



Voluntary Premium Reporting Help Guide

1. Why should an insurance company participate in Citizens' voluntary premium reporting program?

By participating, companies could qualify for credits against future Citizens' assessments for the Coastal Account.

2. Why did Citizens develop the new online system to report premiums?

The new online system provides efficiencies for participating companies and Citizens. Participating companies do their reporting online, and the system immediately verifies the data. Once verified, the system chooses policies for auditing and users can upload audited policy information. It's quicker and can be done in one online session.

3. Can participating companies continue to submit premium information annually?

Yes; participating companies can continue to submit premium information annually. They can even submit Commercial Lines premiums quarterly and Personal Lines premiums annually (or vice versa). However, annual reporting reduces participants' time to respond to errors and requests for additional information.

Citizens prefers that participants submit premium information quarterly. This allows time to review submissions for accuracy and additional time for participants to make changes and/or respond to requests for additional information in a timely manner.

4. How will I receive my login information for the online Voluntary Premium Reporting System?

Citizens sent an email with login information on April 22 with a subject line of *Citizens Account Registration Confirmation*. The email came from *CPIC_Security_Message@Citizensfla.com*.

Note: If you need login information or have additional staff members who need access, send an email to voluntarysubmissions@citizensfla.com that includes:

- Your company's National Association of Insurance Commissioners (NAIC) number
- The employee name(s)
- Their email address(es)

5. Can I use abbreviations for property addresses when I submit premium information?

Yes; as long as the abbreviations adhere to United States Postal Service's standards.

6. Is the layout of the data file the same as the former premium reporting process via email or mail?

Yes, the data file layout is still the same. In the future you will have the option to submit delimited files.



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7. Can participants continue to submit a premium report until they no longer receive an error message for their file?

Yes; the system will overwrite any previous reports; however, once the policy audit selection is made, any subsequent attempts are considered a resubmission.

8. Can participating companies complete practice submissions in the new system?

No; Citizens does not have a test environment.

9. Can participants continue to submit bulk files in the Voluntary Premium Reporting System?

Yes; participants can submit bulk files.

10. The system is not returning data validation results. Why?

Citizens will manually validate data results for Quarter 1 2019 so staff can ensure the validation works as designed. Participants will receive an email notification with their submission results.

11. What if I receive validation errors in the Voluntary Premium Reporting System, but I choose not to correct them?

Any transaction indicating an address validation error will not be considered for credit toward Citizens' Regular Assessment for the Coastal Account.

12. What is the maximum file size I can upload for the Voluntary Premium Reporting System?

The maximum file size for a bulk upload is 40MB.

13. Does the Voluntary Premium Reporting System require a specific file type when uploading policy documents?

Yes; the file must be PDF format.

14. Has the credit structure and cycle changed for the online Voluntary Premium Reporting System?

No; the same grouping and territory factors apply and your acceptable credit ratio is based on the accuracy of the policies reported. The system performs an address validation during the submission process that will remove any ineligible addresses. All due dates and cycle times remain the same.

15. To whom can I contact if I have questions?

Email questions to voluntarysubmissions@citizensfla.com. Citizens' staff should answer within one business day.