

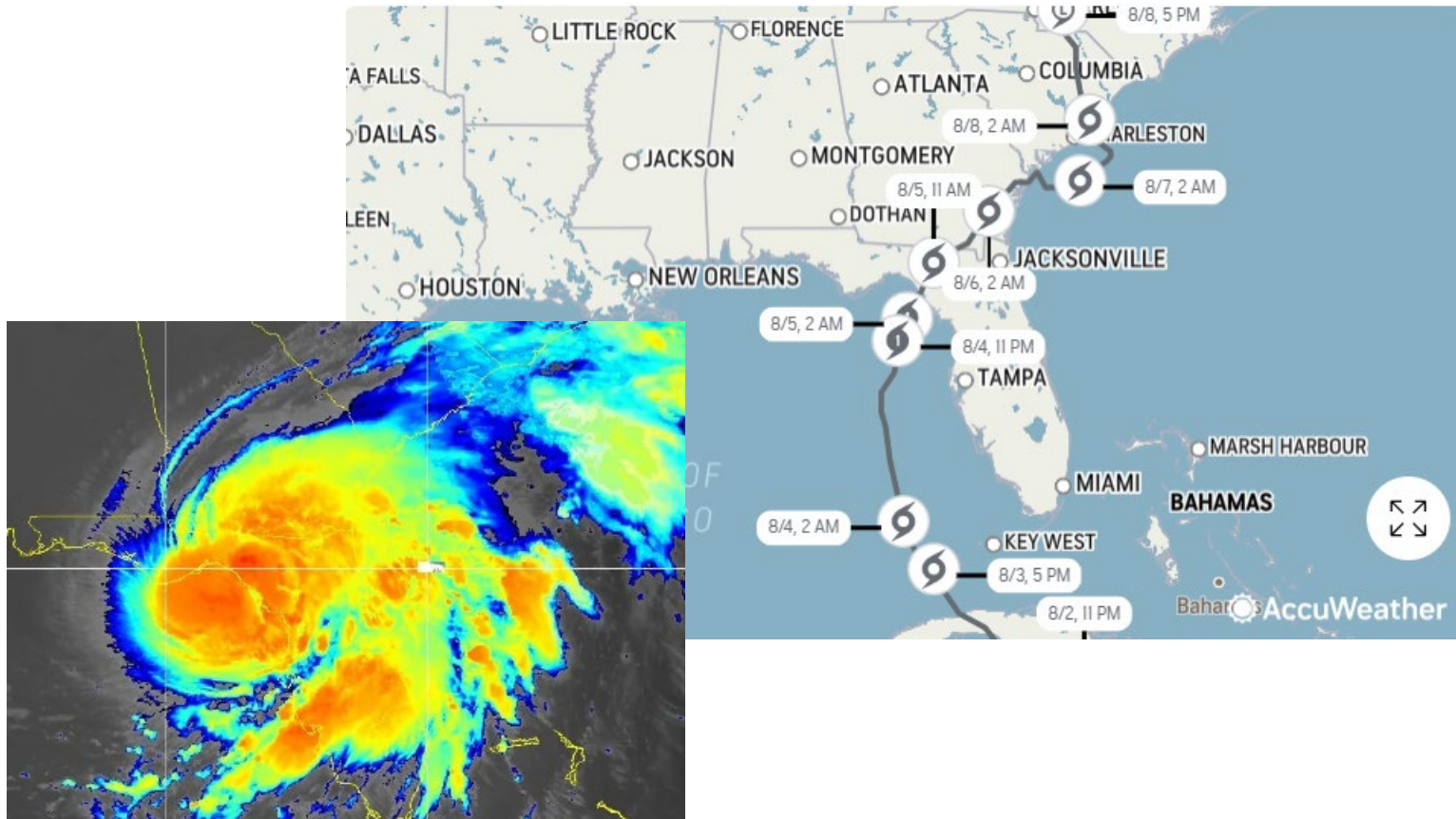
Hurricane Debby Debrief

Jay Adams, Chief Insurance Officer
Citizens Claims Committee, September 12, 2024
Board of Governors Meeting, September 25, 2024



Hurricane Debby

- Hurricane Debby Landfall
 - Cat 1 with 80 MPH winds
 - Steinhatchee in Taylor County



- Catastrophe Response Center (CRC) Locations
 - **Perry:** Taylor County Middle School, 601 E. Lafayette Street, Perry, Florida 32347
 - **Live Oak:** The Ag Coliseum, 1302 SW 11th Street, Live Oak, Florida 32064
 - **Sarasota:** Sarasota Christian Church, 2923 Ashton Road, Sarasota, Florida 34231
 - **Bradenton:** Lakewood Ranch Library, 16410 Rangeland Parkway, Bradenton, Florida 34211
- Customers supported
 - 25 policyholders assisted with 11 First Notice of Loss filed
 - 1 ALE check issued for \$600

Policyholder Experience (8/5 through 8/10)

- First Notice of Loss (FNOL)
 - 3,009 FNOL calls received
 - Average wait time 6.6 seconds
 - 5,097 total calls received
 - Average wait time 5.6 seconds



- Cat Managers deployed to Brooksville
 - Conducting ride-alongs with field adjusters
 - Campaign to last one week



Independent Adjusters Deployed

- Independent Adjuster Firms
 - Alacrity
 - AllCat
 - CNC
 - Crawford
 - Eberl
 - Pacesetter
 - Pilot Catastrophe
 - Global Risk Solutions

- Adjusters Deployed
 - 321 Total
 - Multi-Peril Team
 - 144 Task
 - 63 Desk
 - CAT Team
 - 49 Task
 - 65 Desk

CAT Dashboard

Developed By : Data Engineering and Analytics

Total Claims Received 2,281	1st Closed % 31.30%	Event Name HC_Debby_24	Reported Date 8/1/2022 8/28/2024	Data As Of Date 8/29/2024 6:24:48 AM
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Claim Status	Total Claims Received	% of Claims
OPEN(No First Closed)	1,514	66.37%
CLOSED	757	33.19%
OPEN(Reopen)	10	0.44%
Overall - Summary	2,281	100.00%

Claim Severities	Total Claims Received	% Of Claims
2	882	38.67%
3	768	33.67%
1	385	16.88%
4	154	6.75%
5	92	4.03%
Overall - Summary	2,281	100.00%

Type of Claim	Total Claims Received	% of Claims
PERSONAL	2,268	99.43%
COMMERCIAL	13	0.57%
Overall - Summary	2,281	100.00%

Accounting Company	Total Claims Received	% of Claims
Citizens	1,410	61.81%
PLA	799	35.03%
Coastal	71	3.11%
	1	0.04%
Overall - Summary	2,281	100.00%

Claim Status By LOB	Commercial Property	Personal Property	Total
OPEN	7	1,517	1,524
CLOSED	6	751	757
Overall - Summary	13	2,268	2,281

Reopen Claim Count	% Reopen of Closed Claims	% Reopen of Total Claim
10	1.32%	0.44%

Property County	Total Claims Received	% of Claims
PINELLAS	585	25.65%
HILLSBOROUGH	343	15.04%
SARASOTA	215	9.43%
PASCO	204	8.94%
MANATEE	142	6.23%
HERNANDO	97	4.25%
DUVAL	64	2.81%
POLK	58	2.54%
MIAMI-DADE	51	2.24%
ORANGE	41	1.80%
LAKE	40	1.75%
LEE	34	1.49%
BROWARD	33	1.45%
MARION	31	1.36%
PALM BEACH	28	1.23%
SUWANNEE	26	1.14%
ALACHUA	25	1.10%
CITRUS	22	0.96%
OSCEOLA	20	0.88%
TAYLOR	20	0.88%
CHARLOTTE	16	0.70%
COLUMBIA	16	0.70%
Overall - Summary	2,281	100.00%



Financial Statistics

Data As Of
8/29/2024 6:24:48 AM

	Commercial	Residential	Total
# New Claims	13	2,268	2,281
# Closed Claims	6	751	757
# Open Claims	7	1,517	1,524
Tot Indemnity Paid	\$0	\$1,231,455	\$1,231,455
Tot Expenses Paid	\$9,400	\$472,705	\$482,105
Outstanding Indemnity Res	\$87,614	\$8,065,222	\$8,152,836
Outstanding Expense Res	\$84,155	\$1,294,719	\$1,378,874
Total Incurred (Paid + Res)	\$181,169	\$11,064,102	\$11,245,271
# Closed w/ Payment	0	75	75
# Closed w/o Payment	6	676	682
% Submitted by Self	30.7%	71.2%	70.1%
% Submitted by Other	61.5%	17.1%	17.4%
% Submitted by Representation	7.7%	11.7%	11.7%

Questions