

## Action Required: Agent Appointment Requirement Rule Change

May 22, 2024

As announced in [Agent Updates: Agent Appointment Requirement Rule Change](#), effective July 1, 2024, Florida Statute 627-351 will require agents to hold at least *three* appointments with authorized insurers. Currently, Citizens requires agents to hold an appointment with one authorized insurer for each line of business they write with Citizens.

Upon the law becoming effective, Citizens will require each agent writing business with Citizens to hold at least *three* appointments with authorized insurers for each line of business they write with Citizens:

- Personal Residential
- Commercial Residential
- Commercial Nonresidential Property

You are receiving this communication because you do not meet the minimum requirement to have a Citizens appointment for one or more of the lines of business you currently write with Citizens.

- For a list of approved carriers, refer to the [Company Eligibility Matrix](#).
- To determine if you are appointed with an approved carrier, please see the [Licensee Search](#) page at the Department of Financial Services.

Agents who have not acquired three appointments in their desired line of authority by July 1 must submit a request through myAgency to transfer their Citizens book of business (BOB) for that line of authority to an eligible agent.

Agents who fail to maintain at least three appointments in at least one line of authority will lose their overall appointment with Citizens. Any policies for which the agent of record is not changed on or before the date of termination will be serviced by Citizens for the remaining policy term and are subject to being assumed, cancelled, or nonrenewed.

### Notes:

- Refer to the [myAgency User Guide](#) for guidance on moving or selling your Citizens BOB.
- Agents may email [agent.outreach@citizensfla.com](mailto:agent.outreach@citizensfla.com) for assistance.
- Additional communications will be sent later regarding agent appointments and related updates to the *Agent Appointment Agreement*.
- The website, FAQs, and other online resources will be updated to reflect legislative changes July 1.

## Resources

Log in to the *Agents* website:

- To access [myAgency User Guide](#):
  - Select **Training > Personal Job Aids**, and then look under *General*.

Additional information can be found on the *Public* site by selecting **About Us > Business to Business > Agents > Agencies**.

Agents can select FAQs from our website center menu and enter *+appointment* in the *Search* field.

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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 five 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. Your agency principal can request termination of your appointment by logging into [myAgency](#). 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  
[www.citizensfla.com](http://www.citizensfla.com)