

Policy Notices

Throughout your policy term, your insurance company may send out letters and notifications to help keep you up to date about your policy. In some cases, it is necessary to send out formal notices such as a *Notice of Cancellation* or a *Notice of Nonrenewal*. There are specific rules for each situation that are important to understand. Contact your agent to discuss your options.

Cancellations can happen at any time during your policy term. This type of change in your policy can be requested by you or initiated by Citizens. Your insurer will provide the reason(s) for cancellation. If your policy is cancelled (your policy will end on the date specified in the *Notice of Cancellation*, rather than the expiration of the policy term stated on your policy Declarations pages), if applicable, a refund of the prorated premium (unearned premium) is sent within 15 business days after the effective date of the cancellation.

A nonrenewal means that your policy will expire at the end of your current policy term and the insurer will not offer to renew your policy. Florida law requires that you be given at least 120 days written notice of nonrenewal prior to policy expiration with a reason for nonrenewal. Your policy may be nonrenewed by the insurer for various reasons.

Note: If Citizens offers to renew your policy and you do not pay the amount specified on the renewal invoice by the due date, you have not accepted the offer to renew your policy. In this case, you have not renewed your policy and your coverage with Citizens expires at the end of your current policy term.



Need to report a claim? Contact Citizens First

Report it online via myPolicy at
www.citizensfla.com/mypolicy
24 hours a day, seven days a week
866.411.2742

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This brochure is for informational purposes. In the event of any inconsistency between this brochure and your insurance policy, the terms of the insurance policy control.

La version en Español esta disponible en
www.citizensfla.com/brochures.

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www.citizensfla.com/brochures.



Citizens Property Insurance Corporation
866.411.2742

www.citizensfla.com

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Understanding Nonrenewal and Cancellation Notices



Cancellation

You may cancel your policy at any time.

Note: If you are cancelling a Citizens wind-only policy, your premium refund may be subject to a wind-storm short-rate cancellation penalty. There are also situations where your insurer cancels your policy. In Florida, the *Notice of Cancellation* will include the reasons for cancellation. If your policy is cancelled (meaning that your policy will end on the date specified in the *Notice of Cancellation* – and not at the end of the policy term stated on the declarations pages of the policy), you may receive a refund of the prorated premium (unearned) within 15 business days after the effective date of the cancellation.

Your insurer may cancel your policy for various reasons, including:

- Nonpayment
- Failure to comply with underwriting requirements
- Substantial change in the risk covered by the policy

Nonrenewal

Nonrenewal is not the same as cancellation. If you receive a *Notice of Nonrenewal* from your insurance company, your company has decided not to offer to renew your policy, and your policy will expire at the end of your current policy term. Florida law requires that you be given at least 120 days written notice of nonrenewal prior to policy expiration with a reason for nonrenewal.

Note: If Citizens sends you an offer to renew your policy and you do not pay the amount specified on the renewal invoice by the due date, you have not accepted the offer to renew your policy. In this case, you have not renewed your policy, and your coverage with Citizens expires at the end of your current policy term.

As a Citizens policyholder, your policy may be impacted by two programs unique to Citizens, as Florida's property insurer of last resort:

- **Citizens' Depopulation (takeout) Program** – Citizens' Depopulation Program works with participating private-market insurance companies approved by the Florida Office of Insurance Regulation to "take out" Citizens policies. If your Personal Lines policy is selected, Citizens will send you a notice informing you of all offers. If you receive an offer that is not more than 20% higher than Citizens' renewal premium, Citizens will send you a nonrenewal notice 45 days prior to the assumption date by the new carrier. The new company also will send you a notice about the takeout. If you only receive

offers that are more than 20% higher than Citizens' renewal premium, Citizens will send you a notice informing you how to opt out of the takeout if you wish to remain with Citizens.

- **Citizens' Property Insurance Clearinghouse** – The clearinghouse program explores private-market insurance coverage for consumers who believe Citizens is their only option. Agents use the program to establish eligibility prior to placing or renewing a policy with Citizens. Private-market companies may send you comparable coverage offers. If you receive such coverage offers and the premium is not more than 20% higher than the Citizens premium for comparable coverage, your policy cannot be placed or renewed by Citizens. Current customers who receive an offer of coverage that does not meet the eligibility requirements will receive a nonrenewal notice from Citizens approximately 45 days before their policy expires.

If you receive a notice of nonrenewal or cancellation and have questions, contact your agent to discuss your options. Your agent is your best source of information if you have questions or concerns about your policy.

