

# CitizensAdvisor



## Hurricane Season is here: Citizens Is Ready.

TALLAHASSEE, FL – The 2018 hurricane season has officially begun and Citizens is urging its policyholders and all Florida residents to make sure they are well prepared to take care of themselves and their families during and after a storm.

For its part, Citizens is Ready.



To prepare, Citizens conducted mock disaster exercises last week to better prepare its catastrophe responders for what they might encounter following a storm. The annual exercises help to maintain a level of preparedness while adapting procedures based on experience. Using lessons learned from last year's response to Hurricane Irma, Citizens is ready to assist its policyholder again if the wind blows.

"We want to make sure that we are ready for our customers, not if, but when a storm strikes," said Steve Bitar, Chief of Underwriting and Agency Services. "We do this to prepare, so our customers get the best service possible."

"This exercise gives us the opportunity to find holes in our process and see if there is anything we need to button up and test the plans that we have so we are prepared," said Jeremy Pope, Citizens Senior Director

of Consumer and Policy Services. "We do this every year and it is extremely helpful."

Citizens has three mobile Catastrophe Response Centers that can be immediately deployed to affected areas following a storm. Equipped with generators and satellite communication technology, the front-line centers allow Citizens claims representatives to process catastrophic claims and issue initial living expense payments to policyholders unable to return to their homes.

During Irma, Citizens handled nearly 1,800 claims at three CRCs located in North Miami, Key Largo and Marathon Key, issuing more than \$1.1 million in initial living expense checks to help customers displaced by Irma. Later this year, Citizens will be enhancing its claims paying capabilities by allowing customers to report and track their claim directly via computer, telephone or other mobile devices.

Continued on page two

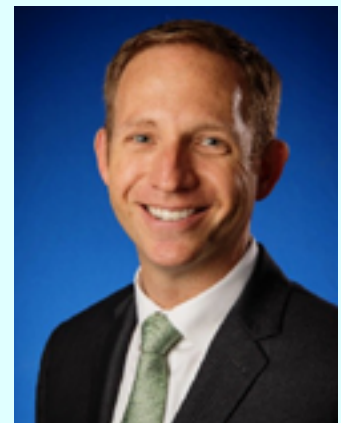
**June 5, 2018**

### Events

**June 20 @ 9 a.m.**

[Citizens Board of Governors](#)  
Sheraton Orlando North

### Spotlight



#### **Jeremy Pope**

Senior Director of  
Consumer & Policy  
Services

### Policies in Force

**442,826**

as of June 1, 2018

Continued from page one

"It's all about giving our customers the knowledge and information they need to work through this process," said Steve Bitar, Chief of Underwriting and Agency Services. "No one's home is rebuilt overnight and it important they be able to track the progress of their claim. We're leveraging technology to make that possible."

To help our policyholders stay abreast of developments, the Citizens website features a [Storm Tracker feed](#), which delivers real-time [National Hurricane Center](#) updates directly to your desktop and mobile device through its [website](#). Citizens also offers storm preparation and response information through [Facebook](#) and Twitter at [@citizens fla](#).

Citizens has also partnered with the Florida Public Radio Emergency Network (FPREN) to bring the latest news about catastrophic weather impacting your area. FPREN updates can be heard on local public radio stations and by downloading their free Florida Storms app from [iTunes](#) and [Google Play](#).

## Quick Links

[Legislative Resources](#)

[Newsroom](#)

[Outreach Form](#)

[The Florida Channel](#)

[Board of Governors Materials](#)



[Unsubscribe](#)

# What's in Your Kit?

## Hurricane Preparedness Kit

Build your hurricane kit with the following items:

Reusable ice/cool packs to keep food cold if the power goes out	Battery-powered flashlights or lanterns	Self-contained first-aid kit, including prescription medications for three days	Food and water for three days for each person	Weather band radio to monitor weather alerts	Tarp or flexible, waterproof sheeting in case your home is damaged
Batteries and car chargers for phones and mobile devices	Games and toys	Pet supplies and medications	Cash for post-storm purchases	Important household documents (insurance policy, immunization records, bank information)	

For more hurricane kit information, visit [www.floridadisaster.org/planprepare/disaster-supply-kit/](http://www.floridadisaster.org/planprepare/disaster-supply-kit/)

**CITIZENS**  
PROPERTY. BUSINESS. COMPASSION.

#HurricanePrep

Citizens has developed educational materials to help policyholders build their hurricane preparedness kits. The graphic above is available for use at your local constituent meetings to further help your constituents prepare. For printed materials that can be sent to your district office, contact [Candace Bunker](#).

## News Links

[Business coalition meets hurricane season with consumer warning against AOB abuse and fraud](#)  
Florida Politics

[Man sentenced to 20 years in prison for setting homes on fire in insurance fraud scheme](#)  
WPLG Local 10

[Florida Activates Anti-Fraud Teams in Wake of Tropical Storm Alberto](#)  
Insurance Journal

[Hurricane season: What is the Saffir-Simpson scale; how does it work; is there a Category 6?](#)  
Atlanta Journal Constitution

[Get ready: Florida tax holiday for hurricane supplies is June 1-7](#)  
Sun Sentinel

[Florida cat fund \(FHCF\) aims for \\$1bn reinsurance buy at lower attachment](#)  
Artemis