

«Agency_Name»

«Agency_Mailing_Address1»

«Agency_Mailing_City», «Agency_Mailing_State» «Agency_Mailing_Zip»



Property Address:

<Policyholder Name>
<Policyholder Mailing Address 1>
<Policyholder Mailing Address 2>
<Policyholder Mailing City>, < Policyholder Mailing State>
<Policyholder Mailing Zip>

<Policyholder Property Address 1>
<Policyholder Property Address 2>
<Policyholder Property City>, FL
<Policyholder Property Zip>

xx/xx/2024

Policy Number: <Riskid>

Important Information Regarding Your Policy

In accordance with Emergency Order 400385-24

Dear Policyholder:

The Florida Office of Insurance Regulation has issued an emergency order due to the impacts of Hurricane Helene. Your policy was nonrenewing or cancelling and is subject to the order. Due to the requirements of the order, however, coverage under your policy will remain in effect through December 10, 2024, unless you or your premium finance company requests cancellation. Pursuant to the emergency order, you will be required to pay any additional premium due as a result of coverage remaining in effect. You already may have received a notice advising that your nonrenewal or cancellation has been rescinded or your policy has been reinstated.

Important:

- A renewal offer of coverage and a billing invoice will be issued, if applicable.
- The premium must be paid by the due date on the invoice to ensure that your coverage remains in effect pursuant to the emergency order. If your lender pays your premium, you will need to notify them to remit payment to Citizens by the due date on the invoice.
 - If the premium due date on your invoice is earlier than December 10, 2024, you must ensure that your payment is made by December 10, 2024.
- Citizens will resume cancellations and nonrenewals after December 10.

Let your agent know if you do not want to continue your coverage through December 10, 2024, or if you already have insurance with another company replacing your Citizens coverage.

Report claims promptly through myPolicy <www.citizensfla.com/mypolicy> or by calling our 24/7 Claims Hotline at 866.411.2742.

If you have any questions or need to verify the status of your policy, contact your agent or the Citizens Customer Care Center at 866.411.2742.

Citizens policyholders who are registered for myPolicy can access policy, claims, and billing information and view policy documents only. Personal Lines policyholders can elect paperless delivery. You can complete your registration if you do not have a myPolicy account. You will need your:

- Policy number
- Property/primary ZIP
- Email address on record with Citizens