



## IV. Additional Questions – Claims Process and Workflow

1. Additional Living Expense Practices: What amount is the adjuster instructed to send for initial ALE payment? What triggers the payment of additional funds?

Additional Living Expense is a reimbursable expense. We ask that receipts be submitted for additional expenses incurred to maintain the policyholder's standard of living in the event of a covered loss. As a courtesy, we do issue ALE advances based upon the specific circumstances of a particular claim and also offer the services of ALE vendors to assist with temporary living arrangements. ALE vendors direct bill to Citizens.

2. Who establishes the claims expectations or timeframe for the Claimant – Citizens' adjuster, Independent adjuster or other?

On claims handled by Citizens' adjusters (36%), expectations and timeframes are established by our staff adjuster. On claims assigned to Third Party Administrators (TPA), expectations and timeframes are set by the TPA adjuster.

3. Claim Denials: Form letter 2-52 appears to indicate that a conversation takes place with the policyholder prior to the denial letter being sent out. Is this part of Best Practices? If so, how does management measure compliance?

Yes. Claim denials are explained verbally to the policyholder and then followed up in writing. This is a Best Practice and is monitored by management through i-log documentation in open/closed file reviews and on-going QA reviews.

4. Provide a copy of the training materials and service expectations for mold and sinkhole claims used with Citizens staff and Independent adjusters.

Please see attached Sinkhole Workflow diagram. Each claim is adjusted on its own merits following guidelines set forth by Florida Statute 627.706.

5. Provide several examples of Independent Adjuster assignment instructions on sinkhole claims for losses reported in the third quarter.

Each sinkhole claim is adjusted on its own merits following guidelines set forth by Florida Statute 627.706. It is a manual review process to provide examples of Independent adjuster assignment instructions for sinkhole claims.

6. Best Practices with regards to mediations:
  - a. When is mediation recommended?
  - b. Who attends mediations?
  - c. What is the timeframe from receipt of mediation award payment issuance?

Mediation is recommended based on guidelines set forth by Florida Statute 627.7015 for DFS mediation; when a dispute or denial in excess of \$500 (not including the policy's deductible) exists, mediation is offered. Additionally, mediation is available contractually and is suggested as a means of settlement when a dispute arises that cannot otherwise be resolved. It is preferred that mediations be attended by Citizens staff. The check issuance process for payment of a mediation settlement is begun immediately after settlement at mediation.

7. Provide Customer Service training curriculum used to train Citizens' daily claims adjusters and Independent adjusters.

Please see attached on-line course curriculum for the following courses: *Citizens 101, Policyholder Declaration of Rights, Ethics, and Avoiding E-mail Pitfalls*

8. Form 2-51 Settlement – Does not address Law and Ordinance Coverage. How is the availability of Law and Ordinance Coverage communicated to the policyholder after a claim?

Law and Ordinance Coverage is verbally explained to the policyholder during the settlement process, as applicable. Additionally, this is followed up in writing by editing Settlement pattern letter. It is noted that there is no pre formatted optional paragraph for Law and Ordinance coverage in this form letter. This is currently being added.

9. Data from 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Quarter Policyholder Forums – Nature of Complaint or Inquiries.

Complaint or inquiries from the noted Policyholder Forums consisted of few claims related complaints. The majority of complaints/inquiries related to premiums.

