

# **MARKET ADVISORY ACCOUNTABILITY COMMITTEE (MAAC) UPDATE TO CITIZENS BOARD OF GOVERNORS**

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## **SUMMARY OF MAAC MEETING HELD ON MARCH 26, 2019**

Chairman Dave Newell facilitated the meeting.

Carl Rockman, Senior Director of Agency and Market Services, provided an Agent Services update. Specifically:

- Agent and agency counts continue to decline overall, with 6,988 agents and 4,523 agencies respectively.
- An update on the Performance Violation and Late Submission programs was given.
- Agent outreach activities including webinars and live education for 2019 were reviewed.

The committee reviewed and approved the newly created charter for MAAC which Steve Bitar will present to you for approval shortly.

Lastly, Craig Sakraida, Senior Director of Claims, provided an update of Citizens' 2019 Catastrophe plans.