

# Executive Summary

Board of Governors Meeting, July 14, 2021

## Consumer Services Committee Report

The Consumer Services Committee met on Wednesday, June 23<sup>rd</sup> 2021. During the meeting the Committee received an overview of Citizens' 2021 Catastrophe Plan, from Jay Adams, Chief Claims Officer, an overview on Citizens' 2021 Catastrophe Preparedness: Consumer Response and an update on Citizens' self-service initiatives from Jeremy Pope, Vice-President of Customer Experience and an overview of Citizens' new policyholder newsletter from Christine Ashburn, Chief of Communications, Legislative and External Affairs.