

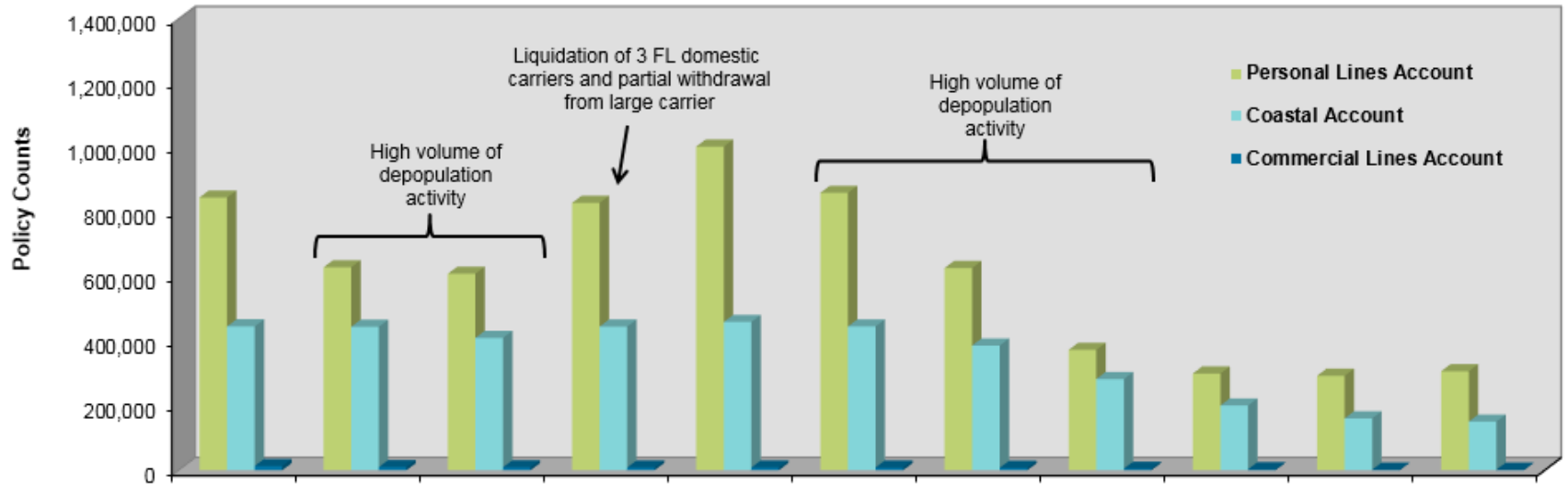
Citizens Property Insurance Corporation Hurricane Irma Preparation and Response

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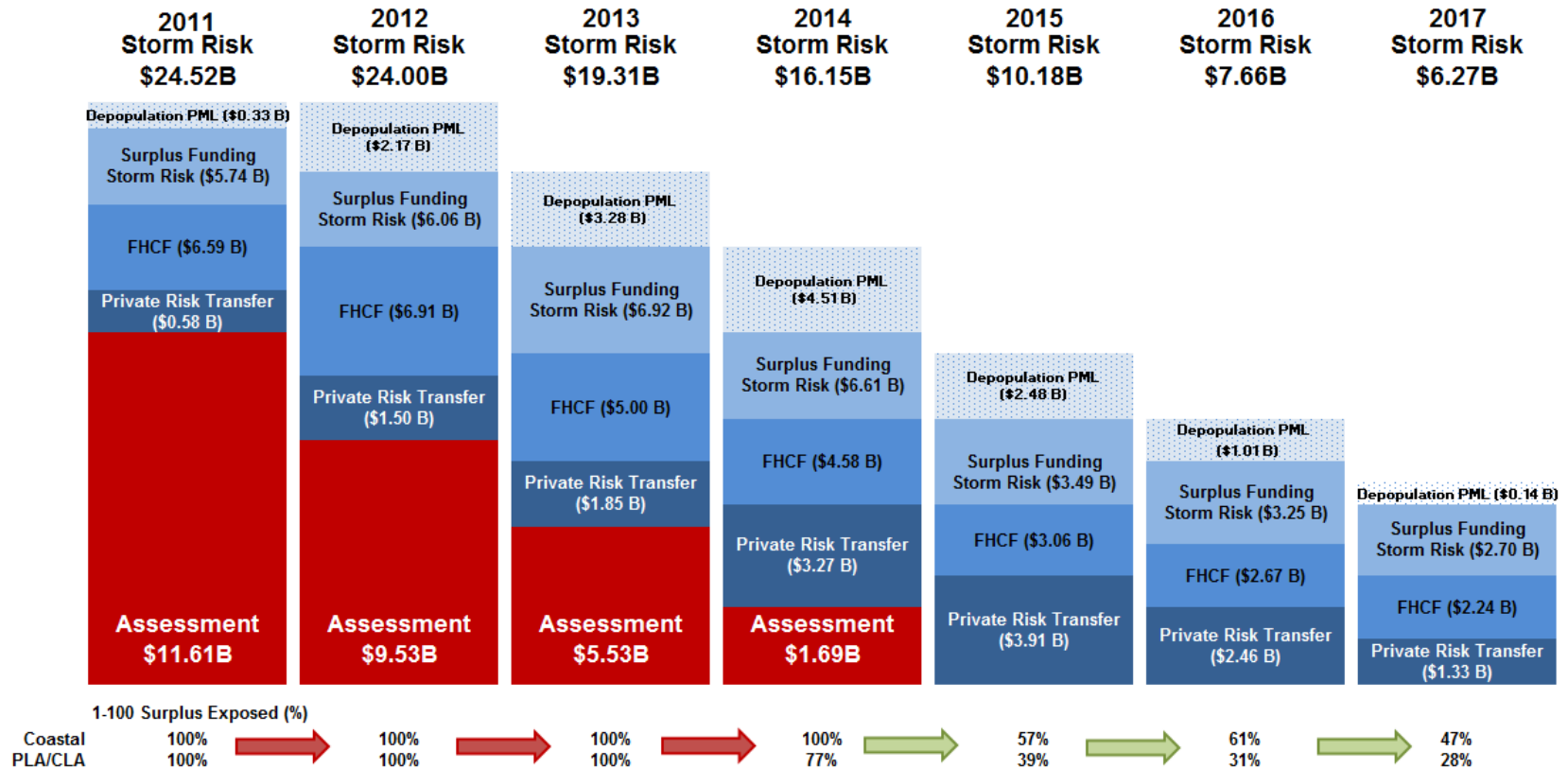
Inforce Policy Counts by Account and Year



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	3Q 2017
Personal Lines Account	845,857	629,467	609,652	829,406	1,003,856	860,502	627,391	373,617	299,902	293,118	306,947
Coastal Account	446,184	445,200	410,436	445,679	460,161	446,163	386,688	282,863	200,842	160,834	150,901
Commercial Lines Account	12,908	9,570	9,126	8,453	8,374	8,146	7,615	4,681	3,121	1,891	1,495
Total	1,304,949	1,084,237	1,029,214	1,283,538	1,472,391	1,314,811	1,021,694	661,161	503,865	455,843	459,343



Risk Transfer and Assessment Reduction



Notes:

- Storm Risk is as measured by 1-in-100 year probable maximum loss (PML) plus estimated loss adjustment expenses using the Florida Hurricane Catastrophe Fund (FHCF) account allocation where PLA and CLA are combined. PLA/CLA combined PMLs are added to the Coastal PMLs to be consistent for surplus distribution.
- Surplus, Florida Hurricane Catastrophe Fund (FHCF) & Assessments are as projected at beginning of storm season. Not all PLA/CLA surplus is needed to fund storm risk in 2014. In 2015 - 2017, not all surplus in PLA/CLA and the Coastal Account is needed to fund storm risk. Remaining surplus is available to fund a second event. Percent of surplus exposed is based on pre-hurricane projections.
- 2017 Depopulation PML data is as of 9/30/17. Depopulation PMLs are not included in storm risk totals.
- 2017 FHCF projections are preliminary and actual amounts may differ significantly from these projections.
- PMLs from 2011-2014 use a weighted average of 1/3 Standard Sea Surface Temperature (SSST) and 2/3 Warm Sea Surface Temperature (WSST). 2015 - 2017 PMLs reflect only SSST event catalog. 2017 Storm risk is based upon 06/30/2017 inforce data.



Citizens' Market Share Policies with Wind Coverage

County Name	Total Insured Value Market Share (as of 06/30/17)
Palm Beach	6.2%
Broward	10.3%
Miami-Dade	19.9%
Monroe	59.6%

Notes:

1. Includes admitted insurers (and Citizens) writing personal and commercial residential property statewide.
2. State Farm Florida filed QUASR data as "trade secret" with the OIR beginning first quarter 2014. This exhibit reflects values for State Farm Florida as reported for fourth quarter 2013.

HURRICANE IRMA

Top 10 Counties with Claims

Miami-Dade	20,191
Monroe	8,254
Broward	7,973
Pinellas	3,187
Palm Beach	2,513
Lee	1,936
Collier	1,908
Brevard	1,099
Sarasota	822
Pasco	801

As of October 10, 2017

- As of October 10, Citizens had received 53,945 claims. The bulk of claims have come from Miami-Dade (37.5 percent), Monroe (15.3 percent) and Broward Counties (14.8 percent).
- Over the next 18 to 24 months, that figure is expected to reach 70,000.



Hurricane Irma Costs and Financial Outlook

- The gross modeled loss related to Irma is \$1.2 billion
- Projected reinsurance recoveries are \$193.6 million
- Projected net loss is \$1.0 billion

This means that surplus of \$7.4 billion will be reduced by the projected net loss of \$1.0 billion – remaining surplus of \$6.4 billion.

Citizens has not encountered any difficulties with the payment of claims. We have sufficient liquidated funds for the projected losses related to Hurricane Irma

- Nine press releases were sent to advise the press and stakeholders of important developments and recovery efforts
- Customer and agent emails were leveraged to ensure customers and agents were both prepared and informed about storm-related and recovery activities
 - A total of 18 emails were sent throughout September with over 637,941 recipients
- Radio advertising to encourage pre-storm preparations and notify listeners of the CRC locations ran in four key markets: Tampa Bay, Miami, Ft. Myers/Naples and the Keys
 - A total of 1,792 radio spots ran from 9/8-9/27
- Website traffic on Irma-focused pages remained steady throughout the month
 - There were 25,027 views of the Hurricane Irma page and FAQ page
 - From 9/5-9/30, there was an average of 12,600 sessions per day
- Social media posts also were used to help promote a message of preparedness and notify of CRC locations
 - Ads were rotated on both Twitter and Facebook to ensure maximum reach and relevance
 - The combined campaigns amassed 655,130 impressions for Citizens' accounts

- A CRC is a fully functioning remote office, equipped with necessary supplies and technology, including a mobile generator and satellite solutions
- Functions are customer-facing and include:
 - Verifying coverage
 - Filing First Notice of Loss (FNOL)
 - Providing Additional Living Expense (ALE) advance checks, when appropriate
- Deployed as soon as it was safe to travel, including:
 - Three Field Service Vehicles (FSVs) which provide the technology and supplies needed for each CRC
 - 50+ employees from all Citizens locations throughout the state

- Opened three CRCs on Friday, September 15th, within days of the storm exiting Florida and maintained presence for three full weeks
 - Key Largo (9/15 – 10/5)
 - Naples* (9/15 – 9/17)
 - Florida City* (9/15 – 9/18)
 - Marathon Key (9/19 – 10/5)
 - North Miami Beach (9/20 – 9/24)
 - Satellite office in Big Pine Key (9/20 – 10/5)

**Relocated CRCs as demand changed*

The CRCs :

- Assisted over 2,500 people, including close to 1,800 policyholders
 - Provided information to non-policyholders regarding other assistance available in area
- Filed over 800 FNOLs
- Provided over \$1.1M in ALE advances

- Partnered with five vendors for 24/7 First Notice of Loss call center support consisting of over 865 trained Customer Service Representatives across 11 site locations
- Serviced over 88,000 calls with a Service Level of 83.2%
 - 83.2% of all phone calls were answered < 20 seconds
- Activated proactive outbound calling campaigns promoting an efficient and accurate claim experience for policyholders, focusing on the following:
 - Verified policyholder contact information for the adjuster
 - Reminded policyholders of repair options to property if applicable
 - Educated policyholders on any Citizens' Catastrophe Response Centers open in Monroe County for Additional Living Expense advancements

- Providing daily report of claim activity to Agency Principals
- Conducted seven post-landfall Agency conference calls
 - Provided updates on claim counts and activities
 - Updates on Catastrophe Response Center (CRC) locations
 - Provided support material (Coverage Q&A's)
 - Conducted live Q&A
- Deployed Agency Management resources to help impacted agencies and customers
 - Collier, Monroe Counties
 - Resources “in-agency” to assist customers and provide ALE
- Conducting targeted outreach to agencies with more than 100 claims

- Citizens has 1,314 dedicated claims resources handling Irma claims
- Specialized CAT Task Field and CAT Desk Teams established:
 - Fast-Track Desk unit handling lower severity claims
 - Homeowners and Commercial Desk Adjusters working moderate severity claims
 - Large Loss Specialized Teams handling high severity claims
 - Dual-peril loss claims group is evaluating claims where surge has been identified at FNOL
 - A Claims Resolution team is handling reopened claims or reassignments from the fast-track team
- Citizens utilized drones and roof reports from our estimating software to assist in the adjustment of the claims and reviewed post event aerial imagery to evaluate the severity of damages in the Florida Keys and coastal areas impacted by Hurricane Irma.



Claims Response Additional Teams

- **Key West Operations:** Citizens has established a base claims operation response in Key West, under one roof, at a local hotel with a deployment of 100 tenured, experienced Citizens Staff and contracted adjusters, under Citizens' management.
- **SIU Operations:** Citizens' Staff Special Investigation Unit has established a specialized team to investigate all areas of potential insurance fraud, consumer price gouging, agency improprieties, Public Adjuster improprieties, reporting to Department of Financial Services as identified.