

Notification of Security Incidents (Citizens' Systems Not Involved)

June 11, 2021

Citizens has received reports of data security incidents involving two agency management systems. At this time, it does not appear that any Citizens systems has been involved.

If your agency is affected, the software providers should have contacted you to assist in notifying and supporting your customers.

If you have received notice of a security incident that could potentially involve Citizens' confidential information, please email Citizens at privacy@citizensfla.com so you can receive guidance about necessary steps to take.

Per the *Technology and Data Security Requirements* section of the [Agent Appointment Agreement](#) and the [Agency Agreement](#), agents and agencies agree to exercise a high level of care sufficient to protect Citizens' confidential information, documents, files, system programs or data in any form from unauthorized disclosure. The agent and agency agree to develop, implement, maintain and use reasonable and prudent technical and physical safeguards to preserve the integrity, confidentiality and availability of Citizens' information and to participate in responding to any security incident involving Citizens' information.

Resources

For more information, log in to the *Agents* website to:

- Review the *Security Incidents* sections of the *Agent Appointment Agreement* and the *Agency Agreement*, which are on the *myAgency > Agency Forms* page.
- See FAQ [2801](#) for a six security tips that can help protect your computer and its data, which was compiled by the Citizens Information Technology Security Department.

For additional information about this incident, call our Customer Care Center at 888.685.1555.

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- [mailto:?subject=Notification of Security Incidents \(Citizens' Systems Not Involved\)&body=Check out this site I came across http://www.citizensfla.com/agent-updates-bulletin?_com_liferay_journal_web_portlet_JournalPortlet_articleId=18275400&_com_liferay_journal_web_portlet_JournalPortlet_groupId=20702&_com_liferay_journal_web_portlet_JournalPortlet_plid=1490056&_com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publish](mailto:?subject=Notification%20of%20Security%20Incidents%20(Citizens%27%20Systems%20Not%20Involved)&body=Check%20out%20this%20site%20I%20came%20across%20http://www.citizensfla.com/agent-updates-bulletin?_com_liferay_journal_web_portlet_JournalPortlet_articleId=18275400&_com_liferay_journal_web_portlet_JournalPortlet_groupId=20702&_com_liferay_journal_web_portlet_JournalPortlet_plid=1490056&_com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publish)

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