

Presentation to Citizens Task Force

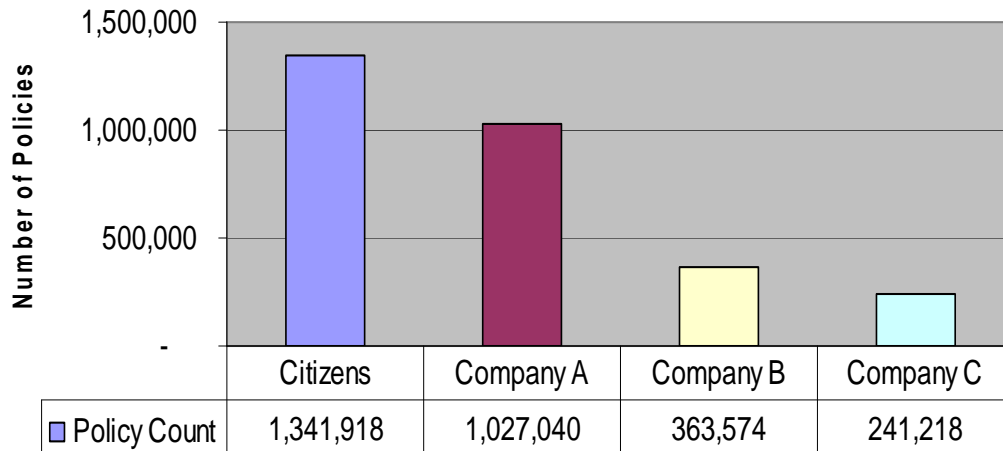
February 26, 2008

Tom Terfinko

Florida Department of Financial Services
Division of Consumer Services



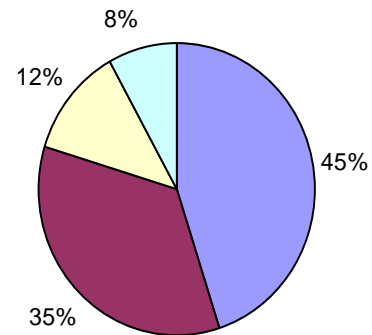
Policy Count Comparison as of 9/30/2007



Company	Citizens	Company A	Company B	Company C
Policy Count	1,341,918	1,027,040	363,574	241,218

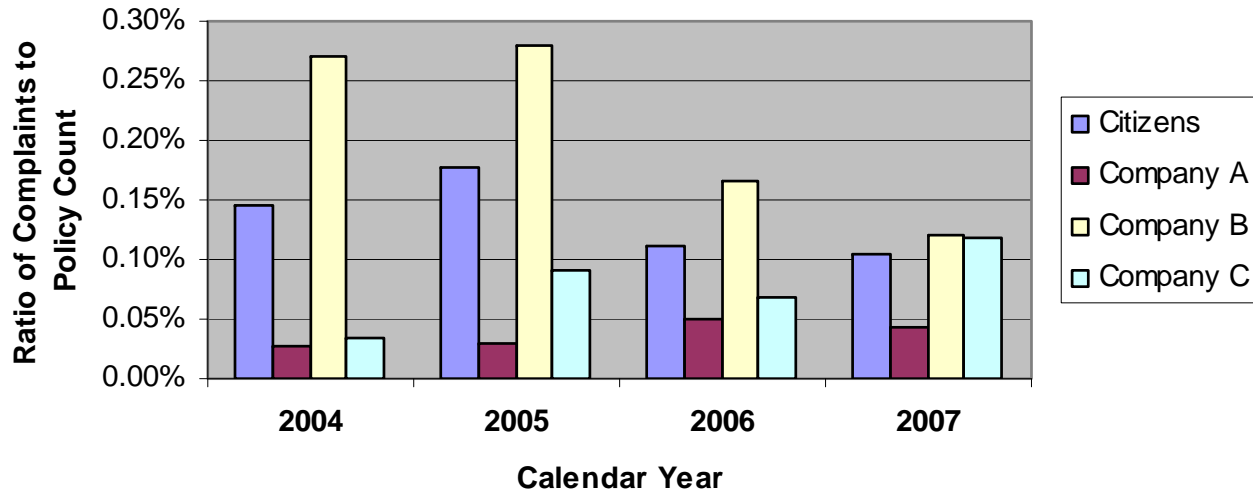
Company

Market Share Based on Policy Counts as of 9/30/2007

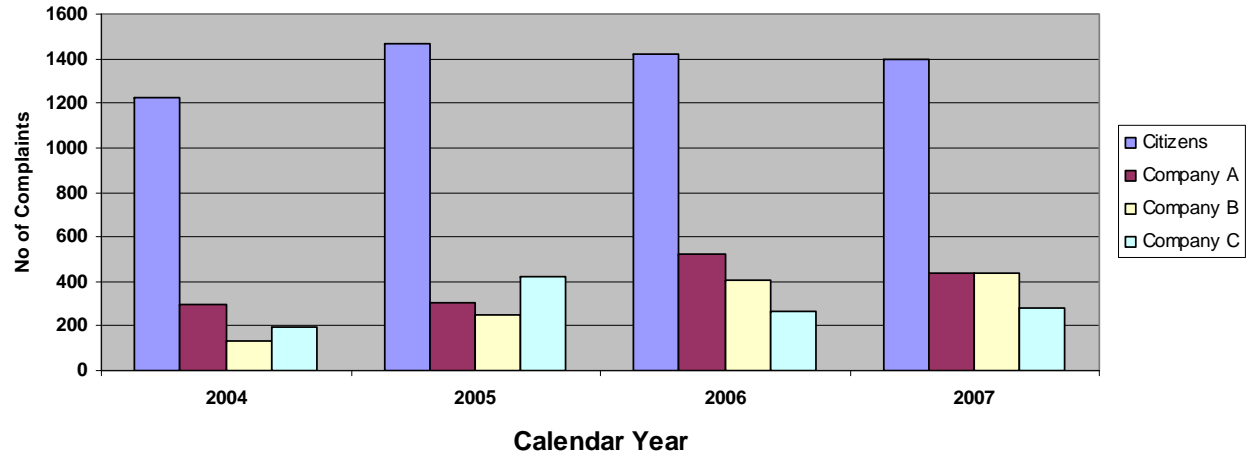


■ Citizens
■ Company A
■ Company B
■ Company C

Complaint Ratio by Year

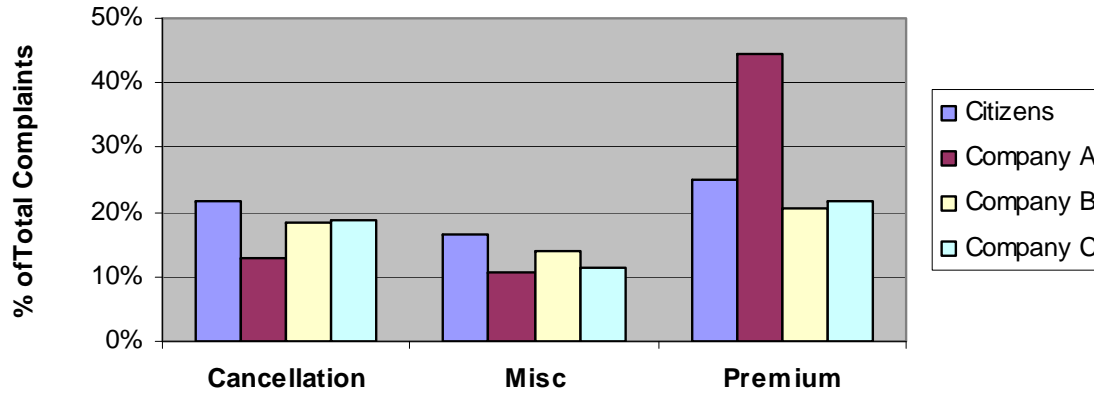


Complaints Non Hurricane 2004 - 2007 Calendar Year

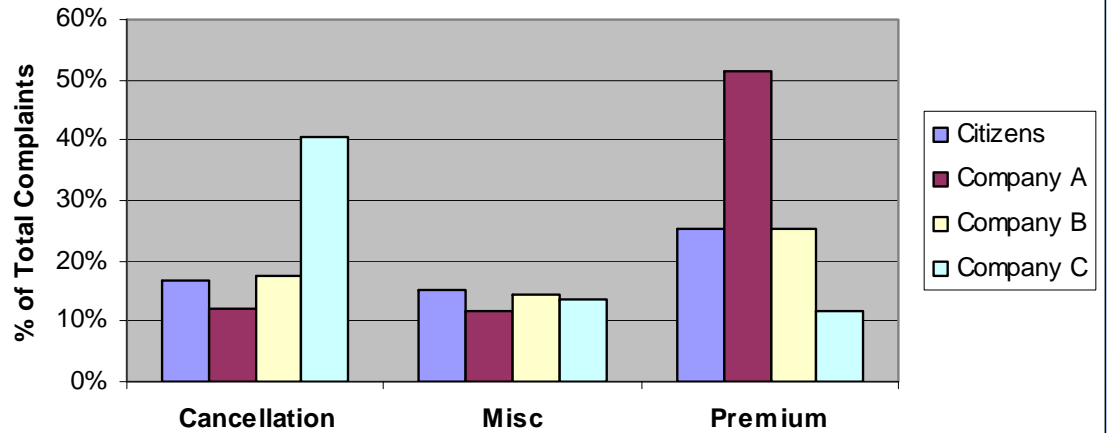


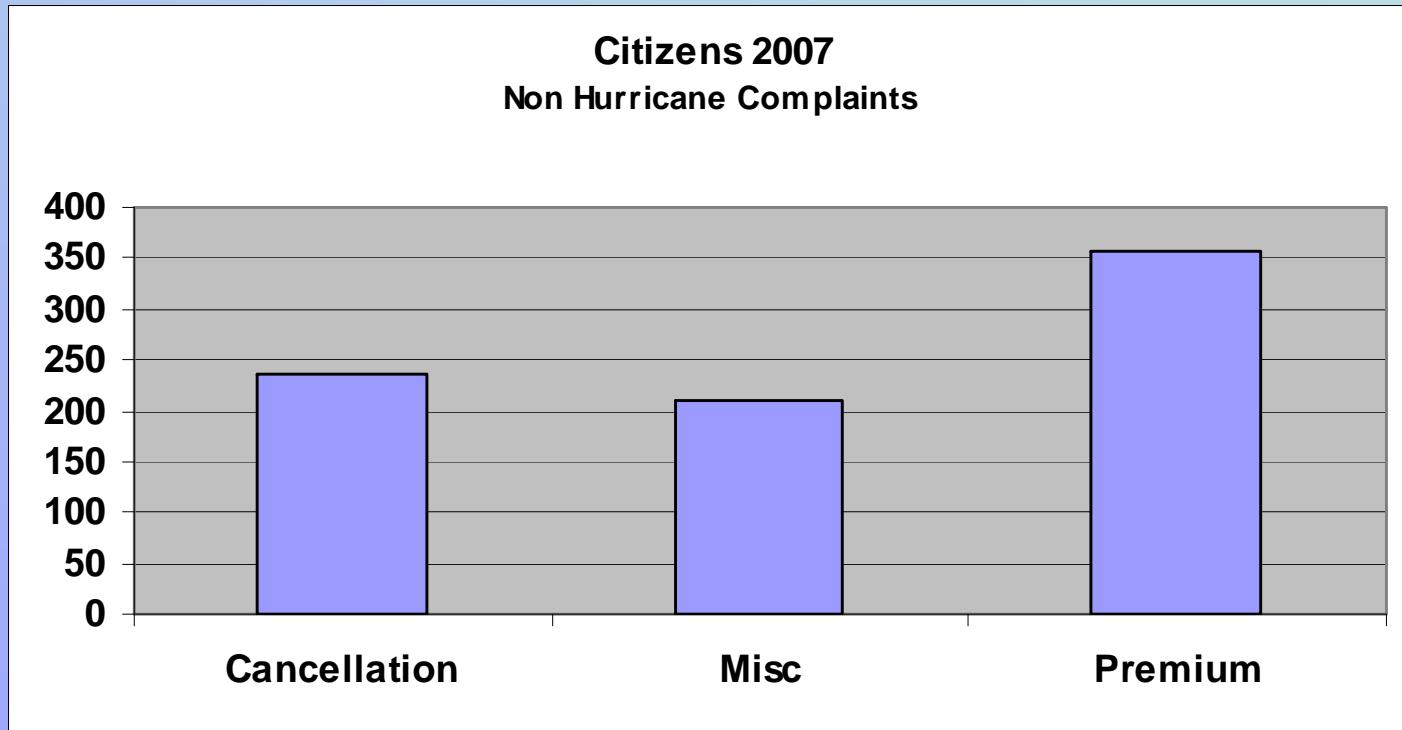
Reason for Complaints

2004-2007



Reason for Complaints 2007 Calendar Year



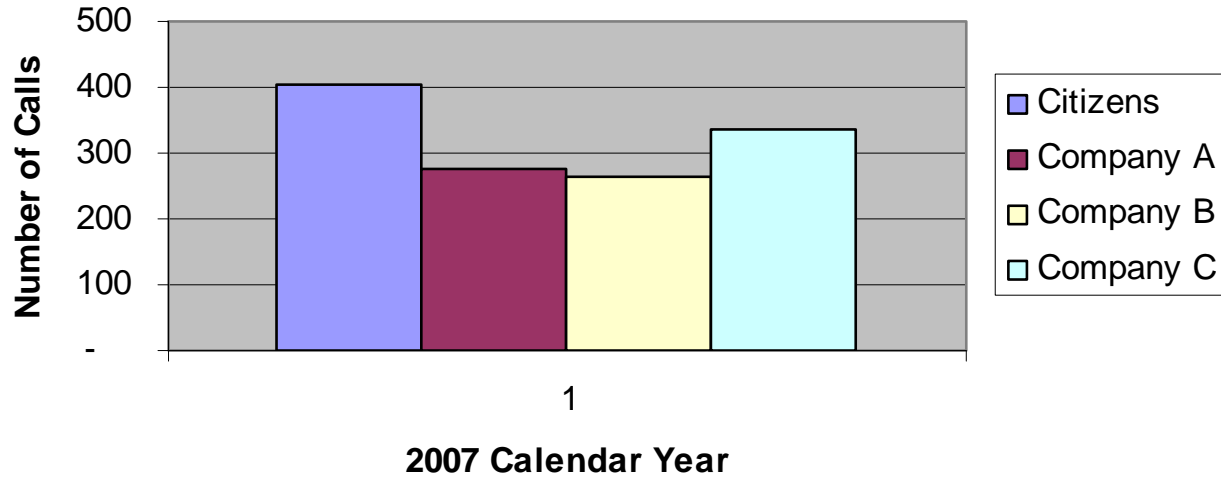


Of the 1,398 complaints taken in 2007, 803 or 57% were not claim related

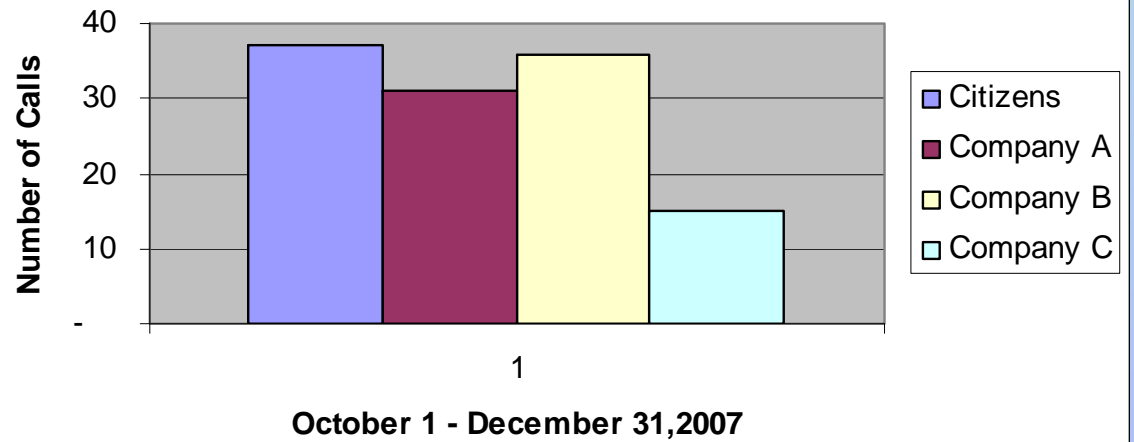
Of the non claim related complaints, 356 or 44% dealt with premium issues, 236 or 29% dealt with cancellation issues and the remaining 211 were miscellaneous complaints

Premium issue comparison - Company A = 51%, Company B = 26% and Company C = 12%

2007 Calls



4th Quarter Calls



Recommendations

- Agent Responsibilities – Continue to improve agent performance regarding cancellations and routine servicing.
- Underwriting Issue – For new and renewal policies-continue to evaluate cancellation, underwriting, and complaint relationships.
- Premium issue - Many Servicing Issues....verification on rating, misquotes, mitigation credits, insured value concerns, duplicate coverage. Possible creation of a premium assistance and servicing unit.
- Miscellaneous – Review of the Department of Financial Services complaint data to determine which servicing issues continue to be a problem