

# Market Accountability and Advisory Committee 2019 Catastrophe Update

March 26, 2019



# Hurricane Michael Successes

- Post event imagery
- Fast Track
- Inspector Program
- Improved call routing to Resolution
- Field Task deployment



# XactAnalysis Efficiencies

In 2018, we began to integrate XactAnalysis into our claim handling and reporting workflows, in order to make more efficient use of the tool.

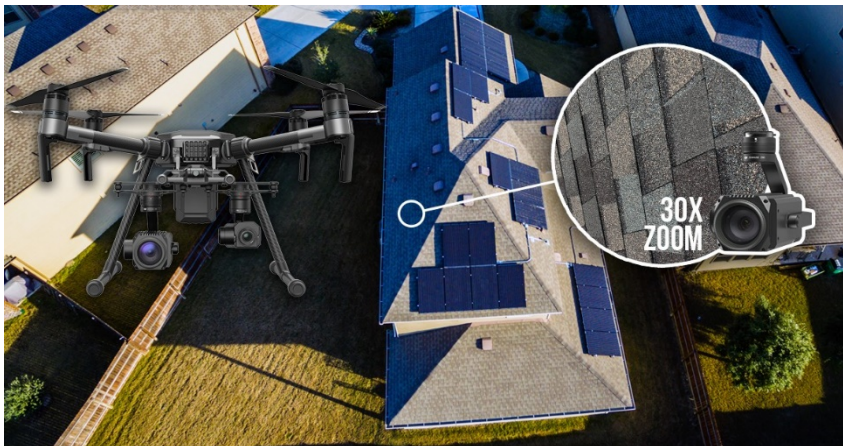
## Critical Efficiencies:

- Streamlined assignment process
- Robust dashboard organized by firm or business unit
- Real-time reporting solution
- Industry standard for IA firms to leverage this tool



# Integration of New Solicitations

- Aerial Imagery, Post-Event Imagery, and Drone Services
- Inspector Program
- Fast Track
- Field Inspection Services



# 2019 Catastrophe Preparation

- Revised Master Catastrophe Plan with supporting business unit plans
- Technology enhancements to further support field operations
- Revised training for Fast Track and Field Inspection Programs
- Simplified alignment of internal resources



# 2019 Catastrophe Testing

- First Notice of Loss (FNOL) Call Center stress test
- Catastrophe Response Center (CRC) deployment exercise
- Agility office solutions through Business Continuity
- Claims Service Vehicle readiness testing
- System load and stress testing
- Adjuster on-boarding process



# Hurricane Irma Statistics

	<u>Personal</u>	<u>Commercial</u>	<u>Total</u>
New Claims	67,832	2,119	69,951
Closed Claims	59,579	1,805	61,384
Total Indemnity	\$988,761,256	\$76,988,249	\$1,065,749,505
Average Paid	\$22,900	\$92,757	\$24,217
% CWP	63%	37%	62%



# Hurricane Michael Statistics

	<u>Personal</u>	<u>Commercial</u>	<u>Total</u>
New Claims	3,408	58	3,466
Closed Claims	2,559	43	2,602
Total Indemnity	\$84,722,599	\$7,947,829	\$92,670,429
Average Paid	\$29,336	\$209,153	\$31,671
% CWP	82%	65%	82%

\*As of 3.1.19



# Claims Service Vehicle/Satellite Solution



# Claims Service Vehicle/Satellite Solution

## Dimensions

- 44ft length x 8.5ft width x 10ft height

## Connectivity

- 2 Satellite Dish systems able to connect multiple providers
- Cell routing with 4 simultaneous connections
- Wireless Networking Connectivity Internal/External

## Support Services

- Support up to 20 members onboard
- Building conference room support with up to 100 users

# Citizens Is Ready

*Citizens Is Ready* is a public education campaign to enhance public awareness of the many ways Citizens prepares for a catastrophe year-round.

Channels include:

- Email
- Press releases
- Social media
- Direct mail
- Radio
- Television
- Website
- Citizens' internal and external newsletters

