



Citizens 2016 Rates

Frequently Asked Questions

1. Why will nearly half of Citizens policyholders receive rate decreases in 2016?
2. Should all Citizens policyholders expect to see a rate decrease?
3. Why will some Citizens policyholders see additional rate increases when Florida hasn't had a major storm in nine years?
4. Why will some policyholders who qualify for a rate decrease still experience an overall premium increase?
5. Does the fact that Citizens is asking for rate decreases for nearly half of its customers indicate that it has achieved actuarially sound rates or eliminated the risk of assessments?
6. Given past indications that sinkhole rates are well below actuarially sound levels, why is Citizens recommending no sinkhole rate increases for 2016?

1. Why will nearly half of Citizens policyholders receive rate decreases in 2016?

A combination of factors has made it possible for Citizens to reduce 2016 rates for nearly half of its policyholders.

Citizens is required by law to recommend actuarially sound rates within the limits of the glide path, which limits rate increases to no more than 10 percent per year. The Office of Insurance Regulation uses these recommendations to set Citizens rates.

While rates for many policy types and areas have been inadequate in the past, the gradual phasing in of sound rates beginning in 2010 has helped Citizens to attain actuarial soundness in many areas. Pockets of inadequacy persist, most notably near the coast; in South Florida; and for older homes, condos and mobile homes. The following additional factors also have helped make lower rates feasible:

- The cost of capital needed to pay claims in the event of a hurricane is one factor in calculating actuarially sound rates. Citizens' exposed insured values and probable maximum loss (PML), which are used to determine Citizens' financial exposure, have decreased substantially over the past few years, this decreased exposure, coupled with Citizens' \$7.5 billion surplus built up by the Florida's unprecedented nine major hurricane-free seasons, has helped to reduce the cost of capital for many product lines.

Complementing this trend, recent global market conditions have made it possible for Citizens to purchase additional reinsurance at increasingly reasonable rates. As a result, not only is the required capital needed to pay claims lower, the price to access that capital in a crisis has declined significantly. These savings result in lower rate recommendations.

- Legislation passed in 2011 to help rein in sinkhole losses has resulted in a significant decrease in sinkhole-related claims, indicating that there may be a reduced need for rate increases in that area as well. Although some aspects of the reforms are being challenged in court, Citizens believes the prudent course is to hold off on additional sinkhole rate increases in most areas until the full effect of these changes is better known.

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2. Should all Citizens policyholders expect to see a rate decrease?

Although Citizens has recommended rate decreases for nearly half of its policyholders, many coastal policyholders will see rate hikes that reflect both the historical inadequacy of coastal rates and the higher risks associated with living along the coast. Coastal multiperil homeowners (HO-3) policyholders will see average increases of 8.6 percent while mobile-home owners (MH-3) and condominium owners (HO-6) will see rates rise by up to 10.2 percent. Overall, personal lines policyholders will see an average statewide rate increase of 3.2 percent.

Increases are being fuelled, in part, by a continued spike in water loss claims in southeast Florida, which is driving rates higher for Coastal multiperil policies in those territories. In addition, the unprecedented success of Citizens' Depopulation program, by which 427,209 of Citizens' most desirable and adequately rated policies have found coverage in the private market between June 2014 – June 2015, has brought Citizens closer to its traditional residual market role. As a result, Citizens' remaining policies are much more likely to be inadequately rated and have additional rate needs, both because of their location and other risk factors associated with the properties.

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3. Why will some Citizens policyholders see additional rate increases when Florida hasn't had a major storm in nine years?

Rates must be based on expected future losses, not past losses, both by law and according to actuarial principles. The lack of major storms in Florida since 2005 has helped Citizens to build reserves and lower its cost of capital, but has not decreased the risk of future hurricanes. Predicted non-catastrophic loss experience is a factor as well. Some policyholders still are paying rates that do not fully reflect the expected future risk, and Citizens must work toward sound rates using the glide path.

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4. Why will some policyholders who qualify for a rate decrease still experience an overall premium increase?

The terms *rate* and *premium* do not mean the same thing, even though they often are used interchangeably by many people outside the insurance industry. This can lead to confusion. To understand how rate changes affect premiums, it is important to understand the difference between the two terms:

- **Rate** – For personal residential policies, the rate is the base charge per \$1,000 of insurance coverage. Other rating factors or modifiers based on geographic area and home construction and age also apply. The rate is *only one factor* in determining a policyholder's total policy premium. The quantity and type of coverage purchased is the other major factor.

Citizens' rates are set by the Office of Insurance Regulation (OIR), based on the recommendations of Citizens' actuaries and Board of Governors. By law, Citizens' rates may not increase by more than 10 percent per year for all perils other than sinkhole.

- **Premium** – The premium is the total amount that a policyholder pays for the coverage provided under their policy. In addition to the base rate and risk-rating factors, premiums can be affected by:
 - Coverage limits. An increase in the cost of replacing a home due to local reconstruction costs or home additions or updates can affect a home's insured value. In order to be fully protected, homeowners must insure their homes for the cost of replacing their home in the event of a total loss. Increasing a home's insured value and other coverage limits can increase premium.
 - Coverage options. A policyholder may choose to add optional coverage to their basic policy. Policyholders also may elect higher or lower deductibles; choosing lower deductibles will raise premiums.
 - Mandatory additional surcharges, such as the Florida Hurricane Catastrophe Fund pass-through factors and guaranty-fund assessments.

A policyholder who adds optional coverages or elects to lower a deductible at renewal could have a total premium that is higher than in years past, even if the rates used to set their premium have decreased.

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5. Does the fact that Citizens is seeking rate decreases for nearly half of its customers indicate that it has achieved actuarially sound rates or eliminated the risk of assessments?

Increasing rate adequacy, more affordable reinsurance and the success of its depopulation efforts over the past several years have allowed Citizens to boost its claims paying ability significantly. For the first time since its creation, Citizens can now handle a 1-in-100 year storm without having to levy assessments on Florida policyholders.

Even with actuarially sound rates and a responsible reinsurance strategy, however, a major storm that exhausts Citizens' reinsurance and surplus could make assessments necessary. Actuarially sound rates are an important factor in decreasing the risk and severity of future assessments but do not remove the potential for assessments. Actuarially sound rates generate funds to allow Citizens to pay non-catastrophic claims and transfer risk in order to reduce assessment potential.

Actuarially sound rates presume that Citizens will collect enough premium dollars over an extended period of time to cover its projected losses. No one can predict, however, when a major storm will occur. This is why Citizens is committed to transferring risk to global reinsurers, as reinsurance reduces assessment risk nearly dollar-for-dollar to the amount of reinsurance purchased.

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6. Given past indications that sinkhole rates are well below actuarially sound levels, why is Citizens recommending no sinkhole rate increases for 2016?

In 2014, Citizens recommended actuarially sound sinkhole rates for all counties outside "Sinkhole Alley". In that area, which includes Hernando, Hillsborough and Pasco counties, rate increases were phased in to cushion their impact on affected policyholders, per the recommendation of Citizens' Board of Governors.

In 2011, Senate Bill 408 dramatically decreased projected sinkhole losses by clarifying the definition of sinkhole damage and requiring that repairs be completed if a sinkhole claim is paid. When it was passed, an actuarial analysis of SB 408 indicated that these changes could reduce sinkhole claims by approximately 54 percent. Citizens' claims experience since the bill went into effect in 2012 seems to bear this out, with reported claims falling by more than 60 percent. However, some aspects of SB 408 are pending court challenges. Additionally, more than 2,000 sinkhole claims remain in litigation, the outcome of which may affect sinkhole rates going forward.

Although it will take several years to definitively determine whether the trend of falling sinkhole-claims costs will continue, Citizens' actuaries believe the most prudent course is to hold off on sinkhole rate increases until the level of uncertainty in rate indications is more acceptable.

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As required by statute, Citizens has completed the annual analysis of recommended rates for 2016. The Office of Insurance Regulation uses this information as it establishes Citizens rates to be implemented for policy effective dates beginning February 2016. The analysis developed rate indications that:

- Comply with the requirement in Florida law that Citizens recommend actuarially sound rates. The indications developed are designed to generate the premium needed to cover Citizens projected losses and expenses during the effective period of the rates;
- Are not excessive, inadequate or unfairly discriminatory, and meet the requirements of U.S. Actuarial Standards of Practice except where Florida law supersedes such standards;
- Comply with the statutory “glide path” that limits Citizens annual rate increases to no more than 10% for any single policy issued. This is an exception to the requirement for actuarially sound rates. It applies to non-sinkhole perils, and excludes coverage changes and surcharges;
- Use the Florida Public Hurricane Model results as the minimum benchmarks in wind rate recommendations, as required by law;
- Include an appropriate additional charge to pass through the Florida Hurricane Catastrophe Fund (FHCF) Rapid Cash Build-Up Factor, as required by law.

Major cost factors in the rate analysis include:

- i) Non-catastrophic Losses and Loss Adjustment Expenses (LAE)
- ii) Modeled Catastrophic Hurricane Losses and estimated LAE
- iii) Administrative Expenses
- iv) Risk Transfer Costs
- v) Pre-Event Liquidity Costs

The average statewide indication over all personal lines of business is +25.5%. The premium impact after the application of the policy level glide path cap is +3.2%. Note that each Citizens policyholder pays a rate for an individual product line that is based on their risk classification; nobody pays exactly the average indication. The indications vary greatly by account and by product line. See Exhibit 1 for more detail.

The average statewide indication over all commercial lines of business is +58.5%. The premium impact after the application of the policy level glide path cap is +9.3%. These results also vary widely by product line. See Exhibit 1 for more detail.

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As rates approach actuarial adequacy for more Citizens products and regions each year, and as decreases are passed to policyholders but increases are capped, the difference between indicated revenue need and actual premium impact may grow depending on how pockets of significant rate inadequacy are distributed around the state. This is an inherent limitation of the current glide path approach toward actuarially sound rates.

Determination of Overall Rate Indications by Line of Business

Hurricane peril rates make up a significant portion of the overall Citizens rate for most policyholders. In determining the rate indications for the Personal and Commercial Residential lines of business, and in accordance with Actuarial Standards of Practice and as allowed by Florida law, projected hurricane losses from accepted scientific simulation models were considered in place of historical hurricane losses. The results of four hurricane models were considered: AIR Touchstone v1.5.1, RMS RiskLink v13.1, EQECAT RQE v14.00.02, and the Florida Public Model (FPM) v5.0. All models have been accepted for use in Florida ratemaking by the Florida Commission on Hurricane Loss Projection Methodology. No model results were modified or adjusted.

The four distinct models underpinned a range of indications for each line of business. The ranges varied by line of business.

When determining the selected indication, greatest consideration was given to the “middle” two models. That is, the final hurricane indication was based on selecting an indication that was higher than the second highest model but lower than the third highest model. This statistically sound approach had the effect of disregarding any outliers while providing a result that summarizes the overall information from the models for each line. However, by statute, all windstorm indications must be at least as high as the Public Model as the “minimum benchmark” for each product line. This requirement resulted in dramatic impacts to the HO-6 indication, where the FPM dictated an indication of +176% instead of the +47% that otherwise would have been selected.

Exhibit 1- Summary of Statewide Rate Indications displays results for each product line. The **Uncapped Indication** is the selected statewide indication adjusted for the FHCF pass-through. The **Proposed Change** columns represent the actual premium impact to consumers after the application of the glide path cap to each single policy. At the policy level, all premium changes are limited to +/- 10% (except for HO-4 which is limited to +10%/-15%, in accordance with previous OIR guidance). After the application of the cap, the impact of the FHCF pass-through is added.

In summary, the majority (60% or more) of policyholders in the Personal Lines Account (PLA) will see a recommended decrease in premium in 2016. The majority of policyholders in the Coastal Account (80% or more) will see a recommended increase in premium in 2016.

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Impact of Policy Level Capping

Rate indications vary greatly from policy to policy within Citizens. There are both large increases as well as large decreases indicated for some consumers. The glide path was established beginning in 2010; it requires Citizens to ensure no single policyholder shall be subject to a (non-sinkhole) rate increase greater than 10%. In order to balance the statutory requirement of actuarial soundness with the glide path, it is recommended that all rate increases be capped at +10%, and all rate decreases at -10%, except for HO-4 lines as noted above.

Impact of Depopulation

Citizens' policyholder base has shrunk drastically in the past year. This is due primarily to participation in our "depopulation" program by which selected insurers, as allowed by OIR, assume the premium and risk for blocks of policies mid-term. Depopulation insurers may select their desired book of policies and make offers, subject to the consent of each policyholder. These insurers generally select policies fitting their business models, with the highest premiums relative to the claims experience and windstorm risk of the policy. After assumptions, Citizens is left with policies that tend to be less desirable, with greater rate inadequacy.

For example, last year's indications reflected 415,476 homeowners policies in-force with a projected average hurricane loss ratio for 2015 of 61.6% (as estimated by Citizens using the AIR model). This year's homeowners indications reflect 248,187 policies in-force with a projected average hurricane loss ratio for 2016 of 72.6% on the same basis. Citizens estimates that depopulation activity has contributed approximately a +6% increase to the uncapped wind indication.

Impact of Private Reinsurance Costs

Due to historically low "rates-on-line" (unit costs) for traditional private reinsurance and reinsurance collateralized by catastrophe bonds, Citizens was able to transfer more risk away from Florida policyholders (including non-Citizens policyholders, who would pay emergency assessments if storms caused significant deficits) than ever before. For the first time Citizens will be able to sustain a so-called "1-in-100 year" single storm (actually a storm with a 1% chance of occurring in any given year) in the Coastal Account without triggering assessments.

Last year, Citizens transferred \$3.27 billion of Coastal Account risk to private reinsurers at a net cost of \$216 million. This year, Citizens transferred \$3.91 billion of Coastal Account risk to the private sector at an estimated net cost of \$200 million. "Net cost" refers to the gross expenditure on risk transfer less the expected hurricane losses that

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would be subject to the agreements. While total net cost in dollars is lower this year, the provision in the rate indication actually increased.

For example, last year's indication included a provision of 10.3% for the cost of private reinsurance in homeowners lines. This year the provision is 15.9%. The increase in the provision for reinsurance is largely due to depopulation - Citizens' remaining book has higher expected hurricane losses relative to premium. Last year's rate decreases have also played a role, as average premium has declined in 2015. The result is a higher provision for reinsurance. While the provision has increased for Citizens policyholders, it is still substantially below what a private insurer would include for a similar book.

All of the private reinsurance covers the Coastal account only. Consequently, all private reinsurance costs are allocated to the policies in the Coastal account only.

Impact of FHCF Buildup Premium

Law changes beginning in 2010 require the Florida Hurricane Catastrophe Fund to include a risk factor in its premium. The factor began at 5% and increased to 25% over five years, where it remains today. This is known as the FHCF Rapid Cash Build-Up Factor. Citizens, by statute, is required to pass this increase in cost to the policyholder, outside the 10% glide path cap. This results in indicated premium changes of slightly more than 10% for some policyholders and affects the statewide premium impacts as well.

Impact of Litigated Water Claims

In the past year Citizens has experienced a steep upward trend in the costs of litigated water claims, particularly from the southeast area of the state. These costs significantly impact the non-wind, non-sinkhole rate need. For homeowners, the overall statewide rate need for the non-wind, non-sinkhole perils is +17.2%. In the southeast area of the state the indicated rate need is closer to +30%. As noted above, all single policy rate changes for wind and non-wind perils combined will be capped at 10%. However, unless cost trends can be reversed, the glide path will have the effect of increasing the inadequacy of Citizens' non-wind non-sinkhole rates over time as allowed changes fall behind annual trends.

Impact of Pre-Event Liquidity

Pre-event liquidity (debt financing) provides a funding bridge to the point in time and loss levels at which the FHCF begins to pay hurricane reimbursements. It also ensures quick claims-paying capacity for second or subsequent storms in a season and augments other Citizens claims-paying resources that are not readily available in cash after a storm. This allows for timely payment of claims after an event as well as flexibility in the timing of

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issuance of post-event debt, if needed.

The previous and 2015 pre-event debt issuances do impact the cost structure of Citizens and therefore the rate indications. The impact in homeowners lines to the statewide uncapped rate indication is around +7%. However, the impact to the policyholder after the glide path is minimal; it is estimated at less than +0.3%.

Sinkhole Indications

The number of reported sinkhole claims to Citizens has been steadily declining since the end of 2011. In 2011, over 4,500 claims were reported. In 2012, that number decreased to around 3,100, and in 2013 the number was further reduced to around 1,200. This declining trend has continued into 2014 and 2015, attributable largely to the impact of the law changes in Senate Bill 408, the major sinkhole claims reform enacted in 2011. In addition, over the same three years, Citizens increased sinkhole rates by close to +90% in the most sinkhole-prone areas of the state (Hernando, Pasco, and Hillsborough counties). These combined factors have led to a statewide indicated rate change for sinkhole of +57.2%, an all-time low since sinkhole rate indications were separated from all other perils in 2011.

The sinkhole indications for Hernando, Hillsborough, and Pasco are +214%, +24.2%, and +23.9% respectively. However, as was the case last year, there is a high level of uncertainty in these indications. Because of geotechnical testing and legal matters related to sinkhole claims, it generally takes five to six years for a sinkhole accident year to fully mature and thus to know the true costs. Given the continued downward trend in reported sinkhole claims, the unknown resolution of court challenges to the law, and the high level of uncertainty in the ultimate outcome, staff recommends that sinkhole rates remain unchanged. As the ultimate effect of recent law changes emerges in the claims experience, there is no guarantee that future sinkhole rate increases will not be necessary.

Hypothetical Rate Indications if Citizens Reinsured to the 100-year Hurricane Event

For informational purposes only, the statewide indications and capped proposed rate changes are calculated in an alternate scenario, using a hypothetical reinsurance provision. The scenario assumes that Citizens funds losses below the retention of the FHCF in each account from surplus, but reinsures all losses in each account excess of the FHCF retention up to the internally modeled 100-year Probable Maximum Loss (PML). In this scenario, it is estimated that Citizens would pay approximately the first \$1.5 billion in losses from its current surplus of approximately \$7.6 billion, or said differently, expose about 20% of its surplus to a single storm across all accounts. The actual risk transfer program for the 2015 season exposes about \$4.2 billion of the approximately \$7.6 billion surplus, or approximately 55% of surplus across all accounts

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The intent is to simulate the outcome if Citizens were required by the Office of Insurance Regulation, as are Florida's private insurers, to fund its hurricane risk without resorting to assessments and without subjecting the bulk of its policyholders' surplus to a severe storm season. Note that no private insurer would accept a concentrated book of coastal business without the ability to manage aggregate exposure. This exercise reflects Citizens' unique mission and does not imply reasonable reinsurance costs for a typical private insurer.

Information on market-clearing unit costs for reinsurance layers actually funded by surplus – including the entire potential losses of the Personal Lines Account and Commercial Lines Account, plus unfunded layers in the Coastal Account - was provided by Citizens' reinsurance brokers. Citizens' actuaries included the implied net costs of surplus-funded layers, along with the actual net costs of risk transfer for reinsured layers, in the hypothetical rate indications, and kept all other actuarial assumptions equal. In particular, no consideration was made of the effect on the market of a hypothetical demand by Citizens for total reinsurance capacity of approximately \$6.6 billion, as opposed to the actual 2015 private risk transfer of approximately \$3.9 billion. It is estimated that the hypothetical program would require a gross expenditure of about \$558 million, as opposed to the actual 2015 program expenditure of about \$304 million.

A full 100-year storm reinsurance program would increase personal lines uncapped indications in the aggregate from 25.5% to 35.1%. This increase would vary by account and product line.

This discussion of a provision of a full 100-year storm is strictly for informational purposes and has no bearing on the recommended rates.

The next few pages are a guide to the provided exhibits. Note that scale differs on some maps, so review the legends carefully when comparing maps. Also, all premium totals are based on policies in-force as of 12/31/2014.

Exhibit 1: Summary of Statewide Indications

- Columns (1) through (3) display the statewide uncapped indication and the proposed capped rate impact for multi-peril lines of business in the Personal Lines Account.
- Columns (4) through (6) display the statewide uncapped indication and the proposed capped rate impact for multi-peril lines of business in the Coastal Account.

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- Columns (7) through (9) display the statewide uncapped indication and the proposed capped rate impact for wind-only lines of business.
 - Columns (10) through (12) display the statewide uncapped indication and the proposed capped rate impact for combined multi-peril and wind-only lines of business

Exhibit 2 – Multi-Peril HO-3 (Homeowners) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 3 – Wind-Only HW-2 (Homeowners) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 4 – Multi-Peril HO-6 (Condo Unit-Owners) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 5 – Wind-Only HW-6 (Condo Unit-Owners) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county

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- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 6 – Multi-Peril DP-1 and DP-3 (Dwelling Fire) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 7 – Wind-Only DW-2 (Dwelling Fire) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 8 – Multi-Peril MHO-3 and MDP-1 (Mobile Homeowners and Dwelling Fire) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 9 – Wind-Only MW-2 and MD-1 (Mobile Homeowners and Dwelling Fire) County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county

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- Note that the numbers in this exhibit show the average premium impact for the county
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 10 Multi-Peril Commercial Residential County Average Premium Impacts

- Displays the average proposed premium impact after capping for each of the "Group 2" perils territories
- Note that the numbers in this exhibit show the average premium impact for the territory.
- The actual premium impact can vary between -10% and +10% for individual policyholders within each county

Exhibit 11 Wind-Only Commercial Residential County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Essentially everyone in each of the territories will receive a +9% increase
- The reason why it is not a +10% increase is due to the FHCF pass through. The FHCF actually has a negative impact for 2015 in this line.
- The territory showing 0% impact has no policies

Exhibit 12 Multi-Peril Commercial Non-Residential County Average Premium Impacts

- Displays the proposed premium impact after capping for each Group 2 territory
- The numbers in this exhibit display the expected premium impact for each policyholder within a territory.

Exhibit 13 Wind-Only Commercial Non-Residential County Average Premium Impacts

- Displays the average proposed premium impact after capping for each county
- Note that the numbers in this exhibit show the actual premium impact for the county

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- Every policyholder will receive a +10% increase

Exhibit 14 Distribution of Recommended Rate Impacts by Policy in PLA Account

- Tabulates the proposed capped premium impact for personal lines into a histogram showing number and proportion of policyholders in each impact range
- Includes all personal lines combined
- Range exceeds +/- 10% slightly, due to the impact of the FHCF pass through

Exhibit 15 Distribution of Recommended Rate Impacts by Policy in Coastal Account

- Tabulates the proposed capped premium impact for personal lines into a histogram showing number and proportion of policyholders in each impact range
- Includes all personal lines combined
- Range exceeds +/- 10% slightly, due to the impact of the FHCF pass through

Commercial Residential X-Wind Rate Structure Change

Historically, Citizens has had one Building Group 2 x-wind rate for the entire state. With this filing Citizens will implement Building Group 2 rates more in line with the with-wind Building Group 2 rates. This will result in an x-wind rate that varies by region of the state. This impact will be minimal and will impact less than 300 commercial residential multi-peril (CR-M) structures.

RECOMMENDATION

Citizens' staff recommends that the Actuarial and Underwriting Committee approve and recommend to the Board of Governors its approval to authorize staff to file recommended rates in accordance with the provided Executive Summary and Exhibits. Upon approval, appropriate rate, rule and form changes will be filed with the Office of Insurance Regulation ("OIR"), and upon establishment of the rates by OIR, system changes implemented.

ALL PERSONAL LINES COMBINED
Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	1,116	748	525	-6.9%	488
Baker	182	182	414	-10.2%	372
Bay	5,940	1,280	932	5.8%	986
Bradford	164	164	432	-10.0%	389
Brevard	7,703	5,389	1,314	-3.6%	1,266
Broward	85,160	21,354	1,751	4.8%	1,835
Calhoun	98	23	411	2.6%	422
Charlotte	4,147	2,991	1,150	-3.1%	1,114
Citrus	2,026	2,015	571	-8.0%	525
Clay	726	699	455	-6.7%	425
Collier	9,283	2,541	1,442	5.9%	1,528
Columbia	384	384	424	-9.1%	385
Dade	124,738	25,236	2,382	6.2%	2,529
De Soto	195	167	677	-5.1%	642
Dixie	319	317	651	-9.3%	590
Duval	2,907	1,790	714	-1.9%	701
Escambia	8,612	1,816	1,318	7.8%	1,421
Flagler	1,612	221	751	8.3%	813
Franklin	1,480	238	2,220	8.3%	2,405
Gadsden	323	146	520	-6.1%	488
Gilchrist	365	365	381	-8.0%	351
Glades	106	101	886	-4.8%	844
Gulf	962	202	1,559	8.0%	1,683
Hamilton	62	62	382	-10.2%	343
Hardee	92	92	518	-6.5%	484
Hendry	260	225	913	-8.0%	840
Hernando	15,566	14,185	1,385	-3.9%	1,330
Highlands	477	471	647	-9.8%	583
Hillsborough	22,024	20,831	1,369	-7.9%	1,261
Holmes	100	99	516	-7.8%	476
Indian River	2,182	1,102	1,604	3.5%	1,660
Jackson	299	152	528	-4.5%	504
Jefferson	118	118	505	-10.1%	454
Lafayette	74	74	559	-9.2%	508
Total	573,221	255,126	1,662	3.2%	1,716

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	1,482	1,398	519	-5.9%	489
Lee	16,854	7,617	1,240	4.0%	1,290
Leon	799	744	487	-9.5%	441
Levy	1,080	788	662	-3.0%	642
Liberty	90	35	425	-4.4%	407
Madison	157	157	527	-8.7%	481
Manatee	7,970	6,193	1,118	-3.4%	1,081
Marion	1,917	1,895	530	-7.7%	489
Martin	1,966	1,204	1,394	-1.5%	1,373
Monroe	20,172	615	2,992	10.3%	3,299
Nassau	1,114	709	668	-1.6%	657
Okaloosa	3,258	898	1,146	4.3%	1,195
Okeechobee	242	242	831	-4.8%	791
Orange	2,047	1,535	634	-4.2%	607
Osceola	905	753	558	-4.6%	532
Palm Beach	57,926	21,001	1,740	4.6%	1,819
Pasco	25,889	20,351	1,255	-3.1%	1,216
Pinellas	68,126	59,862	1,406	-6.4%	1,316
Polk	2,437	2,152	647	-5.5%	612
Putnam	755	755	432	-5.8%	407
Saint Johns	2,171	1,079	839	0.8%	845
Saint Lucie	3,537	2,246	1,064	-1.1%	1,052
Santa Rosa	3,037	1,326	1,301	6.1%	1,381
Sarasota	29,981	10,480	1,041	4.2%	1,086
Seminole	659	581	687	-7.4%	636
Sumter	381	378	468	-6.8%	436
Suwannee	378	378	392	-10.0%	352
Taylor	348	328	728	-8.6%	666
Union	54	54	412	-10.2%	370
Volusia	10,748	2,799	833	5.7%	880
Wakulla	532	296	716	1.3%	725
Walton	6,270	468	1,545	8.5%	1,677
Washington	137	29	435	0.0%	435

MULTIPERIL HO3

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	113	113	1,433	-9.8%	1,292
Baker	5	5	1,498	-9.8%	1,351
Bay	186	174	1,755	-7.7%	1,621
Bradford	6	6	1,444	-9.6%	1,306
Brevard	1,921	1,861	2,151	-8.4%	1,970
Broward	22,242	7,034	2,611	2.9%	2,688
Calhoun	2	2	958	-9.8%	864
Charlotte	692	677	1,726	-8.5%	1,579
Citrus	190	190	1,466	-9.1%	1,332
Clay	35	35	1,255	-9.7%	1,134
Collier	245	229	2,246	-7.5%	2,078
Columbia	13	13	1,718	-9.7%	1,551
Dade	52,476	4,008	2,949	7.6%	3,173
De Soto	12	12	1,600	-9.8%	1,444
Dixie	28	28	1,689	-9.6%	1,527
Duval	347	347	1,353	-9.5%	1,225
Escambia	421	371	2,007	-5.7%	1,893
Flagler	53	31	1,479	-1.9%	1,450
Franklin	18	15	2,640	-3.1%	2,558
Gadsden	68	68	1,029	-9.7%	929
Gilchrist	15	15	1,435	-9.7%	1,295
Glades	11	11	1,693	-9.5%	1,533
Gulf	15	12	2,029	-6.1%	1,906
Hamilton	2	2	1,369	-9.7%	1,236
Hardee	3	3	1,377	-9.6%	1,245
Hendry	29	29	1,611	-9.5%	1,458
Hernando	10,583	9,721	1,607	-3.8%	1,546
Highlands	26	26	1,621	-9.6%	1,464
Hillsborough	11,248	11,248	1,777	-8.0%	1,635
Holmes	10	10	918	-9.6%	830
Indian River	166	157	2,065	-7.7%	1,906
Jackson	25	25	1,159	-9.7%	1,047
Jefferson	8	8	1,167	-9.7%	1,054
Lafayette	6	6	1,587	-9.7%	1,433
Total	162,624	89,623	2,339	1.1%	2,365

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	69	69	1,292	-9.1%	1,174
Lee	725	663	1,966	-7.0%	1,829
Leon	86	86	1,221	-9.9%	1,101
Levy	57	51	1,627	-7.0%	1,513
Liberty	5	5	1,487	-9.8%	1,342
Madison	10	10	1,358	-9.7%	1,226
Manatee	1,090	1,064	1,941	-8.5%	1,777
Marion	163	163	1,278	-9.5%	1,157
Martin	233	225	2,980	-7.9%	2,745
Monroe	198	63	4,423	5.5%	4,664
Nassau	90	90	1,723	-9.3%	1,563
Okaloosa	199	199	2,514	-9.0%	2,287
Okeechobee	24	24	1,635	-9.6%	1,477
Orange	176	176	1,633	-9.6%	1,476
Osceola	59	59	1,322	-9.7%	1,195
Palm Beach	12,140	6,923	2,419	0.7%	2,437
Pasco	11,753	9,993	1,709	-3.6%	1,647
Pinellas	30,471	29,729	1,925	-8.1%	1,769
Polk	109	109	1,576	-9.5%	1,427
Putnam	25	25	1,445	-9.7%	1,304
Saint Johns	276	249	1,557	-7.2%	1,445
Saint Lucie	240	236	1,907	-8.5%	1,746
Santa Rosa	166	135	2,730	-3.2%	2,643
Sarasota	2,064	1,931	1,836	-7.3%	1,702
Seminole	68	68	1,685	-9.6%	1,524
Sumter	22	22	1,210	-9.5%	1,095
Suwannee	5	5	2,101	-9.8%	1,894
Taylor	33	33	1,457	-9.5%	1,319
Union	0	0	0	N/A	N/A
Volusia	768	662	1,416	-5.3%	1,341
Wakulla	24	21	1,655	-7.1%	1,537
Walton	53	40	2,420	-2.3%	2,365
Washington	3	3	1,019	-9.6%	921

WIND-ONLY HW2

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	0	0	0	N/A	N/A
Baker	0	0	0	N/A	N/A
Bay	962	74	1,550	9.5%	1,697
Bradford	0	0	0	N/A	N/A
Brevard	553	76	2,090	9.0%	2,277
Broward	14,230	1,784	2,562	9.1%	2,795
Calhoun	0	0	0	N/A	N/A
Charlotte	220	22	2,016	9.1%	2,200
Citrus	0	0	0	N/A	N/A
Clay	0	0	0	N/A	N/A
Collier	1,719	177	2,667	9.3%	2,916
Columbia	0	0	0	N/A	N/A
Dade	16,647	4,356	3,117	6.8%	3,328
De Soto	0	0	0	N/A	N/A
Dixie	0	0	0	N/A	N/A
Duval	523	61	948	9.6%	1,038
Escambia	4,286	430	1,655	9.9%	1,819
Flagler	803	0	888	10.9%	985
Franklin	486	90	2,264	8.3%	2,451
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	276	49	1,861	8.4%	2,018
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	105	22	1,142	7.9%	1,233
Highlands	0	0	0	N/A	N/A
Hillsborough	0	0	0	N/A	N/A
Holmes	0	0	0	N/A	N/A
Indian River	342	61	3,515	8.1%	3,799
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	89,694	13,134	2,400	8.8%	2,611

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	0	0	0	N/A	N/A
Lee	3,012	523	2,157	8.7%	2,345
Leon	0	0	0	N/A	N/A
Levy	187	28	851	8.8%	925
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	298	38	2,046	8.9%	2,229
Marion	0	0	0	N/A	N/A
Martin	0	0	0	N/A	N/A
Monroe	11,280	148	3,536	10.7%	3,913
Nassau	222	47	793	8.2%	857
Okaloosa	178	25	2,903	8.8%	3,159
Okeechobee	0	0	0	N/A	N/A
Orange	0	0	0	N/A	N/A
Osceola	0	0	0	N/A	N/A
Palm Beach	11,023	1,246	2,621	9.1%	2,861
Pasco	432	106	1,504	7.4%	1,615
Pinellas	3,101	255	2,087	9.9%	2,292
Polk	0	0	0	N/A	N/A
Putnam	0	0	0	N/A	N/A
Saint Johns	514	39	1,036	9.9%	1,139
Saint Lucie	123	31	1,636	6.8%	1,748
Santa Rosa	838	32	2,200	10.4%	2,428
Sarasota	12,068	2,844	1,221	7.9%	1,317
Seminole	0	0	0	N/A	N/A
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	3,904	354	1,013	10.1%	1,115
Wakulla	190	42	923	7.8%	995
Walton	1,172	174	2,304	8.2%	2,494
Washington	0	0	0	N/A	N/A

MULTIPERIL HO6

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	91	0	338	4.7%	354
Baker	0	0	0	N/A	N/A
Bay	181	13	633	9.0%	690
Bradford	0	0	0	N/A	N/A
Brevard	725	97	662	7.4%	711
Broward	15,300	816	719	8.4%	780
Calhoun	0	0	0	N/A	N/A
Charlotte	272	1	635	9.9%	698
Citrus	16	5	708	3.0%	729
Clay	11	0	415	6.8%	443
Collier	631	103	992	6.7%	1,058
Columbia	0	0	0	N/A	N/A
Dade	9,630	939	890	9.1%	971
De Soto	6	0	497	10.2%	548
Dixie	2	0	375	9.9%	412
Duval	103	0	491	5.4%	518
Escambia	172	3	856	10.3%	944
Flagler	24	0	616	10.1%	678
Franklin	2	0	901	7.8%	971
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	1	0	1,559	10.4%	1,721
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	3	0	739	10.3%	815
Hernando	40	0	486	5.0%	510
Highlands	6	0	439	10.2%	483
Hillsborough	1,066	545	617	1.9%	628
Holmes	1	0	956	9.9%	1,050
Indian River	148	3	1,264	10.1%	1,391
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	48,709	13,744	745	6.1%	790

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	14	0	584	8.1%	631
Lee	999	585	599	0.5%	602
Leon	66	42	258	0.0%	258
Levy	1	0	477	10.4%	527
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	531	354	738	-0.1%	737
Marion	22	0	507	7.1%	543
Martin	232	47	759	5.9%	804
Monroe	103	14	1,439	9.2%	1,572
Nassau	17	1	574	8.4%	622
Okaloosa	120	3	653	9.9%	717
Okeechobee	0	0	0	N/A	N/A
Orange	157	0	435	8.8%	473
Osceola	62	0	377	9.9%	414
Palm Beach	8,431	3,590	834	4.9%	875
Pasco	893	491	430	-1.7%	423
Pinellas	6,659	5,809	562	-4.2%	538
Polk	39	0	511	10.1%	562
Putnam	0	0	0	N/A	N/A
Saint Johns	100	8	587	6.2%	624
Saint Lucie	253	4	835	10.1%	919
Santa Rosa	27	0	659	10.5%	729
Sarasota	807	254	947	5.3%	997
Seminole	48	0	555	8.7%	604
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	626	13	526	9.8%	578
Wakulla	0	0	0	N/A	N/A
Walton	71	4	982	9.5%	1,075
Washington	0	0	0	N/A	N/A

WIND-ONLY HW6

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	0	0	0	N/A	N/A
Baker	0	0	0	N/A	N/A
Bay	1,699	0	478	9.9%	526
Bradford	0	0	0	N/A	N/A
Brevard	517	0	638	9.9%	701
Broward	5,310	0	700	9.9%	770
Calhoun	0	0	0	N/A	N/A
Charlotte	278	0	947	9.9%	1,042
Citrus	0	0	0	N/A	N/A
Clay	0	0	0	N/A	N/A
Collier	2,975	0	933	9.9%	1,025
Columbia	0	0	0	N/A	N/A
Dade	6,177	5	1,185	9.9%	1,303
De Soto	0	0	0	N/A	N/A
Dixie	0	0	0	N/A	N/A
Duval	126	7	409	9.6%	449
Escambia	1,212	0	580	9.9%	637
Flagler	109	0	446	9.9%	491
Franklin	17	0	568	9.9%	624
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	18	0	534	9.9%	587
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	0	0	0	N/A	N/A
Highlands	0	0	0	N/A	N/A
Hillsborough	0	0	0	N/A	N/A
Holmes	0	0	0	N/A	N/A
Indian River	362	0	1,199	9.9%	1,319
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	40,592	120	832	9.9%	914

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	0	0	0	N/A	N/A
Lee	2,478	0	770	9.9%	847
Leon	0	0	0	N/A	N/A
Levy	34	0	319	9.9%	351
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	565	0	739	9.8%	811
Marion	0	0	0	N/A	N/A
Martin	0	0	0	N/A	N/A
Monroe	2,200	0	1,025	9.9%	1,127
Nassau	83	5	755	9.2%	825
Okaloosa	1,572	0	590	9.9%	648
Okeechobee	0	0	0	N/A	N/A
Orange	0	0	0	N/A	N/A
Osceola	0	0	0	N/A	N/A
Palm Beach	5,463	0	1,042	9.9%	1,146
Pasco	96	2	341	9.8%	375
Pinellas	1,926	2	597	9.9%	657
Polk	0	0	0	N/A	N/A
Putnam	0	0	0	N/A	N/A
Saint Johns	241	11	612	9.5%	670
Saint Lucie	232	0	634	9.9%	697
Santa Rosa	303	0	596	9.9%	656
Sarasota	3,706	88	724	9.6%	794
Seminole	0	0	0	N/A	N/A
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	1,081	0	456	9.9%	501
Wakulla	3	0	457	9.9%	502
Walton	1,809	0	653	9.9%	718
Washington	0	0	0	N/A	N/A

**MULTIPERIL DP1 AND DP3
Recommended Change by County**

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	380	380	599	-9.7%	541
Baker	9	9	753	-10.1%	677
Bay	752	363	1,124	0.9%	1,134
Bradford	19	19	836	-9.1%	759
Brevard	1,997	1,633	1,112	-6.1%	1,045
Broward	22,070	8,909	1,434	1.4%	1,455
Calhoun	9	9	852	-10.0%	767
Charlotte	1,446	1,271	1,081	-7.2%	1,003
Citrus	190	190	964	-8.9%	878
Clay	90	90	862	-10.2%	774
Collier	2,344	1,447	1,148	0.0%	1,148
Columbia	49	49	693	-9.9%	625
Dade	36,770	14,662	1,897	1.9%	1,934
De Soto	32	32	896	-9.9%	808
Dixie	19	19	1,149	-10.1%	1,033
Duval	774	619	791	-7.4%	733
Escambia	815	262	1,222	5.9%	1,293
Flagler	66	23	1,162	4.3%	1,211
Franklin	91	41	2,329	5.3%	2,452
Gadsden	37	37	717	-10.2%	644
Gilchrist	8	8	696	-9.9%	628
Glades	7	7	1,966	-10.0%	1,770
Gulf	56	24	2,252	5.2%	2,369
Hamilton	6	6	725	-10.1%	652
Hardee	3	3	1,527	-9.9%	1,376
Hendry	45	39	1,249	-8.2%	1,146
Hernando	2,937	2,591	1,164	-4.5%	1,113
Highlands	82	82	880	-10.1%	791
Hillsborough	7,368	6,696	1,151	-8.4%	1,054
Holmes	15	15	851	-10.1%	765
Indian River	769	540	1,203	0.7%	1,212
Jackson	30	24	1,001	-8.3%	918
Jefferson	9	9	1,122	-10.3%	1,007
Lafayette	7	7	1,353	-6.4%	1,267
Total	139,352	82,568	1,433	-0.6%	1,425

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	148	130	853	-7.7%	788
Lee	3,449	2,287	1,061	-3.1%	1,028
Leon	247	216	606	-9.6%	548
Levy	82	59	1,123	-3.8%	1,080
Liberty	10	10	872	-10.1%	785
Madison	23	23	969	-10.1%	871
Manatee	2,440	2,117	1,235	-5.3%	1,169
Marion	260	260	956	-7.7%	883
Martin	857	445	1,457	0.5%	1,464
Monroe	613	107	3,037	8.3%	3,289
Nassau	67	60	1,111	-8.1%	1,021
Okaloosa	584	348	1,349	-0.7%	1,340
Okeechobee	23	23	1,015	-9.4%	919
Orange	1,019	677	708	-2.3%	691
Osceola	440	350	562	-2.7%	547
Palm Beach	16,259	7,988	1,455	1.8%	1,481
Pasco	8,032	5,845	1,163	-2.2%	1,138
Pinellas	17,079	15,829	1,225	-7.8%	1,129
Polk	685	439	961	-4.2%	921
Putnam	52	52	674	-9.8%	608
Saint Johns	251	228	952	-7.4%	882
Saint Lucie	1,096	845	1,136	-3.6%	1,095
Santa Rosa	304	103	1,707	4.5%	1,784
Sarasota	3,857	2,763	1,051	-4.1%	1,007
Seminole	316	286	762	-8.0%	701
Sumter	46	43	752	-8.6%	687
Suwannee	18	18	800	-7.5%	740
Taylor	25	17	1,251	-6.6%	1,168
Union	3	3	792	-10.0%	713
Volusia	1,300	732	850	-1.0%	842
Wakulla	19	18	995	-7.6%	919
Walton	440	125	1,941	5.1%	2,041
Washington	7	7	953	-10.2%	856

WIND-ONLY DW2

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	0	0	0	N/A	N/A
Baker	0	0	0	N/A	N/A
Bay	895	39	1,489	9.2%	1,626
Bradford	0	0	0	N/A	N/A
Brevard	191	5	1,769	9.5%	1,937
Broward	2,462	146	2,187	9.2%	2,388
Calhoun	0	0	0	N/A	N/A
Charlotte	195	10	2,324	9.3%	2,540
Citrus	0	0	0	N/A	N/A
Clay	0	0	0	N/A	N/A
Collier	484	25	2,714	9.1%	2,961
Columbia	0	0	0	N/A	N/A
Dade	1,479	586	2,277	4.9%	2,390
De Soto	0	0	0	N/A	N/A
Dixie	0	0	0	N/A	N/A
Duval	278	0	656	9.8%	720
Escambia	867	0	1,401	9.8%	1,539
Flagler	222	0	634	9.8%	696
Franklin	714	16	2,553	9.5%	2,795
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	394	6	1,850	9.5%	2,026
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	13	0	913	9.8%	1,002
Highlands	0	0	0	N/A	N/A
Hillsborough	0	0	0	N/A	N/A
Holmes	0	0	0	N/A	N/A
Indian River	38	3	3,211	8.1%	3,472
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	22,890	1,251	2,094	9.1%	2,285

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	0	0	0	N/A	N/A
Lee	1,299	81	2,577	9.1%	2,811
Leon	0	0	0	N/A	N/A
Levy	49	0	809	9.8%	888
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	427	26	2,058	9.2%	2,247
Marion	0	0	0	N/A	N/A
Martin	0	0	0	N/A	N/A
Monroe	3,917	28	3,288	9.7%	3,608
Nassau	131	2	596	9.5%	653
Okaloosa	277	0	2,756	9.8%	3,026
Okeechobee	0	0	0	N/A	N/A
Orange	0	0	0	N/A	N/A
Osceola	0	0	0	N/A	N/A
Palm Beach	1,714	68	2,197	9.4%	2,404
Pasco	38	34	1,430	-8.5%	1,308
Pinellas	589	0	1,622	9.8%	1,780
Polk	0	0	0	N/A	N/A
Putnam	0	0	0	N/A	N/A
Saint Johns	201	1	820	9.7%	900
Saint Lucie	10	0	1,920	9.1%	2,095
Santa Rosa	238	0	1,524	9.8%	1,674
Sarasota	2,133	138	1,139	9.3%	1,245
Seminole	0	0	0	N/A	N/A
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	1,560	3	853	9.8%	937
Wakulla	37	4	881	9.0%	960
Walton	2,038	30	2,163	9.7%	2,371
Washington	0	0	0	N/A	N/A

MULTIPERIL MHO3 AND MDP1
Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	466	189	338	-1.8%	332
Baker	168	168	364	-10.2%	327
Bay	1,146	582	501	-3.3%	484
Bradford	139	139	333	-10.3%	299
Brevard	1,554	1,515	902	-6.0%	847
Broward	2,009	1,709	1,183	-4.5%	1,130
Calhoun	86	11	352	6.8%	376
Charlotte	988	963	674	-8.7%	615
Citrus	1,612	1,612	423	-7.5%	391
Clay	572	556	351	-4.9%	334
Collier	758	489	1,043	-3.5%	1,007
Columbia	322	322	331	-8.7%	302
Dade	409	269	1,799	0.3%	1,805
De Soto	144	122	561	-2.9%	545
Dixie	270	270	510	-9.2%	463
Duval	552	552	334	-9.6%	302
Escambia	648	636	466	-9.4%	422
Flagler	175	139	452	-5.1%	429
Franklin	135	75	644	-1.7%	633
Gadsden	216	39	329	-0.9%	326
Gilchrist	341	341	328	-7.5%	304
Glades	88	83	700	-2.2%	684
Gulf	159	109	457	-1.1%	452
Hamilton	54	54	307	-10.3%	276
Hardee	86	86	452	-5.8%	426
Hendry	183	157	723	-7.7%	668
Hernando	1,822	1,798	530	-5.9%	499
Highlands	361	361	529	-10.0%	476
Hillsborough	1,864	1,864	495	-8.0%	456
Holmes	74	74	388	-6.8%	362
Indian River	326	326	841	-9.8%	759
Jackson	244	103	405	-1.9%	397
Jefferson	98	98	399	-10.1%	359
Lafayette	61	61	367	-10.3%	329
Total	55,574	48,418	596	-4.9%	567

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	1,230	1,178	442	-5.1%	419
Lee	4,076	3,303	732	-1.9%	718
Leon	342	342	321	-10.0%	289
Levy	660	648	481	-9.7%	435
Liberty	75	20	295	-0.3%	294
Madison	124	124	378	-7.8%	348
Manatee	2,462	2,446	591	-9.1%	537
Marion	1,446	1,446	376	-7.2%	349
Martin	608	451	1,000	-0.2%	997
Monroe	480	246	1,067	8.3%	1,155
Nassau	491	491	375	-10.3%	337
Okaloosa	300	300	507	-5.5%	479
Okeechobee	194	194	713	-2.6%	694
Orange	377	364	470	-5.2%	446
Osceola	320	320	475	-7.1%	441
Palm Beach	1,463	343	1,269	1.3%	1,285
Pasco	4,086	3,678	436	-6.3%	409
Pinellas	7,334	7,334	501	-9.7%	452
Polk	1,573	1,573	458	-6.1%	430
Putnam	677	677	376	-4.7%	358
Saint Johns	494	485	462	-9.6%	418
Saint Lucie	1,361	1,093	974	-1.7%	957
Santa Rosa	1,122	1,039	501	-2.7%	488
Sarasota	3,022	2,220	512	-1.6%	503
Seminole	136	136	439	-6.4%	411
Sumter	312	312	375	-5.6%	354
Suwannee	353	353	347	-10.3%	312
Taylor	290	278	601	-8.7%	548
Union	51	51	390	-10.2%	350
Volusia	1,085	801	524	-6.2%	492
Wakulla	227	209	456	-8.2%	419
Walton	546	72	526	3.7%	546
Washington	127	19	393	1.9%	400

WIND-ONLY MW2 AND MD1
Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	0	0	0	N/A	N/A
Baker	0	0	0	N/A	N/A
Bay	80	0	396	10.3%	437
Bradford	0	0	0	N/A	N/A
Brevard	3	0	375	10.4%	414
Broward	33	0	934	10.2%	1,029
Calhoun	0	0	0	N/A	N/A
Charlotte	9	0	364	10.1%	401
Citrus	0	0	0	N/A	N/A
Clay	0	0	0	N/A	N/A
Collier	39	0	712	10.3%	785
Columbia	0	0	0	N/A	N/A
Dade	95	0	923	10.3%	1,019
De Soto	0	0	0	N/A	N/A
Dixie	0	0	0	N/A	N/A
Duval	0	0	0	N/A	N/A
Escambia	6	0	457	10.4%	504
Flagler	130	0	407	10.3%	450
Franklin	15	0	264	10.3%	291
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	42	1	387	10.2%	426
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	12	0	458	10.4%	505
Highlands	0	0	0	N/A	N/A
Hillsborough	0	0	0	N/A	N/A
Holmes	0	0	0	N/A	N/A
Indian River	0	0	0	N/A	N/A
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	5,309	2	789	10.3%	870

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	0	0	0	N/A	N/A
Lee	608	0	703	10.3%	776
Leon	0	0	0	N/A	N/A
Levy	7	0	202	10.2%	222
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	8	0	219	10.2%	241
Marion	0	0	0	N/A	N/A
Martin	0	0	0	N/A	N/A
Monroe	1,297	0	1,466	10.3%	1,616
Nassau	0	0	0	N/A	N/A
Okaloosa	0	0	0	N/A	N/A
Okeechobee	0	0	0	N/A	N/A
Orange	0	0	0	N/A	N/A
Osceola	0	0	0	N/A	N/A
Palm Beach	91	0	1,010	10.3%	1,114
Pasco	354	0	326	10.3%	360
Pinellas	0	0	0	N/A	N/A
Polk	0	0	0	N/A	N/A
Putnam	0	0	0	N/A	N/A
Saint Johns	34	0	160	10.0%	176
Saint Lucie	175	0	812	10.3%	895
Santa Rosa	0	0	0	N/A	N/A
Sarasota	1,966	0	579	10.3%	639
Seminole	0	0	0	N/A	N/A
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	174	0	251	10.3%	277
Wakulla	31	1	297	10.1%	327
Walton	100	0	441	10.3%	487
Washington	0	0	0	N/A	N/A

MULTIPERIL HO4

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	66	66	121	-15.1%	103
Baker	0	0	0	N/A	N/A
Bay	35	33	170	-11.5%	151
Bradford	0	0	0	N/A	N/A
Brevard	236	202	248	-9.4%	225
Broward	1,323	947	274	-3.4%	265
Calhoun	1	1	479	-15.1%	407
Charlotte	47	47	217	-15.2%	184
Citrus	18	18	171	-15.1%	145
Clay	18	18	211	-15.1%	179
Collier	75	71	330	-11.3%	293
Columbia	0	0	0	N/A	N/A
Dade	818	396	605	3.9%	628
De Soto	1	1	350	-15.0%	297
Dixie	0	0	0	N/A	N/A
Duval	198	198	146	-15.1%	124
Escambia	136	111	263	-7.1%	245
Flagler	28	28	230	-14.8%	196
Franklin	1	1	331	-2.4%	323
Gadsden	2	2	188	-15.1%	160
Gilchrist	1	1	66	-15.1%	56
Glades	0	0	0	N/A	N/A
Gulf	1	1	606	-14.8%	516
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	53	53	167	-15.1%	142
Highlands	2	2	205	-15.1%	174
Hillsborough	478	478	203	-15.2%	172
Holmes	0	0	0	N/A	N/A
Indian River	20	12	422	-0.4%	421
Jackson	0	0	0	N/A	N/A
Jefferson	3	3	344	-15.1%	292
Lafayette	0	0	0	N/A	N/A
Total	7,510	6,180	273	-5.3%	258

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	21	21	139	-15.2%	118
Lee	177	172	279	-13.3%	242
Leon	58	58	125	-15.1%	106
Levy	2	2	228	-15.0%	194
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	148	148	205	-14.9%	175
Marion	26	26	160	-15.0%	136
Martin	36	36	353	-10.2%	317
Monroe	28	9	517	6.8%	552
Nassau	13	13	286	-15.0%	243
Okaloosa	23	23	357	-14.3%	306
Okeechobee	1	1	306	-15.1%	259
Orange	318	318	135	-15.1%	114
Osceola	24	24	161	-15.0%	137
Palm Beach	1,176	840	283	-2.8%	275
Pasco	202	202	178	-12.9%	155
Pinellas	940	903	188	-13.1%	163
Polk	31	31	203	-15.1%	172
Putnam	1	1	378	-15.1%	321
Saint Johns	57	57	248	-14.8%	211
Saint Lucie	43	37	236	-8.1%	217
Santa Rosa	24	17	386	-9.1%	351
Sarasota	255	212	255	-8.9%	232
Seminole	91	91	124	-15.2%	105
Sumter	1	1	88	-15.0%	75
Suwannee	2	2	239	-15.1%	203
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	222	222	148	-14.9%	126
Wakulla	1	1	202	-14.9%	172
Walton	28	22	380	-6.2%	357
Washington	0	0	0	N/A	N/A

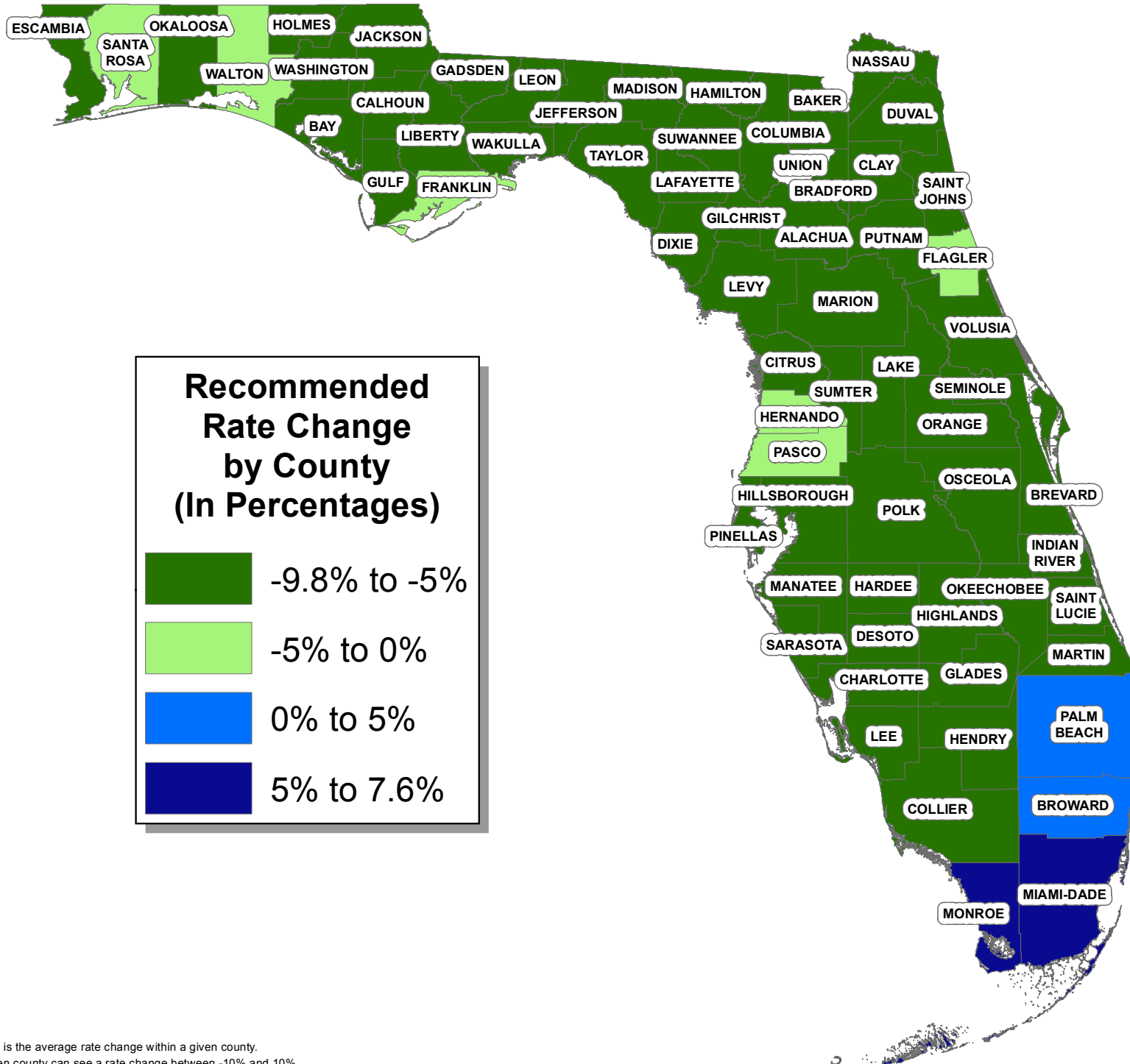
WIND-ONLY HW4

Recommended Change by County

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Alachua	0	0	0	N/A	N/A
Baker	0	0	0	N/A	N/A
Bay	4	2	77	0.8%	77
Bradford	0	0	0	N/A	N/A
Brevard	6	0	169	9.8%	186
Broward	181	9	328	9.4%	359
Calhoun	0	0	0	N/A	N/A
Charlotte	0	0	0	N/A	N/A
Citrus	0	0	0	N/A	N/A
Clay	0	0	0	N/A	N/A
Collier	13	0	352	9.8%	387
Columbia	0	0	0	N/A	N/A
Dade	237	15	461	8.9%	502
De Soto	0	0	0	N/A	N/A
Dixie	0	0	0	N/A	N/A
Duval	6	6	79	-4.6%	76
Escambia	49	3	234	9.4%	256
Flagler	2	0	163	4.7%	171
Franklin	1	0	220	8.0%	237
Gadsden	0	0	0	N/A	N/A
Gilchrist	0	0	0	N/A	N/A
Glades	0	0	0	N/A	N/A
Gulf	0	0	0	N/A	N/A
Hamilton	0	0	0	N/A	N/A
Hardee	0	0	0	N/A	N/A
Hendry	0	0	0	N/A	N/A
Hernando	1	0	141	8.4%	153
Highlands	0	0	0	N/A	N/A
Hillsborough	0	0	0	N/A	N/A
Holmes	0	0	0	N/A	N/A
Indian River	11	0	320	8.6%	347
Jackson	0	0	0	N/A	N/A
Jefferson	0	0	0	N/A	N/A
Lafayette	0	0	0	N/A	N/A
Total	967	86	363	9.1%	396

County	Number of Policies		Current	Recommended	
	Total	Rate Decreases	Average Premium	Rate Change	Average Premium
Lake	0	0	0	N/A	N/A
Lee	31	3	190	9.1%	207
Leon	0	0	0	N/A	N/A
Levy	1	0	213	9.8%	234
Liberty	0	0	0	N/A	N/A
Madison	0	0	0	N/A	N/A
Manatee	1	0	210	9.8%	231
Marion	0	0	0	N/A	N/A
Martin	0	0	0	N/A	N/A
Monroe	56	0	567	9.8%	622
Nassau	0	0	0	N/A	N/A
Okaloosa	5	0	141	9.8%	155
Okeechobee	0	0	0	N/A	N/A
Orange	0	0	0	N/A	N/A
Osceola	0	0	0	N/A	N/A
Palm Beach	166	3	498	9.7%	546
Pasco	3	0	84	9.8%	92
Pinellas	27	1	202	9.6%	221
Polk	0	0	0	N/A	N/A
Putnam	0	0	0	N/A	N/A
Saint Johns	3	1	157	2.0%	160
Saint Lucie	4	0	752	9.8%	825
Santa Rosa	15	0	259	9.7%	284
Sarasota	103	30	176	7.0%	188
Seminole	0	0	0	N/A	N/A
Sumter	0	0	0	N/A	N/A
Suwannee	0	0	0	N/A	N/A
Taylor	0	0	0	N/A	N/A
Union	0	0	0	N/A	N/A
Volusia	28	12	97	3.1%	100
Wakulla	0	0	0	N/A	N/A
Walton	13	1	378	9.4%	413
Washington	0	0	0	N/A	N/A

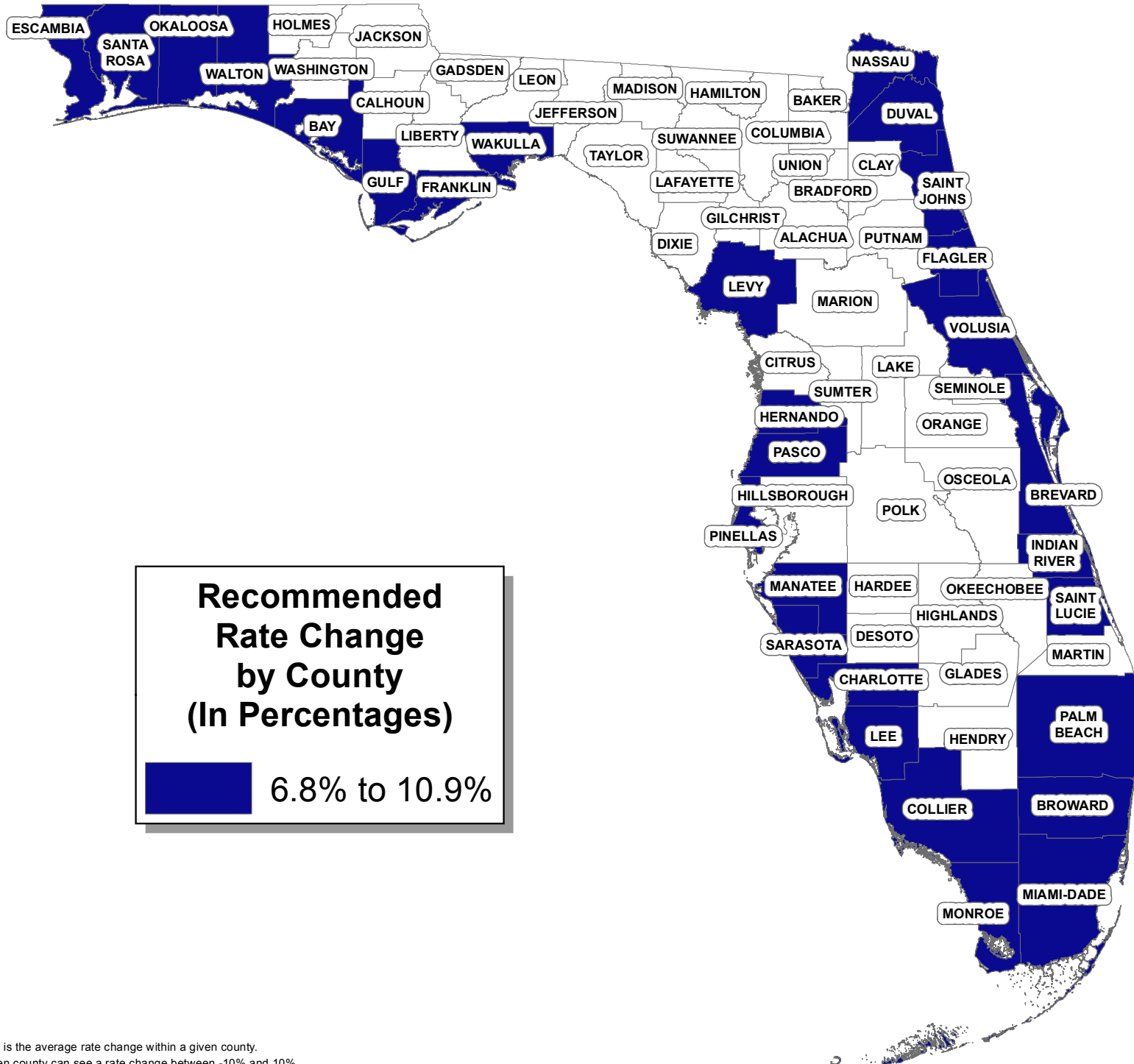
Exhibit 2 - Multi-Peril HO3 County Average Rate Changes



Notes:

1. Percentage of rate change is the average rate change within a given county.
2. Policy holders within a given county can see a rate change between -10% and 10% excluding effects of the FHCF build-up pass through.

Exhibit 3 - Wind-Only HW2 County Average Rate Changes



**Recommended
Rate Change
by County
(In Percentages)**

6.8% to 10.9%

Notes:
 1. Percentage of rate change is the average rate change within a given county.
 2. Policy holders within a given county can see a rate change between -10% and 10% excluding effects of the FHCF build-up pass through.

Exhibit 14 Distribution of Recommended Rate Changes by Policy for the Personal Lines Account

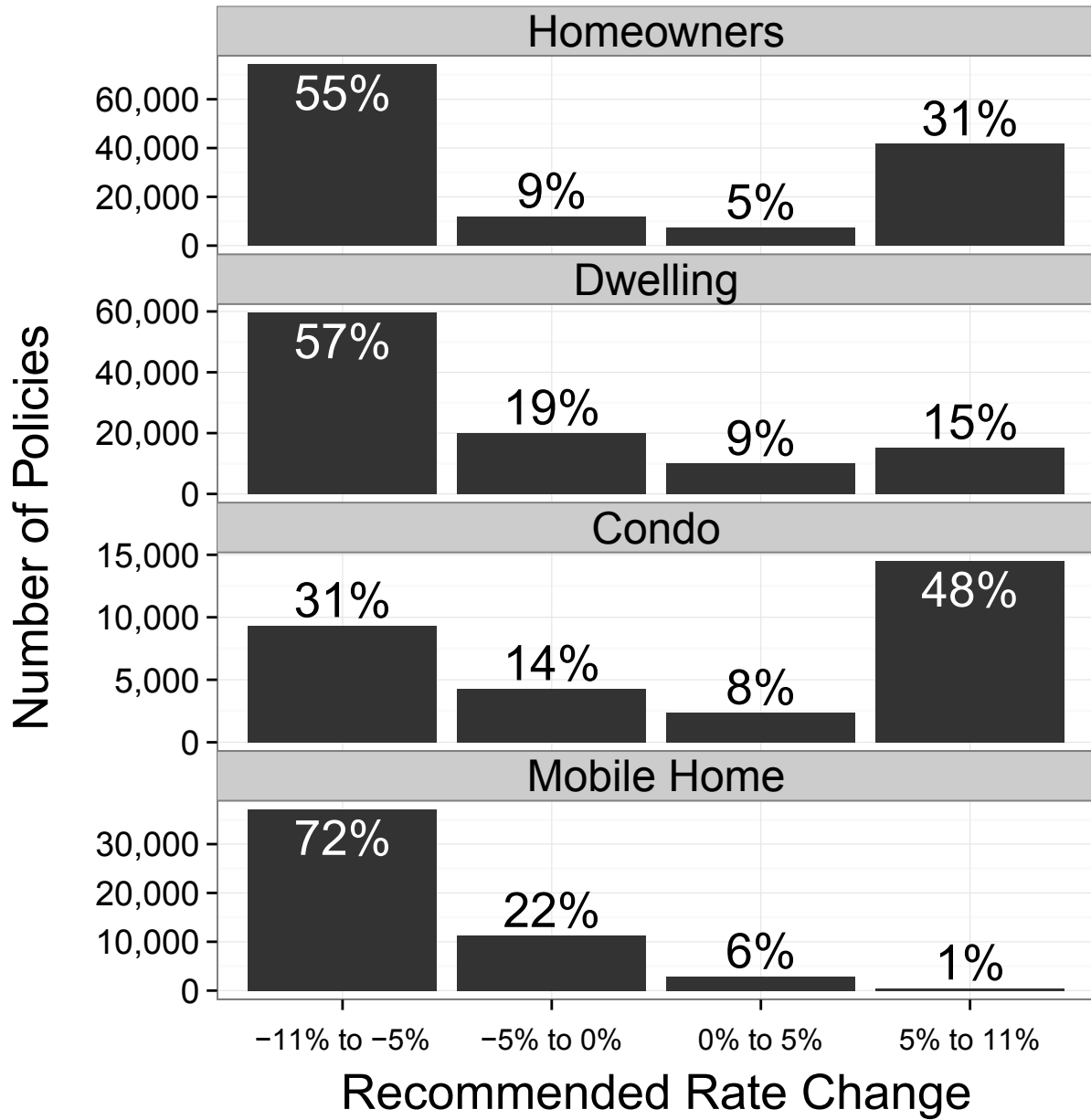
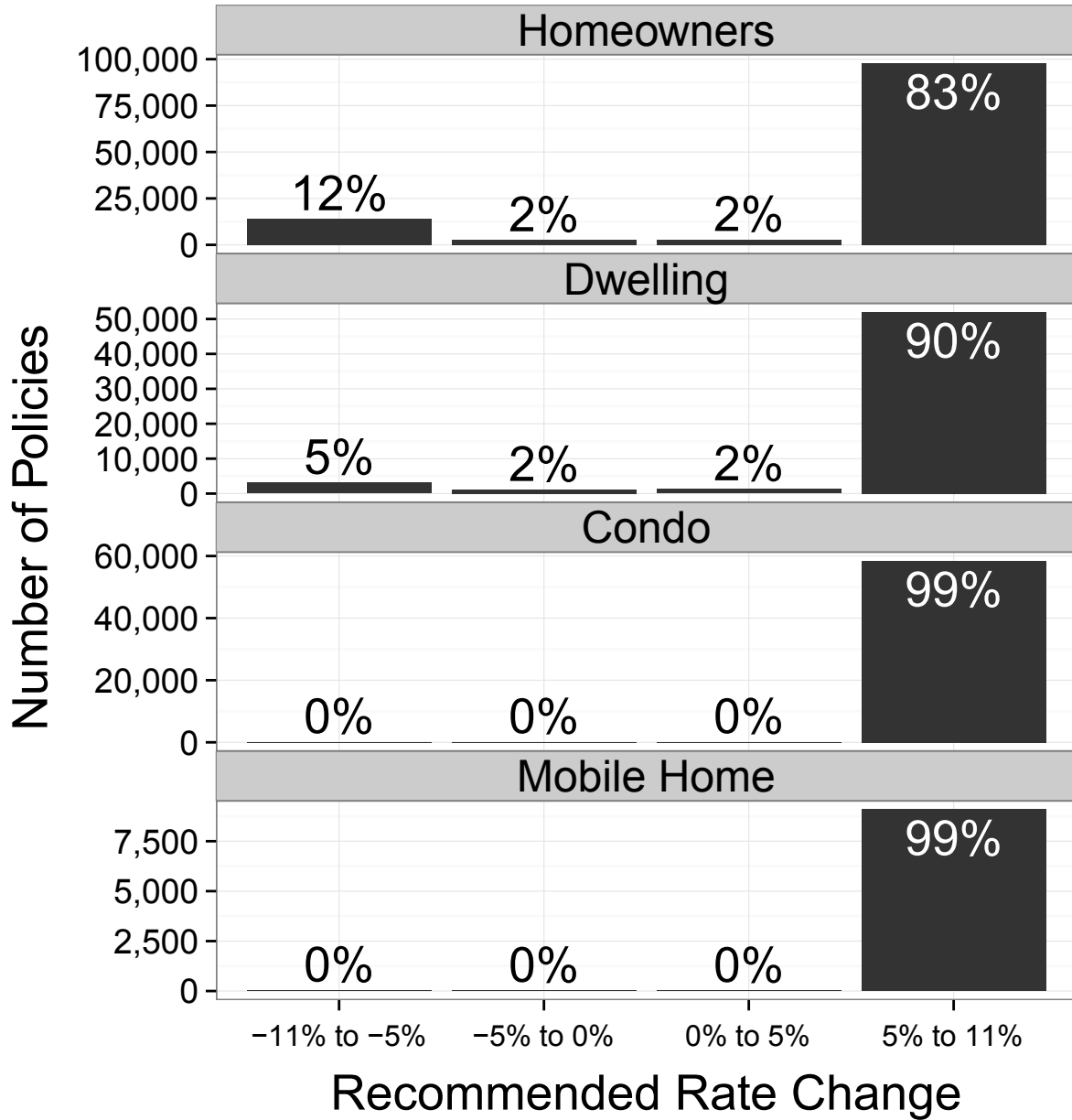
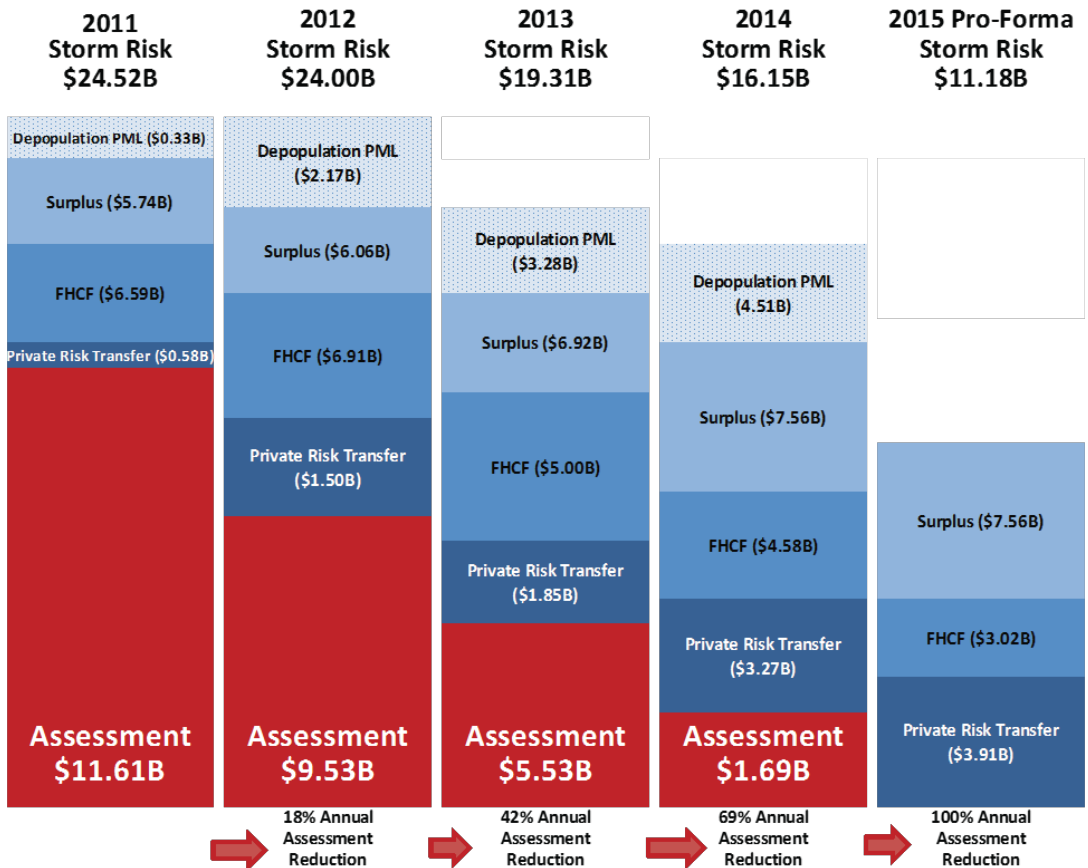


Exhibit 15 Distribution of Recommended Rate Changes by Policy for the Coastal Account



Risk and Assessment Reductions



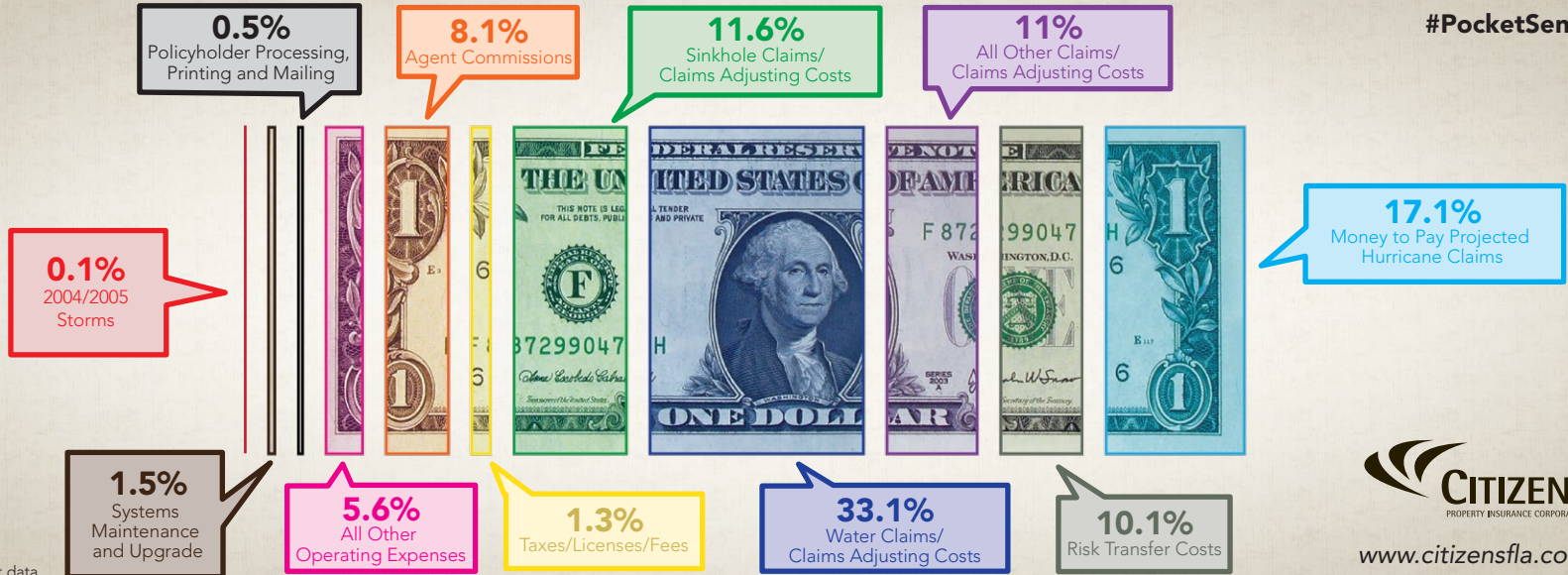
- Citizens' total storm risk for a 1-100 year event in the Coastal, PLA and CLA accounts decreased from \$24.52 billion in 2011 to \$11.18 billion in 2015, or 54 percent.
- Citizens' depopulation efforts in the Coastal Account, PLA and CLA have completely eliminated the need for any potential assessments for a 1-100 year event
- For all three accounts (Coastal, PLA, and CLA), Citizens' need for potential assessments for a 1-100 year event was \$11.61 billion in 2011 and is completely eliminated for 2015

Note: PMLs from 2011-2014 use a weighted average of 1/3rd Standard Sea Surface Temperature (SSST) and 2/3rd Warm Sea Surface Temperature (WSST). 2015 PMLs reflect only SSST.

*Values are not to scale

Where does my premium dollar go?

#PocketSense



*2014 budget data



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How Reinsurance Makes Pocket \$ense

\$300,000
Home**

No Private Risk Transfer/Reinsurance

Potential Assessments Following
1-in-100 Year Storm in 2015*

County	Citizens	Non-Citizens
Broward	\$886	\$396
Pinellas	\$709	\$376
Duval	\$563	\$295

2015 Private Risk Transfer/Reinsurance

Potential Assessments Following
1-in-100 Year Storm in 2015*

County	Citizens	Savings	Non-Citizens	Savings
Broward	\$0	\$886	\$0	\$396
Pinellas	\$0	\$709	\$0	\$376
Duval	\$0	\$563	\$0	\$295

**\$500
Premium**

**\$2,000
Premium**

Note: Scenario assumes assessments would be collected over a 10-year period.

*For boat, home and auto policies combined. **Total insured value of home.

#PocketSense