

# Policyholder Survey

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**April 20, 2022**

Citizens will email a survey April 21 to *Citizens Homeowners 3 – Special Form (HO-3)* policyholders with an email address on file. The purposes of the survey are to determine:

- Their satisfaction with Citizens
- Their knowledge about assessments
- What characteristics they value in an insurance company
- Comfort of technology and interest in smart-home sensors
- What would appeal to them to move to another insurance company

The survey will be sent from Citizens Communication. It should take about five minutes to complete. We will send a reminder email April 28 to policyholders who have not completed the survey.

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## Note

The survey will remain available until May 5. After this date policyholders can no longer submit their response.

Share:

- [mailto:?subject=Policyholder Survey&body=Check out this site I came across  
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