

«Agency_Name»
«Agency_Mailing_Address1» «Agency_Mailing_Address1»
«Agency_Mailing_City», «Agency_Mailing_State» «Agency_Mailing_Zip»



Property Address:

<Policyholder Name>
<Policyholder Mailing Address 1>
<Policyholder Mailing Address 2>
<Policyholder Mailing City>, < Policyholder Mailing
State> <Policyholder Mailing Zip>
< Policyholder Mailing Country>

<Policyholder Property Address 1>
<Policyholder Property Address 2>
<Policyholder Property City>, FL
<Policyholder Property Zip>

8/xx/2020

Policy Number: <Riskid>

Past-Due Amount: Important Information Regarding Your Policy

Dear Policyholder:

Citizens remains committed to continuing the policy and claims support you have come to expect. In response to continued challenges for the state of Florida from COVID-19 and the forecast for an active hurricane season, Citizens will extend the moratorium on cancellations due to nonpayment at least until the end of 2020. Please disregard the communication you received regarding cancellation processing beginning August 15. Citizens is not cancelling your policy even though you have an outstanding premium amount due.

Once Citizens lifts the moratorium, all past-due premium amounts will be due. To avoid paying the total past-due premium amount at that time, we urge you to contact the Customer Care Center at 866.411.2742 or email customer.care@citizensfla.com to request to participate in a special payment arrangement option for COVID-affected policyholders. Your payments will be applied to the oldest invoice first.

If you do not need insurance coverage with Citizens, please cancel your policy one of the following ways:

- Contact your agent via phone at <agency phone> or email at <agent email>.
- Complete Citizens online form at www.citizensfla.com/cancellation-request.
- Call Citizens Customer Care Center, 866.411.2742, weekdays from 8 a.m. to 5:30 p.m. ET.

Visit our *Payments* webpage, www.citizensfla.com/payments, for information about ways to pay your past-due amount, including online and pay-by-phone. If you participate in the special payment arrangement, you must wait for the invoice to generate before making an online or pay-by-phone payment.

Note: This letter is based on your policy information as of 8/xx/2020. Please disregard this letter if you have paid your policy premium, made a payment arrangement or have requested to cancel your policy.

Citizens Property Insurance Corporation

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