

CITIZENS PROPERTY INSURANCE CORPORATION

SUMMARY MINUTES OF THE CONSUMER SERVICES COMMITTEE MEETING

Thursday, June 14, 2018

The Consumer Services Committee of Citizens Property Insurance Corporation (Citizens) convened telephonically on Thursday, June 14, 2018 at 10:00 a.m. (Eastern Time).

The following members of the Consumer Services Committee were present telephonically:

Freddie Schinz, Chair
Bette Brown
Greg Rokeh
Phil Zelman

Steve Bitar
Christine Ashburn
Sha’Ron James
Blake Capps

The following were present telephonically:

Barry Gilway
Bonnie Gilliland
Barbara Walker
Alden Mullins
Michael Peltier
Candace Bunker
Jeremy Pope
John Vaughan
Jay Adams
Manda Marsico
Ray Norris
Kelly Booten

Kirk Elmore
Stephen Guth
Sarah Harrell
Stephen Mostella
Judy Grunewald
Dan Sumner
Jennifer Montero
Ariel Shami
Rochelle Dori Brahm, Southern Oak Ins.
State Board of Administration
Ashlee Tising, Greenberg Traurig Law Firm
Rebecca Griffith, Sun Sentinel

BONNIE: Good morning and welcome to Citizens Consumer Services Committee meeting. Our meeting will convene in a few minutes at 10:00 a.m. If you are not speaking on today's call, please press star 6 to mute your line. Do not place this call on hold. Again, please press star 6 to mute your line and pound 6 to un-mute your line. Thank you for identifying yourself prior to addressing our committee. Citizens' Board and committee meetings are recorded. Transcribed Minutes are available at our website. Thank you. We will be convening the meeting shortly.

Chairman Schinz, would you like for me to proceed with a roll call?

CHAIRMAN SCHINZ: Yes, Bonnie, that would be absolutely fantastic.

BONNIE: All right, okay, Chairman Freddie Schinz?

CHAIRMAN SCHINZ: Here.

MR. CAPPS: This is Blake Capps. I am here.

BONNIE: Thank you. Greg Rokeh?

MR. ROKEH: Here.

BONNIE: Phil Zelman?

MR. ZELMAN: Here.

BONNIE: Sha'Ron James?

MS. TOGOOD: This is Vicki Toogood calling in for Sha'Ron James.

BONNIE: Thank you, Vicki. And Christine Ashburn?

MS. ASHBURN: I am here, Bonnie, thank you.

BONNIE: Thank you. You have a quorum, Chairman.

CHAIRMAN SCHINZ: Thank you very much. I would like to welcome everybody to the Consumer Services Committee meeting this morning, and I am so glad that everybody is here. And with all that said I would like to call the meeting to order and seek approval of the prior Minutes. Do we have a motion?

MR. ZELMAN: This is Phil Zelman. I will make a motion.

GOVERNOR BROWN: I will second, Bette Brown.

CHAIRMAN SCHINZ: Thank you, Betty, and thank you, Phil. We have a motion and we have a second. Therefore, what we are going to do is we are just going to move right on into item two, which we recognize and thank Christine Ashburn for her work on the communication overview and Manage Repair Program. Christine, the floor is yours.

MS. ASHBURN: Thank you, Mr. Chairman, and good morning, members of the committee. There is a lot

of information, very detailed information. I know the Chairman had asked that we put together a comprehensive overview with the new product language changes going into effect for dwelling property three and homeowners' H-03 policies beginning for renewals and issuance of new policies August 1st, and beyond, that of course relate to the \$10,000 limit on water with a \$3,000 within that limit of emergency services unless you use Citizens' Manage Repair vendor.

So I wanted to, I won't go through this in fine detail, but I did want to give the committee some comfort in knowing that we have a comprehensive campaign outlined and already rolling into effect with renewal packets and, you know, and policies being issued for 08/01 dates.

So the first thing I wanted to share is we have revised the declarations packet and customized it so we can speak in very clear terms directly to the customers impacted. In years past we have been, you know, we have not gone down the path of customizing by line of business. So we would say you may be impacted. So we have revised and, you know, and the systems and operations team have been wonderful to help us get revised packets so that we are able to speak directly to the impacted policyholders, and those packets have been revised, talking in good detail in plain language to our customers at the front of the packet when they receive their policy, making them aware of what their coverage limits could be and what is expected of them at the time of loss. And, of course, that also revolves around initially calling us at the time the claim occurs which will avoid any confusion. We can help them get into that free emergency dry out language if they so choose and if they need it.

So that has been implemented and added to the system as of about a week or two ago. Of course, direct mail, while expensive, we believe is critical for this campaign. We are sending a letter to renewing homeowners and DP-3 policyholders for effective dates after -- on or after 08/01, which will be accompanied by an informational brochure which reviews the program and the benefits of the program.

We really want to accentuate the positive and make them aware of the impact if they don't contact us and use the program which, of course, is their limit on water is \$10,000. I have attached a draft of that letter that has gone through our internal review and approval process. Late last night it was attached and that letter will be added if it has not been already to the Consumer Services Committee docs on the website. So letters are targeted to begin going out, not exactly on 08/01, but maybe a week or so after the renewal date in tranches so that you get your renewal, you know, you get your policy packet from Citizens, and then a week or so later you would receive a well-marked envelope on our letterhead with a call to action of open important information enclosed, open immediately, and it will involve a letter and it is very clearly written, and I hope you all can see, and, of course, a brochure that is under development with Claims and my Communications team for brand and style and a look and feel, but also to make sure Claims is comfortable on the product with the how we are describing the program.

We are also leveraging our new business e-mails and able to customize that now for the lines of businesses impacted in a similar way to welcome them, you know, to welcome them back with their renewal to Citizens and touch on the importance of them understanding this program. Also that e-mail reminds them that they can, you know, reminds them that they can sign up for My Policy if they haven't already, our new online customer portal.

Additionally, we are building as I mentioned a new informational brochures that I said, like I said, will be developed to accompany the renewal letter. It will be available for use by agents at the point of sale or for availability with their customers who have questions at any time during the policy term, and also to arm the adjusters who will be working these claims to hand out to customers when they are on site inspecting the loss so

that they can understand what is available and how it all works.

We are also, I am excited to tell you all, revising the magnet that we have used in the past in the tri-county area as part of the Call Citizens First campaign to -- and it is going to be easier said than done, to revise the information on the postcard that is attached to the magnet, but more importantly, without making the magnet too wordy, we are working on highlighting the importance of understanding, you know, the impact on coverage if they don't Call Citizens First, but also trying to ensure them in a positive light. So we are going to target our H-03 customers. The DP-3 customers, we are going to wait on that and target the H-03 which is the larger book of business and I think where the majority of our concern has been with some of the AOB issues, et cetera.

Of course, we are going to leverage our external website. We will have our program brochures. We will have a full page dedicated to this program where folks can easily find information about it. There will be frequently asked questions, you know, as we have new information and assets that we believe are useful for consumers and graphics, all of that will be available in easy formats on our website.

We will be leveraging social media in any way we can. We are currently active on Facebook and Twitter and have a much larger linked in presence where we can actually link in and allow us to have more detail. So we will be help leveraging all of those, all of those avenues to communicate with our customers.

And, of course, traditional media, we will do a press release. I am certain there will be a good bit of media coverage as this launches, and you know, of course, it will take time for us to see claims under the policy form. So this will be an ongoing conversation with the media.

And then finally and last, certainly not least as it relates to the large piece, agents. Our agents are out first, our first avenue of communication at the point of sale and we are creating currently and advising agents on the program and creating enough communications and assets, like I said, the brochures and other things that they can use with their customers in the offices or on the phone to make sure that they are aware of these policy form changes and what is expected of them. But there is also training and webinars being developed by learning and development for our agents and, of course, we will have training for our own employees, different types of training, depending upon the department.

Obviously, very intensive training that learning development will need to do for Jay's claim shop and those who will be involved in this and then, of course, we want to make sure our Call Center is aware and their scripts will be updated to help them guide folks at FNOL on what their options are.

And they will also, as you will remember, be able to file their claim on -- through My Policy now online and as part of that launch they will be able to opt in or not into the emergency services piece of the program.

So Mr. Chairman, that concludes my report, and I know there is a lot more detail in here. If anyone has any specific questions on what we have included, please, please feel free to ask.

And I am happy to take any questions.

CHAIRMAN SCHINZ: Thank you, Christine, appreciate the report, very well done. Does anyone have any questions of Christine at this time?

MR. CAPPS: Mr. Chairman, this is Blake Capps. I have one.

CHAIRMAN SCHINZ: Okay, go ahead, Blake.

MR. CAPPS: Yes, Christine, the emergency water removal part of this that has a cap of \$3,000.

MS. ASHBURN: Yes.

MR. CAPPS: The \$3,000 comes out of the \$10,000. And what I am curious about, a lot of these water remediation companies make a nice buck for their services. And I was wondering, are there a lot of people caught off guard as to how much the charges are going to be for that particular portion of the job that gets taken out of their \$10,000? Like are there a lot of people who say, okay, you know, I am really surprised at how much they charged me for the water removal part of it?

MS. ASHBURN: Well, the program, this particular program is in an action now. And I will let Jay speak to his private customers currently. But remember all of the 10 and the 3 relates to if you don't choose to use the program once you are on this policy form.

If you use our program you have access to full coverage limits depending on the damage, and I know Jay is on the phone because he is giving us an update next and I would like to defer to Jay for any details on what he is seeing and expectations on the claims side with consumers as the program is launched since he is in the details on this every day.

MR. CAPPS: Okay.

CHAIRMAN SCHINZ: Okay, great. Blake, do you have any more questions for Christine?

MR. CAPPS: Not for Christine, but I will catch Jay on that issue.

MS. ASHBURN: Jay, are you on the phone?

MR. ADAMS: Yes, I am on the phone. So Governor, ultimately today the way the product language reads is that the insured has to call for permission if they are going to exceed the \$3,000. Many of the claims that we get for non weather water today have assignment of benefits attached when they are reported during the FNOL or the first notice of loss process. In those agreements they are asking to exceed that amount.

So I would say that the market is pretty well informed with respect to how the language reads today, and I believe after the product language goes into effect 08/01, the marketplace will very quickly pick up on what they need to do.

MR. CAPPS: Okay, good, thank you.

MR. ADAMS: You are welcome.

MR. ZELMAN: This is Phil Zelman. I do have a question there. As far as what you are saying the marketplace, I know now to do a dry out is substantially more than \$3,000.

Do you think even with an assignment of benefit to a company outside of Citizens that their rates are going to drop to \$3,000?

MR. ADAMS: I don't know what other carriers may do with regards to our product filing. What I can tell you is that today we use Links, Lynx who is an independent third-party to review all water mitigation invoices that are submitted. They review all of those invoices against the IICRC water mitigation standards that are in the marketplace today, and the average for all of those that come back, Lynx's recommendation is around \$2,600. So we believe the \$3,000 mitigation cap for the vendors will be more than enough for the average policyholder.

And as Christine spoke to, we have a very flexible consumer centric product built where the insured always has the option to come back into mitigation services. So if they were to exceed the \$3,000 cap with their vendor, and additional work needed to be done, our program will allow for them to come in for those mitigation services.

MR. ZELMAN: But would that be with a max of \$10,000 at that point?

MR. ADAMS: So if the insured leverages Citizens' mitigation program, that is paid as an expense to the claim file and does not count towards the \$10,000. Now, if they leverage their own contractor and they exhaust their \$3,000 limit, they would only have \$7,000 left for their permanent repairs, and then they can make a choice at that time if they want to enter the permanent repair portion of the Manage Repair program.

So Citizens gives them a failsafe twice. Mitigation services, they can do it on their own until they reach the cap and then we will take over, and then at that point when we establish it is a covered claim and what those damages are, the insured has the choice again to either enter permanent repairs or do the work on their own for any remaining balance of the \$10,000 sub limit.

MR. ZELMAN: But if they -- if they opt into the Citizens program at that point do they still just have the \$7,000 or do they go to an unlimited amount on the repair?

MR. ADAMS: If they opt into the permanent repairs with Citizens Manage Repair program they revert back to the Coverage A limit.

MR. ZELMAN: Wow. We really need to explain that to the agents. I think they are really --

MS. ASHBURN: We are planning on it, Phil. And I know Carl and the learning development team has got, you know, there is a lot of training and webinar information and I know Steve is on the phone. I think there is a lot, there is a huge focus on educating the agents as you are our first line of education at the consumer level on this and we are going to arm you all with very easy to understand brochures and hopefully kind of work flow graphics to show how it all works.

So there is a lot in play here moving very quickly to get it finalized so we can roll it out to the agent force and then be ready for the consumers as well.

MR. ZELMAN: Great.

MR. BITAR: Good morning, everyone, this is Steve Bitar. Can you hear me? I am driving, so forgive me for being on the road.

We definitely also have, Phil, some training classes for South Florida to roll this out specifically. So we are finalizing those dates and times as we speak. I had the 08/01 language being rolled out, we are looking at some time in the August time frame, but we are going to be doing live classes in addition to the training module that

we are developing specifically around the 08/01 policy language, and all of the other collateral materials that Christine spoke of moments ago.

So trust me, we are highly committed to making sure our agents are armed to be able to explain this to customers in addition to all the direct communications we are doing with customers as well.

MR. ZELMAN: Okay, great, thank you.

CHAIRMAN SCHINZ: Thank you, Steve, thank you, everybody, for answering those questions, Are there any further questions for Christine or Steve?

With no other further questions I would like to go ahead and move on to tab three, and I would turn this over to Jay Adams for the Hurricane Irma 2018 hurricane prep report and update. Thank you, Jay. The floor is yours.

MR. ADAMS: Thank you, Chairman, and committee members. For the record, this is Jay Adams, Chief Claims Officer. I would like to start with just giving a very brief update on Hurricane Irma. To date we have received 68,745 claims and we have 10,335 of those claims still open.

We are still getting in the neighborhood of somewhere between 25 and 30 claims per day that are newly reported Hurricane Irma claims. To date we have paid plus reserve just slightly over \$1 billion for the Hurricane Irma event.

I would like to move on very quickly to Tropical Storm Alberto. This storm moved up through the panhandle a few weeks ago. We have received 127 claims for that event and we have paid out around \$55,000. And with that I would like to move directly into the presentation that is behind tab number three for our catastrophe preparation and give everybody some level of comfort that the Citizens is ready to respond.

Starting on slide two I just wanted to point out here that catastrophe planning and testing is year round here at Citizens. We have a team dedicated to this and they spend all their focus on doing catastrophe claiming and such.

On slide number three when we have a catastrophe response we break those responses down into stages of how we are going to respond. For stage one it is typically a tropical storm or maybe a tornado, something that we could consider a low event or insignificant, similar to the Alberto event we just had.

Stage two would be category one and two hurricanes and stage three would be category threes, fours and fives.

On slide four, this slide is outlining the different methods we have to be able to respond to a catastrophe.

We have multiple choices, multiple work flows and such. The manage claim model is our non catastrophe work flow where we leverage independent adjusters. They handle the daily claims that do not have high severities on those. When an event occurs we usually send the first round of claims to these folks because they are already deployed in the marketplace. They can make contact and inspections very quickly. So we get them up to their capacity to handling claims first.

We also can leverage Fast Track and what that means is those are phone handled claims. So maybe a few shingles off your roof, a fence down, a tree on a fence, those type of things. We have an inspector program where we leverage folks in the marketplace that have a background in the homeowner industry, such as real estate agents, insurance agents and home inspector types.

We leverage them to go out and handle the low severity claims as well on site inspections and they leverage software that is put on to a smart device that helps assist them in obtaining the appropriate scope of information. When they have gotten all of that information that adjuster software pushes it into our Xactimate estimating platform and provides us with an estimate.

We also use the traditional model where we have desk adjusters and CAT field adjusters where they task claims out. And then we also have specific work flows for large loss and commercial.

On slide number five, it is important that everybody understand that from a claims perspective and especially for catastrophe we have to have a very scalable model. As you all recall three or four years ago we had over one million policies in force. Today we have 442,000 policies in place. The model to handle claims in those two significant differences would be very significant for us as well. So we have to make sure that as we plan and build this that it is scalable. So what is important for us is we need to always look at the storm, the size, the proximity, where it may make landfall and how many policies in force are in the impacted area.

From there what we do is we try to project the resources that we are going to need to respond to that event and then what type of work flows we can utilize to best maximize the resources that we have.

On slide number six, as we prepare for the 2018 hurricane season we have made a few changes base order what with we learned from Hurricane Irma. We are integrating Xact analysis more strongly into our work flows which is an industry standard. We did some additional solicitations, and I will speak very briefly to those. We updated our resource calculator and we continue to work with Carl Rockman and his agency group in the agency outreach areas.

On slide number seven, I want to just touch very briefly on Xact. You hear claims talk about Xactware, Xact claims experience, Xactimate, Xact Analysis. All of these are Xact products. Today we use Xactimate and that is our line item estimating tool. So we go out, we scope the damages and that tool provides a line item estimate that we can provide to the insured. Xact Analysis is the back end management tool for that, and that allows us to run real time reports. It allows us to manage the claim volume and make assignments and move them around and such. And as I indicated before, Xact Analysis really is an industry wide tool that the independent adjusting firms utilize.

On slide number eight, all we are saying here is we are going to leverage the Xact Analysis assignment engine to take some pressure off of our claims management system. We have pretty significant algorithms that assign claims, and what happens in a CAT when the volume increases it puts additional pressures on the system and makes things go to cues. By using the Xactimate or the Xact Analysis work flow tool that will help take some pressures off of that system.

On slide number nine, I spoke briefly to some solicitations that we did. So the Governor issued an emergency order immediately following Irma which gave us the ability to enter into emergency contracts. Going into storm season 2017 we were short on resources and we were pretty transparent about that.

We were able to leverage the emergency order to do emergency contracting with vendors. And what we have done is we have taken all of those emergency contracts that we did and we are pushing those into long term contracts to @24:22 (inaudible) the (inaudible).

The first we have is aerial imagery, and what we do there is we use archive imagery and we use that in the

adjustment process, specifically in litigation, and our underwriting folks also leverage that information. We do post event imagery and that is where we use fixed wing aircraft with high definition cameras hanging off of those to fly over areas such as the Keys in 2017. And what they are doing is they are providing photographs of every individual property that has damage. We are able to leverage that information to help understand what our response needs to be, and then we also have drone services and that helps us with inspecting roofs that are either too steep or dangerous to being assess or they may have debris issues that we can't get there.

We also did a follow up on to our CAT independent adjuster solicitation where we brought on all of the CAT vendors that wanted to come into the fold. We leveraged the inspector program as a pilot during Hurricane Irma and we finalized that and we have that in a solicitation. And we also did a Fast Track solicitation for doing those phone handled claims, and the idea behind that solicitation was we want to make sure that those folks are housed outside the state of Florida.

Jacksonville is our primary location for our catastrophe response and it seems like a lot of these systems want to come to Jacksonville before they leave the state, and a lot of times that creates delays. So by standing up the Fast Track first response team in another state gives us the ability to start sending claims to them and start as soon as they start coming in without any delays.

On slide number 10, this is our resource calculator. We made some updates to this. There is a lot of formulas and algorithms built into this product, and what this does is once we put all of the information in about the storm that we know, the wind speeds, where it is going to make landfall, the policies in force and such, what it does is it produces a list of resources that we need and what types of resources that we need. And what is mission critical about that is we need to be able to deploy resources and make the requested independent adjusting firms as soon as possible to make sure that the resources that we are contracted for can actually come to that storm event.

On slide number 11, we will continue our agency outreach. As I mentioned earlier, Carl Rockman and his agency managers did a phenomenal job with us last year. They helped us in post event calls. So we had claims and agency working together hand in hand to keep everybody on board with things that were changing in the claim processes. We used agency managers in the offices that had the most impact from a claims perspective. They also helped attend town halls with us when we had claims town halls.

On slide number 12, we still have a resolution unit up and running in Jacksonville for Hurricane Irma. To date they have handled about 100,000 claims -- excuse me, 100,000 calls. They really are focusing on severity claims two through four, which are lowest severity. A lot of folks are calling in asking questions. They may have supplemental damage and those types of things and this unit handles all of those types of things.

On slide number 13, this talks about our office and contingency space. As I mentioned earlier, in our Jacksonville office here we have space on the third, fifth and 18th floors where we house these independent adjusters that are a responding to a CAT. We will have off site capability for Fast Track for 2018, and then we always have the ability to go out and contract for hotel space, similar to what we did in Key West.

When Irma made landfall we obtained the aerial imagery, post aerial imagery, identified the need for having a response center down there in the Keys and we opened up in a motel there in Key West.

On slide number 14, these are photos of some of our mobile technology. We have a mobile satellite solution. We had to leverage that solution in Key West as there was no Internet when we arrived. And we have two 800 kilowatt generators where we can power up an entire building or a motel that can house about 40 to 50,000

square feet.

On slide number 15, on an annual basis we always go back and do catastrophe testing for things that either didn't work as planned or we didn't get the end result outcome that we were looking for. Every year we go back and stress test the first notice of loss call centers because they have to bring on additional staff when a catastrophe hits. We go from getting 75 to 100 claims a day to where we may get as many as 10 or 20,000 claims a day. We have tested our catastrophe response center and we will be testing these different solicitations that we are bringing to the Board of Governors meeting here next week.

On slide number 16, this talks about the catastrophe response center that Steve Bitar and his team work on.

These folks go out and set these up to help our customers. Each year we identify a group of volunteers to be able to assist with these. Each of these centers takes 12 to 15 volunteers to make it work, and when we send those out they typically deploy for about 21 days.

On slide 17 you can see some live shots here. I believe these came from the deployments that we did during Irma, and during Irma Steve and his team were able to stand up all three of our catastrophe response centers to help many, many of our customers.

On slide number 18, Christine and her team have done a phenomenal job working on our Citizens Is Ready campaign, and this is a public education campaign just for awareness so that people can help prepare for catastrophes year round. She mentioned many of the channels that she is leveraging in her presentation so I will not repeat those.

On slide number 19, here are some of the great graphics and information that they have put together for the Call Citizens First part of that campaign.

On slide number 20 you can see some of the stuff that they have placed in our website and other places for hurricane preparation.

Slide number 21 is an example of a Facebook and Twitter, what we look like on those particular places. Christine and her team also are responsible for around the clock storm monitoring. They have 12 people in the communications team that monitor the National Hurricane Center. Anytime a storm watch or warning is issued for any part of Florida they have to turn off the binding and notify all the appropriate folks and update the website as applicable.

If you go to slide 23, here is some of the great work that they continue to do and put on our website and information that goes out to our policyholders.

Christine and her team, on slide number 24, also participate on the Governor's Emergency Operations Center and they partner with the Florida Public Broadcast stations.

And on slide 25, it is just a restatement of what I said at the beginning. Citizens is ready for catastrophe season 2018.

Mr. Chairman, that concludes my presentation and I would be willing to take any questions.

CHAIRMAN SCHINZ: Jay, I have one question, this is Freddie, and thank you very much for such a comprehensive report. As far as having enough adjusters available for Citizens in the event we do have a catastrophic incident this year, do we have enough of those lined up do we think?

MR. ADAMS: That is the -- that is a hard question to answer. So I will tell you that we have contracted with as many independent adjusting firms as we can. All of those requirements or all of those contracts require a minimum commitment of adjusters, but they are all allowed to provide over and above that. We believe with the solicitations that I mentioned today, Fast Track, the additional catastrophe resources and the inspection program that we will be in very good shape this year for total number of resources. But we will be splitting the work up very different than how we did it last year with all of these additional contracts.

CHAIRMAN SCHINZ: Okay, great, thanks, Jay. Is there any other questions for Jay? Well, since there is no other questions, Jay, I want to thank you very much for -- for this comprehensive report. It was very well prepared and delivered. And now we will go ahead and turn to tab four and we will recognize Steve Bitar for the My Policy update. Steve, you are on the floor.

MR. BITAR: Good morning, Chairman Schinz. I am actually going to turn this over to our Senior Director of Consumer and Policy Services, Jeremy Pope. He has been on the ground with regards to My Policy, really working with a great collaborative team at Citizens between Jane Zaria, Kelly Zaria, Christine Zaria, we have all really come together as an organization to put forth a lot of great consumer enhancements from a self-service perspective. So I would like to turn it over to Jeremy and let him provide a quick verbal update.

CHAIRMAN SCHINZ: Thank, Jeremy, welcome, please proceed.

MR. POPE: Thank you, thank you, Steve, and thank you, Chairman Schinz. As Steve eluded to I will provide a brief update on the My Policy application which as this committee is aware is our customer portal.

Back when we met during the last committee meeting we shared we had over 11,000 policies registered through the My Portal application, and I am pleased to share we now are over 30,000 registered policies. One exciting update we want to make sure that this committee was aware of, is on June 20th we have a regular scheduled system release, and one of the updates in that release will enable, will expand functionality with the My Policy application and will allow policyholders to file a claim for both personal and commercial policies 24 hours a day, seven days a weeks. So we are very excited about that for a couple of reasons. One we feel that overall it expands the consumer choice options through our self-services technologies which is great and is in alignment with various projects that we have on board that are in flight right now, but it also ties directly into one of our corporate @35:20 (inaudible) goals this year of overall cost reduction.

Jay made reference to the call centers having to ramp up during a CAT so quickly, and as this committee is aware, I know we shared previously for Irma we had to train over 800 customer service representatives across 11 sites. Being able to offer this additional servicing channel for First Notice of Loss, we definitely expect to lessen that burden and overall lessen our costs as well when it comes to training and outsourcing various calls, but also again goes back to consumer choice which we think is a win.

By expanding our First notice of loss Intake with our online portal this will provide multiple paths, if you will, for policyholders to directly report their loss to Citizens. Again, we have the website that is available where they can call us 24/7. They can contact their agent to file their loss or they can even visit a catastrophe response center should we set, should we open one of those centers up as part of our overall response efforts as an organization for an event.

So there is multiple channels we have available now or will have available as of June 20th, that will enable policyholders to file their claim and we do expect the expanded functionality will definitely help drive registration with the My Portal application, and Christine's group has done a really great job of continuously

communicating to our policyholders and marketing that functionality to really get the word out there that this is available to all policyholders at this time. And as we expand functionality on June 20th, and also future enhancements those additional functionality or those additional components of the application will be shared with the consumers. So I would be remiss if I didn't thank this committee for their support for moving forward with the online application and we definitely think it is a win/win for the organization and our policyholders as we approach this and as we are in this storm season, if you will.

So Mr. Chairman, that concludes this brief update. We committed to this committee that with any additional functionality and update with the My Policy portion we would bring forward and I would be pleased to answer any questions if there are any.

CHAIRMAN SCHINZ: Thank you, Jeremy. Does anyone have any questions of Jeremy or Steve on My Policy update?

Well, with none being asked we are just going to go ahead to our final tab five will be new business. Is there anything new that anyone would like to bring before the committee before we adjourn?

With no other comments I would like to thank everybody for their time and remind them that our next meeting is scheduled for September 20th. And also I look forward to seeing everybody next week Sunday in Orlando.

And do I have a motion to adjourn?

MR. CAPPS: This is Blake Capps. I will make the motion to adjourn.

CHAIRMAN SCHINZ: Thank you, Blake. Is there a second?

MR. ROKEH: Greg Rokeh, I will second the motion.

CHAIRMAN SCHINZ: Thank you. We have a motion to adjourn and a second. Therefore, thank you, everybody, for your time. Thank you, everybody, who participated in this meeting today for such a fantastic job and I look forward to seeing you guys next week.

This meeting is now adjourned.

MS. ASHBURN: Thank you.