

CITIZENS PROPERTY INSURANCE CORPORATION
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Be Prepared for Hurricane Helene

TALLAHASSEE, FL – Citizens Property Insurance Corporation is urging policyholders and other Florida residents to prepare themselves and their families for Tropical Storm Helene, which is expected to intensify into a hurricane and make landfall Thursday in or around the Florida Panhandle and Big Bend.

Citizens is ready to respond to claims and assist customers impacted by Helene, which threatens the region with high winds, rain, and a potentially destructive storm surge.

“We urge Citizens policyholders and all Floridians to pay close attention to their local emergency managers as they prepare for this rapidly developing storm,” said Tim Cerio, Citizens President/CEO and Executive Director. “Citizens is prepared and we will be there for our policyholders.”

To help our policyholders stay informed, Citizens’ website features a [Storm Tracker](#) feed, which delivers real-time [National Hurricane Center](#) updates directly to your desktop and mobile device. Citizens also offers storm preparation and response information through [Facebook](#) and X (formerly Twitter) at [@citizens fla](#).

Citizens has partnered with the [Florida Public Radio Emergency Network](#) (FPREN) to bring the latest news about catastrophic weather impacting your area. FPREN updates can be heard on local public radio stations and by downloading their free [Florida Storms app](#).

While staying connected with local emergency preparations, policyholders should:

- Verify that Citizens has up-to-date contact and mortgage company information. Review your information on record with Citizens through [myPolicy](#) or by contacting your Citizens agent.
- Ensure all key property and family information (insurance policies, health records, financial records, pet records, identification details, [home inventory](#), etc.) are stored in a safe, waterproof, and easy-to-access location.
- Pack a [disaster supply kit](#), learn your [evacuation route](#), and develop a family communication plan that includes emergency contact information. Don’t forget to [create a plan for your pets](#)! Not all [emergency shelters](#) allow pets.

If you suffer property damage, remember to Contact Citizens First online through [myPolicy](#) or by calling 866.411.2742 to report a claim. Representatives are available 24/7. More information can be found on the [Citizens website](#).

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In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer whose public purpose is to provide insurance to and serve the needs of property owners who cannot find coverage in the private insurance market.

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