paid.

**November 14, 2019**

### Events

**December 11 @ 9 a.m.**  
[Citizens Board of Governors](#)  
Sheraton Orlando North

### Spotlight



**[Scott Crozier](#)**

VP - Underwriting &  
Product Development

### Policies in Force

**442,185**

as of November 8, 2019

## Florida Specialty migration moving smoothly, 22,000 become Citizens policyholders so far

TALLAHASSEE, FL – Citizens has received nearly 22,000 policies from Florida Specialty Insurance Co. following an October 2 court order placing the private company into receivership.

Citizens extended a November 1 deadline to November 10, to give Florida Specialty customers more time to find coverage in the private market or choose to accept coverage with Citizens. Florida Specialty's 90,000 policyholders were required to select a new insurance company if they wanted to maintain coverage following an October 2 order by Florida Circuit Court Judge Ronald Flury approving an agreement between Florida Specialty and state regulators.

In anticipation of the policy transfer, Citizens sent email notifications to all Florida Specialty agents and 5,000 Florida Specialty policyholders whose agents did not have Citizens appointments. Later this month, Citizens will send written reminders to all former Florida Specialty policyholders now at Citizens regarding payment requirements. Citizens also created [a web page](#) specifically dedicated to Florida Specialty information.

"Citizens employees really rallied to ensure that the transition went as smoothly as possible for Florida Specialty policyholders who chose Citizens as their insurer," said Steve Bitar, Citizens Chief of Underwriting and Agency Services. "We will continue to reach out to our new customers to make sure their insurance needs are met."

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## 93 percent of Hurricane Michael claims closed

TALLAHASSEE, FL – Following through on its commitment to policyholders, Citizens has closed more than nine out of 10 Hurricane Michael claims.

As of November 4, Citizens had closed 93 percent of 3,620 residential and commercial claims from Hurricane Michael, having paid out or put \$123.8 million in reserve for payment.

On average, Citizens policyholders were contacted within four days of their first notice of loss, and claims were closed at least once within 30 days.

It is common for claims to be reopened throughout the claims process as additional information is submitted. Changes in material costs, additional damage and other scope of repairs often require initial estimates to be adjusted.

## How Citizens Estimates Repair Costs

Citizens is committed to helping you recover after damage or suspected damage to your insured property is reported. As you begin your road to recovery, here are a few simple steps you can take to help make the claims process a little smoother:

- Take photos/video of damaged property before making any emergency repairs.
- If it is safe, take reasonable emergency measures to protect your property from further damage.
- Whenever possible, retain any damaged items for Citizens to inspect.
- Keep receipts for any repairs or other expenses associated with your loss.
- If the cost to perform emergency measures will exceed \$3,000, contact your adjuster.



### Additional Living Expenses (ALE)

Some policies provide Additional Living Expense (ALE) coverage, which helps pay for expenses incurred if your home is unlivable due to a covered loss. These may include expenses for food, a place to live or other costs associated with maintaining your household.

**Keep Receipts:**  
Accurate receipts are required. Make copies of these receipts for your records and provide the originals to your adjuster.



### Loss Inspection

Your Citizens adjuster may inspect your property with you to determine covered damages and reasonable repairs. They will evaluate the damage, take photographs and document the property condition to create your repair estimate.

**Don't Forget:**  
Provide your adjuster with any photos, receipts and repair estimates during your inspection. If you have additional information about your loss after your inspection, contact your adjuster.



### Repair Estimate

Your repair estimate will outline any covered damages identified during the inspection with specific line-by-line description of scope of work and related costs for making the repairs to your property. Repair costs can vary widely due to supply and demand for labor and materials.

**Did You Know?**  
Your policy either provides Replacement Cost coverage or Actual Cash Value (ACV) coverage. Estimates are based on Replacement Cost for current market conditions for labor and like kind new materials. If you have ACV coverage, your estimate will be based on the depreciated value of damaged items, which reflects their overall decrease in value due to age, wear and tear, obsolescence and other factors.



### Initial Claims Payment

Your adjuster will submit their report and repair estimate to Citizens. Based on all information gathered, Citizens will issue an initial payment of ACV for your claim minus your policy deductible. If you have Replacement Cost coverage, the recoverable depreciation will be issued after proof of repairs having been completed is received.

**Have a Mortgage?**  
If you have a mortgage company and your initial claims payment is over a certain amount, Florida law requires that Citizens lists the company on your claim check. Banks require that all payees listed on a check sign the check. Ask your mortgage company about its procedures for endorsing your claim check. Be sure to check that your mortgage company is correctly listed on your policy during your annual policy review.



### Supplemental Payments

Initial claims payments are based on the estimated cost of covered repairs known at the time of inspection. If the total costs of the repairs exceeds your initial claim payment or your contractor discovers additional damages, you may be eligible for supplemental payments.

**Pro Tip:**  
If your contractor's estimate is more than Citizens' estimate or additional damages are found, contact your Citizens adjuster before signing any contract or proceeding with any work. Citizens will work with you and the contractor to determine if a supplemental payment is warranted.

#CitizensIsReady



*Click image to enlarge*

## News Links

### [FEMA money slowly trickles in to local governments for Hurricane Irma expenses](#)

Orlando Sentinel

### [Home insurance rates keep climbing, along with lawsuits. Will it ever end?](#)

Sun Sentinel

### [Trump OKs disaster declaration for Florida for Dorian damage](#)

News4Jax

### [Florida Officials Say Insurers Not Doing Enough to Settle Hurricane Michael Claims](#)

Insurance Journal

### [Insurers accuse lawyers of cashing in on a Hurricane Michael 'gold rush'](#)

Tallahassee Democrat

### [Florida CFO blames public adjusters, lawyers for Hurricane Michael insurance claim delays](#)

Tampa Bay Times

### [JMI Releases Study Looking at Insurance Reform in Florida](#)

Florida Daily

### [State expects to dole out all Hurricane Michael Recovery Grants by year's end](#)

Florida Politics