How Did I Get Selected for Takeout?

Citizens helps policyholders find private-market coverage whenever possible. Authorized private-market insurance companies may request to takeout (*depopulate*) any active Citizens policy. Takeouts can occur any time during a policy term. Here's how the Depopulation program for Personal Lines policies works:

Private-market companies request approval from the Office of Insurance Regulation (OIR) to remove policies from Citizens.

The OIR reviews the depopulation companies' financials, current policies, and requested takeout policies.

If the OIR approves the request, it sets a maximum number of Citizens policies an individual company can remove.

The depopulation company selects the policies they want to remove from Citizens. Multiple companies can select the same policies, and the policyholders can choose between available takeout company offers.

Citizens mails policyholders a Depopulation Packet, which includes all available offers, estimated renewal premiums, and coverage worksheets.

Policyholders review the information provided in their Depopulation Packet. Policies that receive an offer of coverage that is not more than 20% greater than Citizens' premium are ineligible to remain with Citizens.

Eligible policyholders submit their choice at *www.citizensfla.com/on-line-choice* or by working with their agent. The choice must be registered with Citizens by the deadline provided in the *Depopulation Packet*.

Assumption occurs for eligible policies in which an offer from one of the takeout companies was selected and for those in which no choice was registered. If no choice was registered, Citizens assigns the policy to the takeout company that offered the lowest premium.

Citizens sends confirmation letters to successfully assumed policies. Letters also are sent to policyholders that elected to remain with Citizens and those that were not assumed.

CITIZENS
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For additional takeout information contact your agent, visit *www.citizensfla.com/depopulation-resources* or call the Citizens Customer Care Center at 866.411.2742.

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