

Required Documentation for Risks from Capitol Preferred

July 15, 2020

You are receiving this email because you have customers who recently had their Capitol Preferred Insurance Company's coverage cancelled, and you secured coverage for them with Citizens. As mentioned in the [Quick Quotes for Eligible CPI Policies Arriving Today](#) alert you received last month, Citizens coverage is *not* guaranteed. Underwriters may cancel or nonrenew a policy, within applicable legal time frames, if Citizens is unable to determine the risk meets our eligibility requirements.

PolicyCenter Activity

To ensure these risks meet our requirements, our Underwriters will be sending affected agents a PolicyCenter® activity named *Request for Required Documents (Capitol Preferred)* the week of July 19 that requests documentation for each policy under Underwriting review. Agents must upload documentation to prevent additional underwriting action by August 14.

Documentation may include the following:

- Current [4-Point Inspection Form](#) and roof inspection reports
- [Uniform Mitigation Verification Inspection Form](#) and other documents to verify policy discounts
- Cost estimate
- Proof of repairs for a prior loss, which could include paid-in-full receipts
- Photos of the house

Use the [Capitol Preferred: Required Documents and Policy Changes](#) job aid to update policies.

For policyholders who need an inspection but do not want inspectors in their home, Mueller Services Inc. offers 4-point inspections that meet the guidelines for social distancing. For more information, refer to the May 6 [Personal Lines bulletin](#).

Resources:

Citizens-appointed agents can log in to the *Agents* website and select:

- **Personal > PR-M or PR-W**. Then, select the appropriate policy form to view Citizens' *Underwriting Guidelines*.
- [Capitol Preferred Expedited Submission Process for Citizens-Appointed Agents](#) in the **Training > Webinar Recordings** webpage.
- **FAQs** on the top menu bar. Enter a topic or question in the *Search* field and select the *Search* button.

- [Uploading and Linking Documents](#) job aid
 - [Home Condition Requirements](#) for acceptable roof, electrical, plumbing and heating conditions and requirements
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Appointed agents can submit questions to Citizens by replying to this email or logging in to the *Agents* website and choosing the *Contact Us* link on the top of the page. Citizens will respond within three business days. Agents also can contact the Customer Care Center at 888.685.1555.

This email is not spam. Citizens Property Insurance Corporation communicates by email. You received this email because you are an appointed agent with Citizens or we received a request to add your address to our email distribution list. If you are an appointed agent, removing your name from the distribution list requires termination of your appointment. To have your appointment terminated, contact Agent Administration at agents@citizensfla.com. If you are not an appointed agent or if you received this message in error, you can [unsubscribe](#) via our website.



Citizens Property Insurance Corporation
www.citizensfla.com