

Citizens Property Insurance Board of Governors Meeting Agenda

Wednesday, March 25, 2020 • 9:00 a.m. – 12:00 p.m. (Eastern Daylight Time)
Public Teleconference Number: 888-942-8686 • Participant Code: 944 710 6691#

In accordance with Citizens Public Comment procedure public comments will be received at intervals throughout the meeting prior to a vote being taken.

1. **Approval of Prior Meeting's Minutes** Chairman Rivard
 - ▲ December 11, 2019 [AI Index A]

2. **Chairman's Report** Chairman Rivard
 - ▲ March 2020 Chairman's Report

3. **President's Report** Barry Gilway
 - ▲ March 2020 President's Report
 - ▲ Exposure Reduction Study [AI Index B]

4. **Chief Financial Officer Report** Jennifer Montero
 - ▲ Finance & Investment Committee Report, Bo Rivard, Chair
 - ▲ Risk Transfer Program Update, Layer Charts
 - ▲ 4Q2019 Results of Operations and Financial Position (unaudited)
 - ▲ 4Q2019 Results of Operations and Financial Position - Commentary
 - ▲ Financial Data Services [AI Index C]

5. **Chief Systems & Operations Officer Report** Kelly Booten
 - ▲ Information Systems Advisory Committee Report, Jim Holton, Chair

6. **Chief Claims Officer Report** Jay Adams
 - ▲ Claims Committee Report, Will Kastroll, Chair
 - ▲ Court Reporting Services [AI Index D]
 - ▲ Operational Assessment Services [AI Index E]

7. **Chief Underwriting & Agency Services Report** Steve Bitar
 - ▲ Market Accountability Advisory Committee Report, Dave Newell, Chair
 - ▲ Actuarial & Underwriting Committee, John Wortman, Chair
 - Digital Signature Svcs. for Contracts, Agreements & Documents [AI Index F]

8. **Chief Internal Audit Officer Report** Joe Martins
 - ▲ Audit Committee Report, Marc Dunbar, Chair
 - ▲ Executive Summary and OIA Dashboard

9. **Chief Human Resources** Violet Bloom
 - ▲ Retirement Plan Financial Advisor [AI Index G]
 - ▲ Software Implementation Services for MyService for HR [AI Index H]
 - ▲ Professional Networking and Talent Acquisition Services [AI Index I]

10. **Chief Communications, Legislative & External Affairs Officer Report** Christine Ashburn
- ▲ Consumer Services Committee Report, Bette Brown, Chair
 - ▲ Florida Statewide Title Sponsor 2020-2023 [AI Index J]
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11. **Chief Legal Officer and General Counsel** Dan Sumner
- ▲ Emergency Response: COVID-19 [AI Index K]
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12. **Consideration of Consent Items** Chairman Rivard
- Consent items are contract extensions, amendments or additional spending authorities for items previously approved by Citizens Board of Governors.
Items **not requiring** detailed explanation to the Board of Governors.
- ▲ Appraisal Services
 - ▲ Inbound and Outbound Call Center Services
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New Business / Adjourn

ACTION ITEM INDEX: Items **requiring** detailed explanation to the Board of Governors

- A.** Board of Governors Meeting Minutes, December 11, 2019
- B.** Exposure Reduction Study
- C.** Financial Data Services
- D.** Court Reporting Services
- E.** Operational Assessment Services
- F.** Digital Signature Svcs. for Contracts, Agreements & Documents
- G.** Retirement Plan Financial Advisor
- H.** Software Implementation Services for MyService for HR
- I.** Professional Networking and Talent Acquisition Services
- J.** Florida Statewide Title Sponsor 2020-2023
- K.** Emergency Response: COVID-19

Citizens 2020 Quarterly Board of Governors and Committee Meetings

June 23-24, 2020
Miami Airport Marriott

September 22-23, 2020
Sheraton at Bay Point, Panama City

December 15-16, 2020
Omni Hotel, Jacksonville



SPEAKER REQUEST FORM

Please complete this form if you wish to speak on a proposition before the Board or wish to designate a representative to speak on your behalf.

Meeting Date: _____

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

If dialing in, please provide your landline phone number (not cell). This will ensure a clear line into the teleconference.

(____) _____

Representing: _____

1. I wish to speak on the following matter(s):

Agenda Item/ Proposition(s): _____

I SUPPORT OPPOSE Information Only

2. I am designating the following person to speak on my behalf:
