

# Agency Management Services Update

February 26, 2025

Carl Rockman, Vice President, Agency & Market Services





# Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2023			
	Dec-24	Dec-23	Net Change
<b>Agencies</b>	5,822	6,080	(258)
<b>Agents</b>	12,532	12,272	260
<b>LCRs</b>	3,092	3,098	(6)

Current Tricounty Agent and Agency Counts vs. YE 2023			
	Dec-24	Dec-23	Net Change
<b>Agencies</b>	2,385	2,465	(80)
<b>Agents</b>	4,384	4,292	92
<b>LCRs</b>	1,112	1,067	45

Agency Segmentation						
Tiers	Dec-24			Dec-23		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
<b>Tier 1 (2,000+ PIF)</b>	36	208,454	22.3%%	56	308,937	23.7%
<b>Tier 2 (500-1,999 PIF)</b>	307	257,671	27.5%%	469	391,074	32.0%
<b>Tier 3 (200-499 PIF)</b>	798	245,409	26.2%%	954	300,694	25.3%
<b>Tier 4 (50-199 PIF)</b>	1,725	182,896	19.5%	1,734	191,059	15.8%
<b>Tier 5 (49 or less PIF)</b>	2,442	41,752	4.5%%	2,272	36,954	3.2%
<b>Tier 6 (0 PIF)</b>	514	0	0.0%	595	0	0.0%

**Note:** 47% of Citizens agencies have fewer than 50 policies in force.

Data as of 12/31/2024



# Performance Violations (PV) Program Update

Performance Violation Key	
<b>Ineligible Risk</b>	Submitting insufficient documentation to establish that the risk meets Citizens' eligibility requirement (no offer of coverage or the 20% rule)
<b>Uninsurable Risk</b>	Submitting an application for a risk that is uninsurable as defined in the Personal Residential Multi Peril (PR-M) and Personal Residential Wind-Only (PR-W) manuals
<b>Premium Posted on Unbound Risk or Failure to Provide Premium Finance Company Contract</b>	The agent/agency posted a premium on an unbound new-business submission prior to Underwriting review and approval, regardless of the final determination of eligibility and/or insurability, or the premium finance company contract was not submitted with the new-business submission or policy renewal.
<b>Incorrect Application of Credits, Discounts or Surcharges; or Missing Signatures</b>	<p>The agent/agency applied one or more of the following without proper documentation and resulted in a premium increase, or required signatures were missing:</p> <ul style="list-style-type: none"> <li>• Documentation to support mitigation credits was not submitted, or insured signature was missing.</li> <li>• Documentation to support protective device discount (i.e., alarm, sprinkler) was not submitted.</li> <li>• Acceptable proof of prior insurance was not submitted.</li> <li>• Insured or agent signature was missing on application.</li> </ul>

Annual Performance Violation Summaries							
Year	Total Submissions	Annual PV Total	% Total Submissions w/ PV	Ineligible Risk	Uninsurable Risk	Premium on Unbound / PFC Contract Missing	Incorrect Credits / Missing Signatures
<b>2020</b>	178,812	10,135	6%	147	2,068	66	6,437
<b>2021</b>	391,604	19,830	5%	268	4,370	53	12,813
<b>2022</b>	613,559	12,430	2%	140	3,424	62	7,601
<b>2023</b>	576,229	18,147	3%	615	13,295	83	4,154
<b>2024</b>	392,948	15,191	4%	7912	2,987	60	4,232

Agents Under:		
	9/30/24	12/31/24
<b>Warning Notices</b>	2,805	2,858
<b>Suspensions</b>	280	281
<b>Terminations</b>	0	0



# Performance Violations (PV) Program Update

2024 Monthly Performance Violation Counts							
Month	Total Submissions	Monthly Total	% Total Submissions w/ PV	Ineligible Risk	Uninsurable Risk	Premium on Unbound / PFC Contract Missing	Incorrect Credits / Missing Signatures
January	36,406	313	1%	114	110	5	84
February	37,797	1,301	3%	720	303	3	275
March	40,302	2,083	5%	1,371	274	7	431
April	42,611	2,072	5%	1,224	361	8	479
May	42,289	1,590	4%	851	296	4	439
June	37,207	1,347	4%	678	263	2	404
July	37,446	1,230	3%	544	282	3	401
August	34,068	1,256	4%	553	278	7	418
September	26,359	1,153	4%	469	251	5	428
October	23,116	1,173	5%	486	256	5	426
November	17,602	822	5%	415	160	4	243
December	17,745	851	5%	487	153	7	204
<b>YTD Grand Total</b>	<b>392,948</b>	<b>15,191</b>	<b>4%</b>	<b>7,912</b>	<b>2,987</b>	<b>60</b>	<b>4,232</b>

Data as of 12/31/2024



# Late-Submission Violations (LSV) Program Update

Late-submission violations occur when all required documents are not submitted to Underwriting within 15 calendar days of the requested effective date on a bound-approved or bound-unapproved new-business submission.

Citizens sends a *Late Submission Alert for Required Documents* activity six business days after the effective date when required documents have not been uploaded or if upload has not been completed by selecting the **Submit** button. This activity warns that a late-submission violation will be incurred if the agent takes no action. A *Late Submission Alert for Required Documents* activity cannot be disputed.

Annual Late-Submission Violation Summaries					
Year	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions	% Submissions w/ LSV
2020	178,812	36,773	21%	899	1%
2021	391,604	81,399	21%	18,091	5%
2022	613,475	140,119	23%	19,644	3%
2023	576,229	144,194	25%	34,625	6%
2024	392,948	99,311	25%	21,522	5%

Agents Under:		
	9/30/24	12/31/24
Warning Notices	1,120	1,131
Suspensions	100	107
Terminations	0	0



# Late-Submission Violations (LSV) Program Update

2024 Late-Submission Violation Counts					
Month	New Submissions	Alerts	% Submissions w/ Alerts	Late Submissions*	% New Submissions w/ LSV
January	36,406	8,202	23%	2,038	6%
February	37,797	8,164	22%	1,833	5%
March	40,302	9,741	24%	2,440	6%
April	42,611	9,600	23%	1,940	5%
May	42,289	7,103	17%	1,253	3%
June	37,207	9,009	24%	2,112	6%
July	37,446	10,498	28%	2,052	5%
August	34,068	9,295	27%	1,850	5%
September	26,359	8,711	33%	1,778	7%
October	23,116	6,985	30%	1,565	7%
November	17,602	5,746	33%	1,323	8%
December	17,745	6,257	35%	1,338	8%
<b>YTD Grand Total</b>	<b>392,948</b>	<b>99,311</b>	<b>25%</b>	<b>21,522</b>	<b>5%</b>

Data as of 12/31/2024

# Voice of the Customer (VOC)





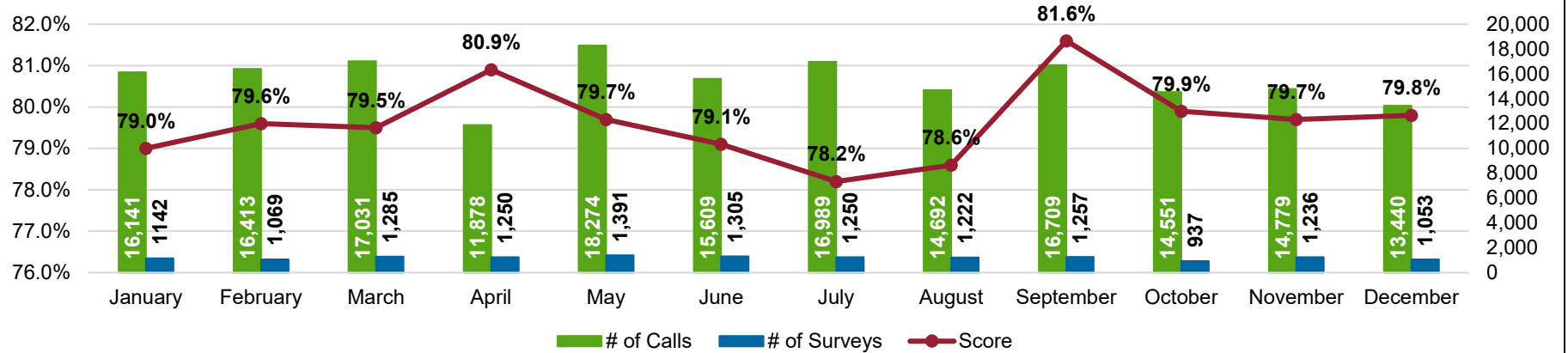
Please rate your satisfaction of the service provided by your Citizens agent

Did you contact your agent before contacting Citizens?



Regarding your level of satisfaction with Citizens as an organization, please rate the service provided by your Citizens agent?

## 2023 VoC Agency Satisfaction Score



## 2024 VoC Agency Satisfaction Score

