



Voluntary Premium Reporting Help Guide

1. Why should an insurance company participate in Citizens' Voluntary Premium Reporting Program?

By participating, assessable insurers could qualify for credits against future Citizens' assessments for the Coastal Account.

2. Why did Citizens develop a new online system to report premiums?

The new online system provides efficiencies for participating companies and Citizens. Participating companies do their reporting online, and the system immediately verifies the data. Once verified, the system chooses policies for auditing and users can upload audited policy information. It's quicker and can be done in one online session.

3. Can participating companies submit premium information annually?

Although Citizens prefers that participants submit premium information quarterly, participating companies can submit premium information annually.

Keep in mind that annual reporting reduces participants' time to respond to errors and requests for additional information. Quarterly submissions allow time to review submissions for accuracy and additional time for participants to make changes and/or respond to requests for additional information in a timely manner.

Note: Companies can submit Commercial Lines premiums quarterly and Personal Lines premiums annually (or vice versa).

4. How can I receive my login information for the Voluntary Premium Reporting System?

Contact Citizens' Voluntary department at voluntarysubmissions@citizensfla.com to obtain login credentials.

Note: If you have additional staff members who need access, send an email to voluntarysubmissions@citizensfla.com that includes:

- Your company's National Association of Insurance Commissioners (NAIC) number
- The employee name(s)
- Their email address(es)

5. What should I do if I get locked out or can't remember the password or password reset questions?

Contact Citizens' Tech Support (1-888-685-1555) for a password reset.



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6. Can I use abbreviations for property addresses when I submit premium information?

Yes; as long as the abbreviations adhere to United States Postal Service's standards.

7. Is the layout of the data file the same as the former premium reporting process via email or mail?

One minor change is the order for the Location. The Apt/Bldg/Condo/Unit # now goes between the Street Name and Location City, not at the beginning.

Note: The [Coastal Account Voluntary Premium Manual](#) has the full record format

8. Can participants continue to submit a premium report until they no longer receive an error message for their file?

Yes; the system will overwrite any previous reports; however, once the policy audit selection is made, any subsequent attempts are considered a resubmission.

9. Can participating companies complete practice submissions in the new system?

No; Citizens does not have a test environment.

10. What if I receive validation errors in the Voluntary Premium Reporting System, but I choose not to correct them?

Any transaction indicating an address validation error will not be considered for credit toward Citizens' Regular Assessment for the Coastal Account.

11. What is the maximum file size I can upload for the Voluntary Premium Reporting System?

The maximum file size for a bulk upload is 40MB.

12. Does the Voluntary Premium Reporting System require a specific file type when uploading policy documents?

Yes, the file must be PDF format.

13. What should I do if I cannot find the *Upload Bulk Policy File* button to upload the documents?

Go into your browser settings and clear out your cache, close all browsers and try again.



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14. Has the credit structure and cycle changed for the online Voluntary Premium Reporting System?

No; the same grouping and territory factors apply, and your acceptable credit ratio is based on the accuracy of the policies reported. The system performs an address validation during the submission process that will remove any ineligible addresses. All due dates and cycle times remain the same.

15. To whom can I contact if I have questions?

Email questions to voluntarysubmissions@citizensfla.com. Citizens' staff should answer within one business day.