

## Consumer Services Committee Charter

**ACTION ITEM**

- New Contract
- Contract Amendment
- Other \_\_\_ CSC Charter \_\_\_

**CONSENT ITEM**

- Contract Amendment
- Existing Contract Extension
- Existing Contract Additional Spend
- Previous Board Approval \_\_\_\_\_
- Other \_\_\_\_\_

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

- Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

<b>Item Description</b>	Consumer Services Committee Charter
<b>Purpose/Scope</b>	Review of the Consumer Services Committee Charter to provide opportunity for corrections and historical accuracy.
<b>Contract ID</b>	N/A
<b>Budgeted Item</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Procurement Method</b>	N/A
<b>Contract Amount</b>	N/A
<b>Contract Terms</b>	N/A

## Consumer Services Committee Charter

<b>Committee Recommendation</b>	Staff proposes that the Consumer Services Committee review, and if approved recommend the Board of Governors: <ul style="list-style-type: none"><li>a) Approve the CSC Charter; and</li><li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li></ul>
<b>CONTACTS</b>	Jeremy Pope, Chief Administrative Officer

## **Charter Consumer Services Committee**

### **I. Statement of Purpose**

The Consumer Services Committee (Committee) of Citizens Property Insurance Corporation (Citizens) assists the Board of Governors (Board) in fulfilling its oversight responsibilities by ensuring the organization remains steadfast in its ability to serve the people of Florida with a consumer-centric focus. The Committee informs the Board about consumer-focused initiatives, including but not limited to, public education, policyholder engagement, corporate social-responsibility, policyholder education aligned to major policy changes and operational service improvements which impact the overall customer experience.

### **II. Organization and Operation**

#### **a. Authority and Charter**

The Committee's authority comes from the Board. The Committee charter shall establish purpose, organization and responsibilities of the Committee. At least annually, the charter shall be reviewed by the Committee and any proposed changes shall be subject to Board approval.

#### **b. Committee Composition**

The Board Chair shall appoint no less than two Board members to the Committee, with one Board member being designated as Committee Chair. The Board Chair will additionally appoint no less than three industry advisors, each having appropriate expertise and experience, to serve on the Committee. Committee members serve at the pleasure of the Board Chair.

#### **c. Meetings and Communications**

The Committee shall meet at least two times a year and additional meetings may be convened as the Committee Chair directs. Agendas and supporting material will be provided to Committee members in advance of meetings. Minutes of each meeting will be approved by the Committee at a subsequent meeting. The Committee is governed by and operates under the same rules as the Board, including compliance with the Florida Sunshine Law.

### **III. Primary Responsibilities**

- a. Provide guidance and recommendations with Citizens' consumer governance practices
- b. Review and assess consumer focused strategic plans and ensure their alignment with business plans
- c. Provide advisory support with public relations, community outreach and consumer focused initiatives
- d. Annually evaluate the Committee's discharge of all responsibilities outlined in this Charter
- e. Other responsibilities as delegated by the Board Chair