

# Market Accountability and Advisory Committee Agency Services Update

March 26, 2019



# Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2018			
	Feb-19	Dec-18	Net Change
Agencies	4,523	4,551	-28
Agents	6,988	7,040	-52
LCRs	3,083	2,980	103

Current Tri-County Agent and Agency Counts vs. YE 2018			
	Feb-19	Dec-18	Net Change
Agencies	2,033	2,032	1
Agents	2,834	2,843	-9
LCRs	949	954	-5

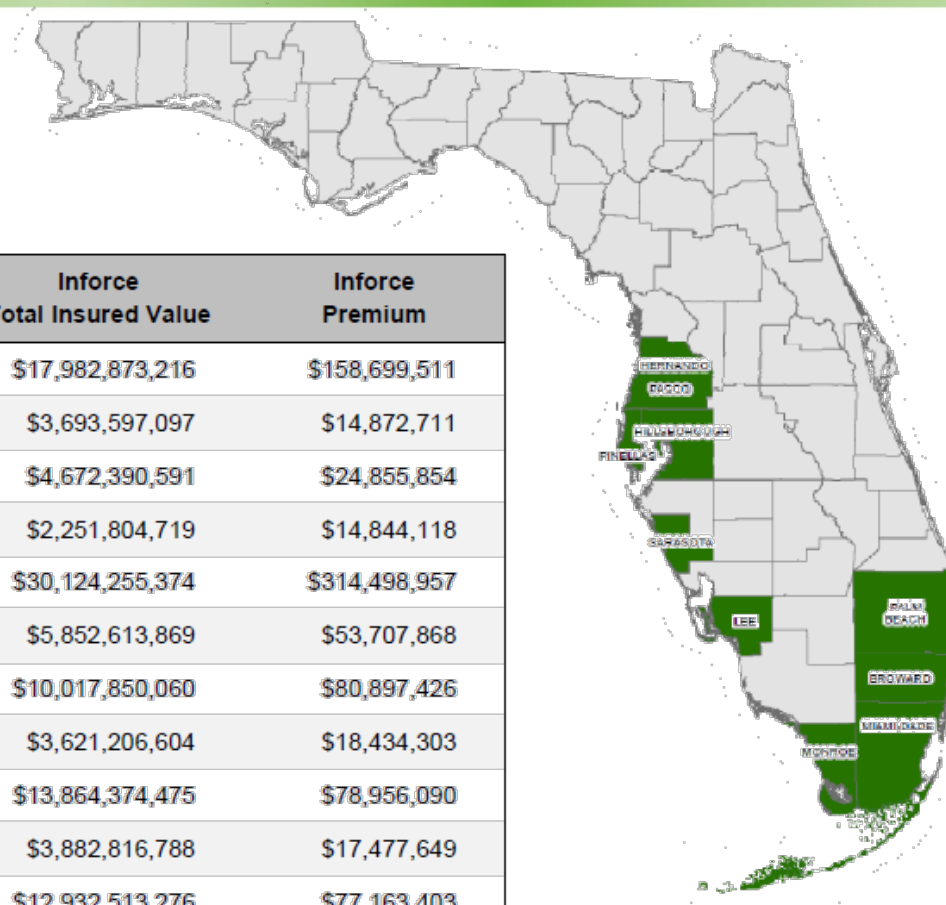
Agency Segmentation						
	Feb-19			Dec-18		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
Tier 1 (2,000+ PIF)	8	50,344	12.0%	9	53,213	12.5%
Tier 2 (500-1,999 PIF)	113	89,332	21.2%	114	89,112	20.8%
Tier 3 (200-499 PIF)	403	124,171	29.5%	413	126,723	29.6%
Tier 4 (50-199 PIF)	1,118	116,995	27.8%	1,118	117,336	27.5%
Tier 5 (49 or less PIF)	2,581	40,313	9.6%	2,602	41,013	9.6%
Tier 6 (0 PIF)	300	0	0.0%	295	0	0.0%

- Note:**
- 64% of Citizens agencies have less than 50 policies in force



# High County Volume Market Share

County	Policy Count	% of Total Policy Count	Inforce Total Insured Value	Inforce Premium
Broward	73,142	17%	\$17,982,873,216	\$158,699,511
Hernando	13,023	3%	\$3,693,597,097	\$14,872,711
Hillsborough	19,153	4%	\$4,672,390,591	\$24,855,854
Lee	10,155	2%	\$2,251,804,719	\$14,844,118
Miami-Dade	105,728	25%	\$30,124,255,374	\$314,498,957
Monroe	13,701	3%	\$5,852,613,869	\$53,707,868
Palm Beach	37,962	9%	\$10,017,850,060	\$80,897,426
Pasco	16,559	4%	\$3,621,206,604	\$18,434,303
Pinellas	56,179	13%	\$13,864,374,475	\$78,956,090
Sarasota	14,081	3%	\$3,882,816,788	\$17,477,649
All Other	67,714	16%	\$12,932,513,276	\$77,163,403
<b>Total</b>	<b>427,397</b>	<b>100%</b>	<b>\$108,896,296,069</b>	<b>\$854,407,890</b>



## Notes:

- 1) Total Insured Value for personal residential multi-peril policies includes Coverages A, B, C and D, except for DP-1/MDP-1 policies, which include Coverages A and C only. All commercial policy forms include building coverage, other structure coverage and business personal property.
- 2) Excludes takeout policies
- 3) For commercial policies with buildings in multiple counties, policy count and premium are assigned based on the location of the first risk listed on the policy. Total Insured Value is reported at the risk level.

# Performance Violations (PV):

Program update

2018 Monthly Performance Violation Counts								
	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
	90,768	3,980	975	87	827	2,075	31	4%

2019 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	6,051	173	25	3	32	112	1	3%
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Grand Total	6,051	173	25	3	32	112	1	3%

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"> <li>•Documentation to support mitigation credits was not submitted or insured signature was missing</li> <li>•Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted</li> <li>•Acceptable proof of prior insurance was not submitted</li> <li>•Insured or agent signature missing on application</li> </ul>						Agents Under:		
						Warning Notices	54	
						Suspensions	1	
						Terminations	0	

# Late Submission Violations (LSV):

Program update

2018 Monthly Late Submission Violation YE					
	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
	90,859	15,493	17%	3,872	4%

2019 Monthly Late Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
January	6,051	915	15%	234	4%
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
YTD Grand Total	6,051	915	15%	234	4%

Agents Under:	
Warning Notices	80
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 2019

### 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 Town Halls

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: PolicyCenter V9 & myAgency

V9 – New Look

V9 – New Features

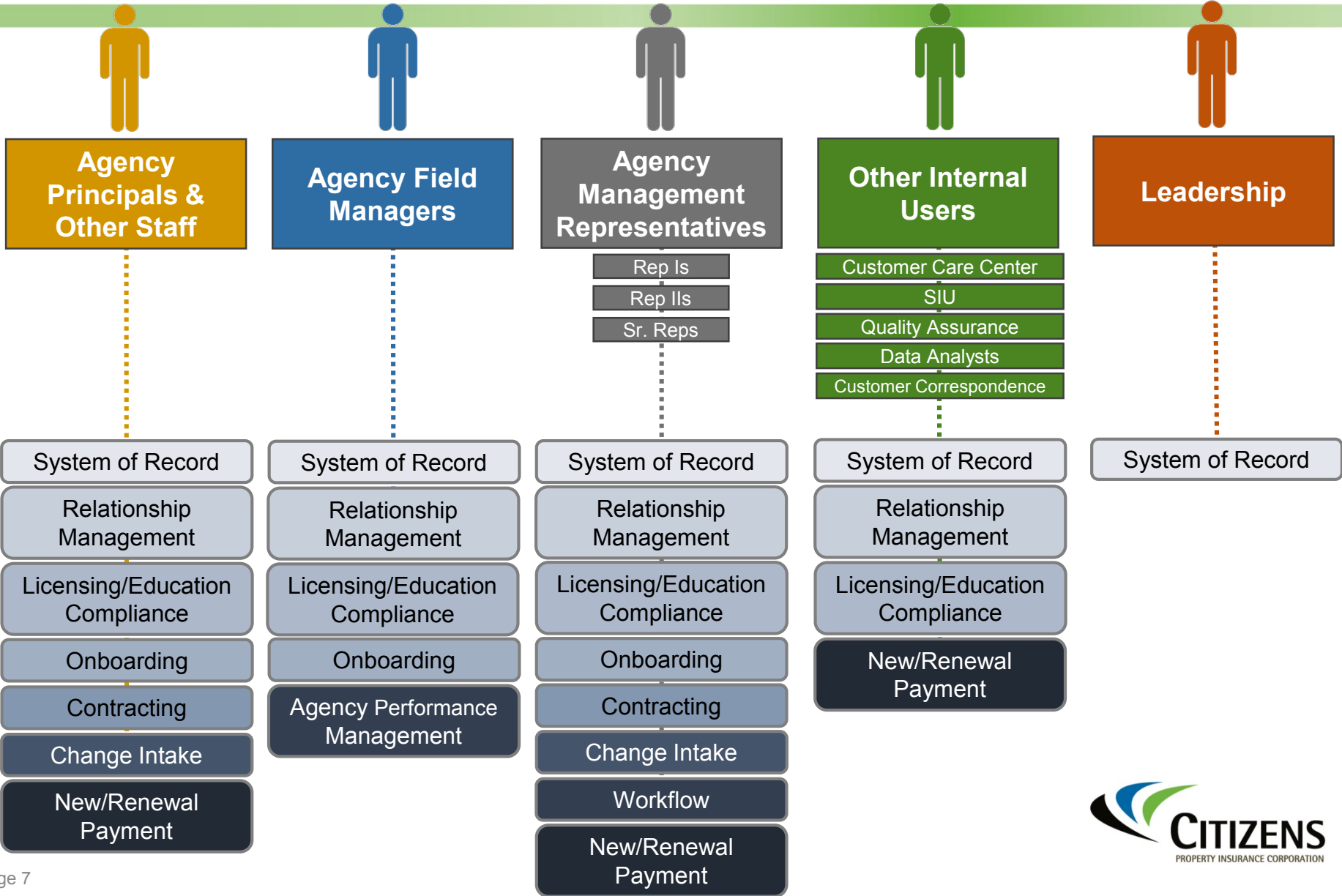
myAgency – Key Performance Indicators

myAgency – Staff Management

Date	Type		Date	Attendance	Date	Attendance	Date	Attendance	Live "in Agency"
January 15, 2019	W	✓	January 22, 2019	26	February 20, 2019	113	State-Wide January 29, 2019	157	Agency Manager engaging in office training.
March 13, 2019	L		March 8, 2019		June 21, 2019		State-Wide January 31, 2019	145	# Agencies
May 14, 2019	W		March 28, 2019		July 18,2019				Tier 1
June 11, 2019	W		April 9, 2019		August 1, 2019				Tier 2
July 9, 2019	W		May 14, 2019		September 11, 2019				V9 & myAgency Webinars
August 22, 2019	L		July 23, 2019						Dates
October 10, 2019	W		August 7, 2019						Attendance
November 7, 2019	L		September 17, 2019						TBD
			November 19, 2019						Online Learning
			December 3, 2019						Completion
									V9
									myAgency

# myAgency Platform:

Features and Benefits



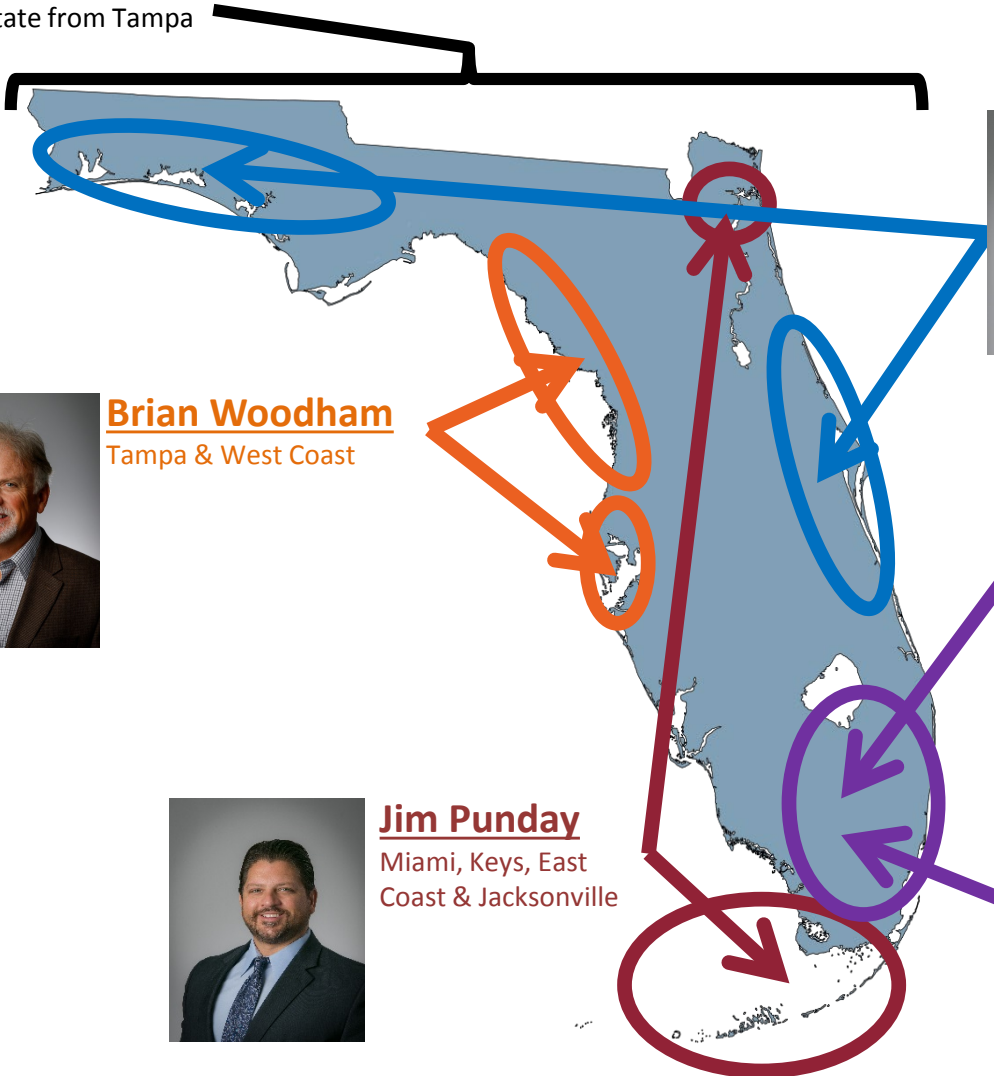


# Agency Manager Assignments



**Eddy Ramirez**

Whole state from Tampa Office



**Brian Woodham**

Tampa & West Coast



**Kelly Abell**

East Coast & Panhandle



**Jorge Hallon**

Miami & Surrounding Areas



**Jim Punday**

Miami, Keys, East Coast & Jacksonville



**George Maynard**

Miami & Surrounding Areas

