



Alert

Update: Clearinghouse and Citizens' New Cost Estimator

July 2, 2021

Citizens is aware of issues with completing new quotes in the Property Insurance Clearinghouse.

If you're an agent impacted by the issues outlined below and the issues impact your ability to bind coverage from July 1-5, Citizens will make every effort to help you and protect your requested effective date(s). Please email Agent.Outreach@citizensfla.com and include information about the risk(s) and the best way to contact you.

If you receive the following error message, try to create a new quote in the clearinghouse:

Unfortunately, there has been a temporary system error. Please try again by clicking [here](#) or call Clearinghouse support at 888-685-1555.

Notes:

- Creating a new quote may not resolve the issue.
- Using the *Copy* option may not resolve this issue.

Additionally, agents are unable to verify eligibility and select Citizens' coverage in the clearinghouse for DP-1 and DP-3 risks that are in Miami-Dade County.

We apologize for the inconvenience and are working diligently on a solution for these issues.

Replacement Cost Estimator Update for Mobile Home Risks

During our recent cost estimator training, agents were instructed to enter mobile home risks directly into PolicyCenter® until further notice. Agents now can enter mobile home risks directly into the clearinghouse and complete a replacement cost estimate.

For more information:

- Agent Updates: [New Cost Estimator and Recommended Training for Personal Lines Agents](#) sent to all credentialed agency staff on May 19
 - Personal Lines Bulletin: [Citizens' New Cost Estimator is Live](#), sent to all credentialed agency staff July 1.
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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
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