

2018 Annual Report

Florida Market Assistance Plan

About FMAP

The Florida Market Assistance Plan (FMAP) is a program authorized by the Florida Legislature (627.3515, Florida Statutes) to help Florida property owners find and obtain private market insurance. The FMAP Board of Governors is comprised of the same members as the Board of Governors for Citizens Property Insurance Corporation (Citizens). FMAP is funded by Citizens and by an annual assessment of residential property insurers. FMAP operates according to statutory requirements created by the Florida Legislature and a *Plan of Operation* approved by its board and the Florida Office of Insurance Regulation (OIR).

Operations

FMAP functions primarily as a referral program that aligns consumer property coverage needs with agents and property insurers writing private market residential property insurance coverage. FMAP is operated by Citizens at its Tallahassee corporate headquarters. Customer support for inbound calls is managed by a third-party vendor.

Referral Program

FMAP's free online referral program for personal residential property insurance was designed to help consumers find insurance in the private market and reduce the number of applications for Citizens coverage. FMAP consumers answer 25 questions about their property by completing a questionnaire at www.fmap.org or by calling FMAP at 800.524.9023. Property information is matched with participating agents who are licensed and appointed with insurance carriers actively writing in Florida. Agents are alerted to new leads via email and can access their results any time to provide quotes to consumers.

In 2018, FMAP received 8,776 requests from consumers seeking residential property insurance. Participating agents reported placing 1,204 customers in the private market. This conversion rate of 13.7 percent was higher than the 11.8 percent conversion rate from 2017.

The following table provides a summary of referral program requests received from 2010 through 2018 and the estimated exposure placed in the private market:

Calendar Year	Request Received	Offers Accepted	Requests Converted	Exposure Placed in Private Market
2010	14,024	2,332	16.6%	\$ 641,387,304
2011	19,485	2,119	10.9%	\$ 557,982,533
2012	28,902	2,006	6.9%	\$ 568,579,477
2013	37,007	2,781	7.5%	\$ 773,273,001
2014	29,984	2,981	9.9%	\$ 779,747,346
2015	15,905	1,786	11.2%	\$ 383,965,959
2016	9,799	1,155	11.8%	\$ 262,643,946
2017	8,449	1,001	11.8%	\$ 229,359,875
2018	8,776	1,204	13.7%	\$ 298,139,468

Table 1: Annual requests received, offers accepted, percent converted and exposure

Requests by County

The following table shows the number of requests and offers per county and the percentage of requests converted to the private market:

2018 - County Requests and Placements				2018 - County Requests and Placements			
County Requested	Number of Requests	Offers Made and Accepted	Percent Converted	County Requested	Number of Requests	Offers Made and Accepted	Percent Converted
Alachua	90	12	13.3%	Lee	368	36	9.8%
Baker	13	2	15.4%	Leon	84	7	8.3%
Bay	88	9	10.2%	Levy	41	0	0.0%
Bradford	13	3	23.1%	Liberty	2	1	50.0%
Brevard	322	31	9.6%	Madison	4	0	0.0%
Broward	758	138	18.2%	Manatee	153	13	8.5%
Calhoun	9	1	11.1%	Marion	196	20	10.2%
Charlotte	113	10	8.8%	Martin	76	4	5.3%
Citrus	125	13	10.4%	Miami-Dade	717	106	14.8%
Clay	56	16	28.6%	Monroe	46	1	2.2%
Collier	170	15	8.8%	Nassau	35	3	8.6%
Columbia	23	7	30.4%	Okaloosa	40	5	12.5%
Desoto	16	0	0.0%	Okeechobee	14	0	0.0%
Dixie	20	1	5.0%	Orange	403	85	21.1%
Duval	365	53	14.5%	Osceola	127	34	26.8%
Escambia	102	11	10.8%	Palm Beach	494	76	15.4%
Flagler	46	7	15.2%	Pasco	460	71	15.4%
Franklin	14	0	0.0%	Pinellas	559	57	10.2%
Gadsden	25	3	12.0%	Polk	290	50	17.2%
Gilchrist	12	1	8.3%	Putnam	44	6	13.6%
Glades	10	1	10.0%	St. Johns	85	11	12.9%
Gulf	5	0	0.0%	St. Lucie	130	20	15.4%
Hamilton	7	0	0.0%	Santa Rosa	64	2	3.1%
Hardee	10	0	0.0%	Sarasota	227	23	10.1%
Hendry	11	1	9.1%	Seminole	153	32	20.9%
Hernando	225	22	9.8%	Sumter	49	10	20.4%
Highlands	75	6	8.0%	Suwannee	14	1	7.1%
Hillsborough	457	76	16.6%	Taylor	20	4	20.0%
Holmes	6	1	16.7%	Union	5	2	40.0%
Indian River	73	7	9.6%	Volusia	260	40	15.4%
Jackson	22	2	9.1%	Wakulla	27	1	3.7%
Jefferson	7	1	14.3%	Walton	51	3	5.9%
Lafayette	4	0	0.0%	Washington	17	2	11.8%
Lake	229	28	12.2%	TOTAL	8,776	1,204	13.7%

Table 2: County percentages

Requests by Year Built

Homeowners with properties built between 1968 and 1992 made the most requests for coverage in 2018 and placed the most requests in the private market:

Requested Property (Based on Year Built) and Requests Placed in Private Market						
Year Built	Number of Requests	Percent of Requests	Number Placed in Private Market	Percent Placed in Private Market	*Amount of Coverage A Placed in Private Market	*Amount of Coverage C Placed in Private Market
2008 - 2018 (0-10 yrs. old)	584	6.7%	84	14.4%	\$ 22,738,792	\$ 8,117,871
2003 – 2007 (11-15 yrs. old)	760	8.7%	116	15.3%	\$ 27,833,324	\$ 8,068,953
1993 - 2002 (16-25 yrs. old)	1,326	15.1%	193	14.6%	\$ 38,491,118	\$ 12,734,736
1968 - 1992 (26-50 yrs. old)	4,182	47.7%	502	12.0%	\$ 84,744,971	\$ 26,311,456
< 1967 (51 yrs. & older)	1,803	20.5%	296	16.4%	\$ 53,960,920	\$ 13,919,827
No Years Indicated**	121	1.4%	13	10.7%	\$ 810,000	\$ 407,500
Total Property Requested	8,776	100.0%	1,204	13.7%	\$ 228,579,125	\$ 69,560,343

*Coverage A + Coverage C as entered by agent when policy is bound.

**If the property is not owner-occupied or a condo, the year built is not required.

Table 3: Requests by year built

Requests by Property Type

Consumers seeking assistance in finding coverage on single-family dwellings continued to be most successful FMAP users in 2018:

Requested Property Types and Property Requests Placed in Private Market						
Property Type	Number of Requests	Percent of Requests	Number Placed in Private Market	Percent Placed in Private Market	*Amount of Coverage A Placed in Private Market	*Amount of Coverage C Placed in Private Market
Apartments	61	0.7%	4	6.6%	\$ 282,000	\$ 65,000
Condos/ Unit Owners	710	8.1%	101	14.2%	\$ 7,093,873	\$ 2,164,900
Duplex	101	1.2%	19	18.8%	\$ 3,734,000	\$ 400,250
Houses	4,990	56.9%	884	17.7%	\$ 201,609,627	\$ 60,977,683
Mobile Homes	2,630	30.0%	156	5.9%	\$ 9,793,530	\$ 4,292,465
Townhouse	284	3.2%	40	14.1%	\$ 6,066,095	\$ 1,660,045
Total Property Requested	8,776	100.0%	1,204	13.7%	\$ 228,579,125	\$ 69,560,343

*Coverage A + Coverage C as entered by agent when policy is bound.

Table 4: Requests by property type

Requests by Construction Type

In 2018, consumers whose property had masonry construction were the majority of FMAP users:

Requested Construction Types and Requests Placed in the Private Market						
Construction Type	Number of Requests	Percent of Requests	Number Placed in Private Market	Percent Placed in Private Market	*Amount of Coverage A Placed in Private Market	*Amount of Coverage C Placed in Private Market
Aluminum	1,564	17.8%	88	5.6%	\$ 6,226,030	\$ 2,292,765
Frame	2,513	28.6%	286	11.4%	\$ 45,043,031	\$ 15,860,388
Masonry	4,325	49.3%	763	17.6%	\$ 162,080,137	\$ 47,165,605
Veneer	374	4.3%	67	17.9%	\$ 15,229,927	\$ 4,241,585
Total	8,776	100.0%	1,204	13.7%	\$ 228,579,125	\$ 69,560,343

*Coverage A + Coverage C as entered by agent when policy is bound.

Table 5: Requests by construction type

Policy Form Types Placed in the Private Market

In 2018, FMAP agents used policy form HO3 for most of the policies written into the private market.

Policy Form Type	Number of Form Types Placed in the Private Market	*Amount of Coverage A Placed in Private Market	*Amount of Coverage C Placed in Private Market	* Amount of Coverage Placed in Private Market
DP1	42	\$ 4,273,177	\$ 731,920	\$ 5,005,097
DP2	1	\$ 150,000	\$ 0	\$ 150,000
DP3	76	\$ 17,964,458	\$ 1,442,250	\$ 19,406,708
HO1	0	\$ 0	\$ 0	\$ 0
HO2	1	\$ 150,000	\$ 37,500	\$ 187,500
HO3	873	\$ 180,317,969	\$ 57,063,813	\$ 237,381,782
HO4	8	\$ 60,000	\$ 225,000	\$ 285,000
HO6	113	\$ 8,251,273	\$ 2,551,906	\$ 10,803,179
HO8	90	\$ 17,412,248	\$ 7,507,954	\$ 24,920,202
Total	1,204	\$ 228,579,125	\$ 69,560,343	\$ 298,139,468

*Coverage A + Coverage C as entered by agent when policy is bound.

Table 6: Policy Form Types

Top 10 Companies Used to Place Property Requests

In 2018, Universal Property & Casualty Insurance Company placed 398 FMAP requests:

Top Companies Used to Place Properties	
Company Name	Total
Universal Property & Casualty Insurance Company	398
Florida Peninsula Insurance Company	184
Foremost Insurance Company Grand Rapids Michigan	107
United Property & Casualty Insurance Company	102
Edison Insurance Company	53
Federated National Insurance Company	38
Universal Insurance Company of North America	36
American Integrity Insurance Company of Florida	29
Allied Property & Casualty Insurance Company	27

Table 7: Top ten active companies

Active Agents

The number of FMAP agents during 2018.

Number of Active Agents	
January	192
February	198
March	201
April	215
May	294
June	494
July	961
August	1002
September	852
October	378
November	363
December	357

Table 8: Number of Active Agents

Future Outlook and Promotion of FMAP

Ultimately, the success of FMAP lies not only in the customers it satisfies, but also in the amount of financial exposure FMAP is able to keep out of Citizens and place in the private insurance market. FMAP continues to review options to increase Citizens depopulation. FMAP continues to evaluate the effects of the Citizens Property Insurance Clearinghouse and potential impact on FMAP.

Financial Overview

FMAP is funded by a \$450 annual assessment on residential property insurers. If additional funds are needed, Florida law requires Citizens to supplement the assessment funds. FMAP financials are audited annually by an independent auditor and reported to the FMAP Board and Florida Office of Insurance Regulation. We anticipate that future operational costs to maintain FMAP will be similar to those incurred in previous years.