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**FOR IMMEDIATE RELEASE**  
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### **Citizens Is Ready for Hurricane Helene**

**LAKE MARY, FL** – Preparations are well underway for Citizens Property Insurance Corporation to respond quickly to assist policyholders recovering from Tropical Storm Helene, which is expected to intensify into a major hurricane before making landfall late Thursday along Florida’s panhandle or Big Bend.

The Citizens’ Board of Governors was briefed Wednesday on steps already taken and underway to ramp up support efforts and activate additional resources for customers who may find themselves in the storm’s path. The storm is forecast to make landfall as a Category 3 or 4 hurricane.

“We’re taking the necessary steps to be there for our policyholders impacted by this potentially deadly storm,” said Tim Cerio, Citizens’ President/CEO and Executive Director. “We urge our policyholders to prepare, remain vigilant, and follow the instructions from their local emergency managers.”

Among the preparations:

- All areas of the organization are conducting critical internal checks to ensure the organization is prioritizing storm response efforts
- All Catastrophe Response Center volunteers have been placed on standby and ready to deploy
- All contracted independent adjuster firms have been placed on notice
- Contracted call center vendors have been placed on alert and resources have been ramped up to ensure we are able to meet the immediate needs of our consumers

“Citizens conducts extensive year-round planning and mock catastrophe exercises to ensure we are ready to meet the needs of our policyholders when they need us most,” said Jeremy Pope, Citizens’ Chief Administrative Officer. “Citizens is ready.”

To help 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\\_fl](#).

Citizens has also 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.

Policyholders suffering property damage should 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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