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Citizens Consumer Alert: Vendor Mailing Delays, Policyholders to be Protected

April 07, 2023 - Tallahassee

Today, Citizens Property Insurance Corporation began notifying policyholders and agents of potential delays in policyholder claims-related communications due to processing delays caused by its contracted vendor, Exela Enterprise Solutions, Inc. Citizens claims staff has also been alerted to these challenges and stand ready to assist policyholders.

Policyholders will not be adversely impacted by the mailing failures of the vendor, and deadlines that may have passed will be revisited and extended by Citizens where appropriate.

Any policyholder who believes they have been impacted by delays should contact their agent, call Citizens at 866.411.2742 to reach their assigned adjuster or submit a request via [Contact Us](#) on Citizens' website.

Policyholders can also submit additional claims documentation through the [Citizens website](#).

To address the backlog caused by the vendor's failures, Citizens is increasing output from vendors and hiring an additional third-party vendor on an emergency basis to process the backlog. All impacted Citizens claims documents have been sent and the entire backlog for all other policyholder documents as described above will be eliminated by mid-April.

Citizens remains committed to quickly resolving any problems that may have impacted our policyholders.

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About Citizens

In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.



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PRESS RELEASE: Citizens Board Approves 2023 Rate Recommendations ow.ly/j09i50NuRBf
"Citizens rates remain actuarially unsound and artificially low. This inadequacy is unsustainable and heightens the risk of assessments on all Florida insurance consumers," said CEO Tim Cerio

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