

Policyholder Identification Card and Brochure

marzo 01, 2016

Citizens recently launched [Call Citizens First](#), a policyholder initiative to increase awareness of claims resources and provide increased accessibility to policy information.

As part of this endeavor, Citizens now includes the following in policyholders' new and renewal *Declarations* packages:

- A policy identification card, which includes:
 - Policyholder information
 - Policy information
 - Agency and agent information
 - Claims toll-free phone number
 - Customer Care Center phone number
- [Reporting a Claim in Four Easy Steps](#) brochure, which includes a claim reporting checklist and steps to reporting a claim
 - A Spanish version is [available](#)



Figure 1. Policy identification card and brochure

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