

Social-Distance 4-Point Property Inspections

May 06, 2020

As we continue through the COVID-19 pandemic, Citizens remains committed to continuing the policy and claims support our agents and customers have come to expect.

4-Point Property Inspections with Social Distancing

We want to let agents know that Mueller Services Inc. now offers 4-point inspections that meet the guidelines for social distancing. Their inspectors do not need to enter the property's interior. They use technology that enables a homeowner to download photos of the property's interior, such as electrical boxes and water heaters. Citizens will accept inspection reports that use this technology.

Citizens is not requiring policyholders to use Mueller for inspections; it's simply an option for policyholders who need an inspection but do not want inspectors in their home. This option does not constitute an endorsement of Mueller or a representation that use of Mueller is required or favored by Citizens.

Policyholders and agents can schedule an inspection by calling 855.627.9657, Monday-Friday, from 8 a.m. to 8 p.m. ET.

Note

Citizens cannot schedule appointments with Mueller.

Resources

Log in to the Agents website and select *FAQs* to view *Talking Points: Citizens' Response to the Coronavirus Health Risk*, [FAQ 4170](#).

Citizens will continue to post information about our response to COVID-19 on our [Coronavirus](#) page and social media.

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