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**Citizens Market Accountability Advisory Committee Conference Call of 2-18-26:** (meeting agenda and supporting documents/reports available at <https://www.citizensfla.com/-/20260218-maac-1>) Meeting started at 11am.

Market Accountability Advisory Committee (MAAC) Members:

- Dave Newell – Chair
- Governor Jason Butts
- Kim Godwin
- Lee Gorodetsky
- Julio Dominguez – Policyholder Representative
- Brian Marston
- Marshall Martin
- Sheryl Parker – OIR Representative
- Greg Rokeh
- Stacey Tomko
- Jeremy Pope – Staff

## **Approval of Prior Meeting's Minutes**

[Previous MAAC Minutes 11.19.25](#)

**APPROVED**

## **Depopulation, Clearinghouse & FMAP Update** (by Carl Rockman, VP of Agency & Market Services)

[Depopulation, Clearinghouse and FMAP](#) (slide deck)

### Depopulation

Rockman shared the exposure reduction highlights in the chart below, showing **record depopulation of Citizens policies to the private market in both 2024 and 2025**. (As of February 13, 2026, Citizens had 391,768 policies in force, down from 1.26 million in September 2024.) The depopulation continues into 2026, with Rockman reporting **another 55,081 personal lines policies were removed in the just-completed February takeout** (not shown on the chart), together with another 225 commercial lines policies removed in January (as shown on the chart). “This again shows significant progress and also is reflective of a significantly healthy marketplace,” said Rockman, adding that the Florida Office of

Insurance Regulation (OIR) has approved another 314,000 personal lines policies for the April takeout that follows a March commercial lines takeout of 1,652 policies already in progress.



### Depopulation Newswire

#### 2024

- Total Carriers Participated in Depop: **16**
- New Entrants: **7**
- Total Policies Assumed: **477,821**

#### 2025

- Total Carriers Participated in Depop: **17**
- New Entrants: **7**
- Total Policies Assumed: **585,432**



### Depopulation

- **2024** Exposure Removed = \$214.5 B / **477,821** Policies
  - Commercial Removed = \$15 B / **2,124** Policies
  - Personal Removed = \$199.5 B / **475,697** Policies
- **2025** YTD Exposure Removed = \$235.6 B / **585,432** Policies
  - YTD Commercial Removed = \$8.5 B / **1,844** Policies
  - YTD Personal Removed = \$227.1 B / **583,588** Policies

#### 2026

- January CL Carriers Participating: **3**
- January CL Letters Mailed: **626**
- February PL Carriers Participating: **8**
- February PL Letters Mailed: **73,587**
- March PL Carriers Participating: **5**
- March PL Letters Mailed: **16,288**
- March CL OIR Approved Carriers: **3**
- March CL OIR Approved: **1,652**
- April PL OIR Approved Carriers: **7**
- April PL OIR Approved: **314,302**

**2026** Exposure Removed = \$428 M / **225** Policies

- Commercial Removed = \$428 M / **225** Policies
- Personal Removed =

Rockman said Citizens has budgeted for 384,000 policies in 2026, but **projections for year-end range from 291,000 to 392,000 policies**, given improving trends in not only its depopulation of existing policies, but its clearinghouse program.

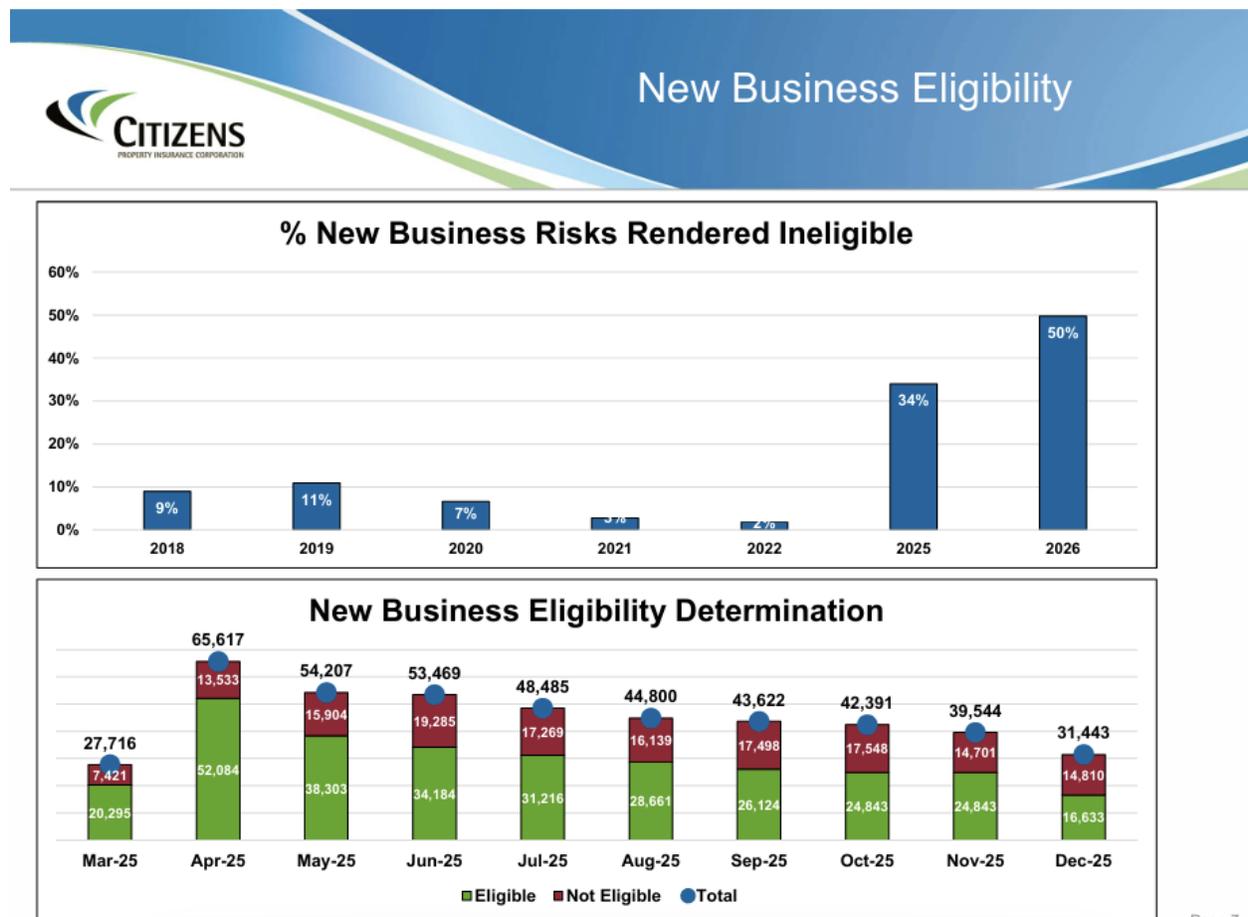
“Depop is very active. Even with the modest amount of policies we have left, there's still a lot of activity in this space,” Rockman said. “But depopulation really doesn't work if it all comes back to Citizens, and we continue to monitor this rigorously and report this to all stakeholders. We're pleased to report that **currently, 1.9% of the business that's been depopulated since 2023 has come back as new business.**”

### Clearinghouse Update

In conjunction with its ongoing depopulation program, Citizens continues to implement its new policy clearinghouse called “Citizens Reimagined,” by EZLynx. It has two parts: one for new business into Citizens and the other is for renewals. Insurance agents have been required to use it since November 2024 in placing new business with Citizens, with full implementation achieved in April 2025. The second stage, involving Citizens' policy renewals, began in late September 2025. The Clearinghouse is designed to divert ineligible applicants and existing policyholders from Citizens into the private (voluntary) insurance market. Those Citizens policyholders who receive a private market offer that's within 20% of

their Citizens premium are no longer eligible to remain with Citizens. This will help Citizens further reduce its policy count, exposure, the risk for future assessments in bad storms for both Citizens and non-Citizen’s policyholders, and reduce the risk to Florida taxpayers in this legislatively created and state-backed insurance company.

Rockman, referencing the chart below, noted that 34% of potential new business in 2025 was turned away for being ineligible before it could be formally submitted – a figure that so far in 2025, has grown to 50%. “I think the headline here is from April of 2025, where 65,000 attempts were made to come into Citizens from agents, we’ve gotten that all the way down to 31,000 requests (by year end 2025). That’s half again. That reflects the less reliance on Citizens, and more capacity in the private market. We think this is a very, very good news story for all stakeholders,” Rockman told the committee. That amounts to \$73 billion in Coverage A that was averted from Citizens and directed into the private property insurance market.

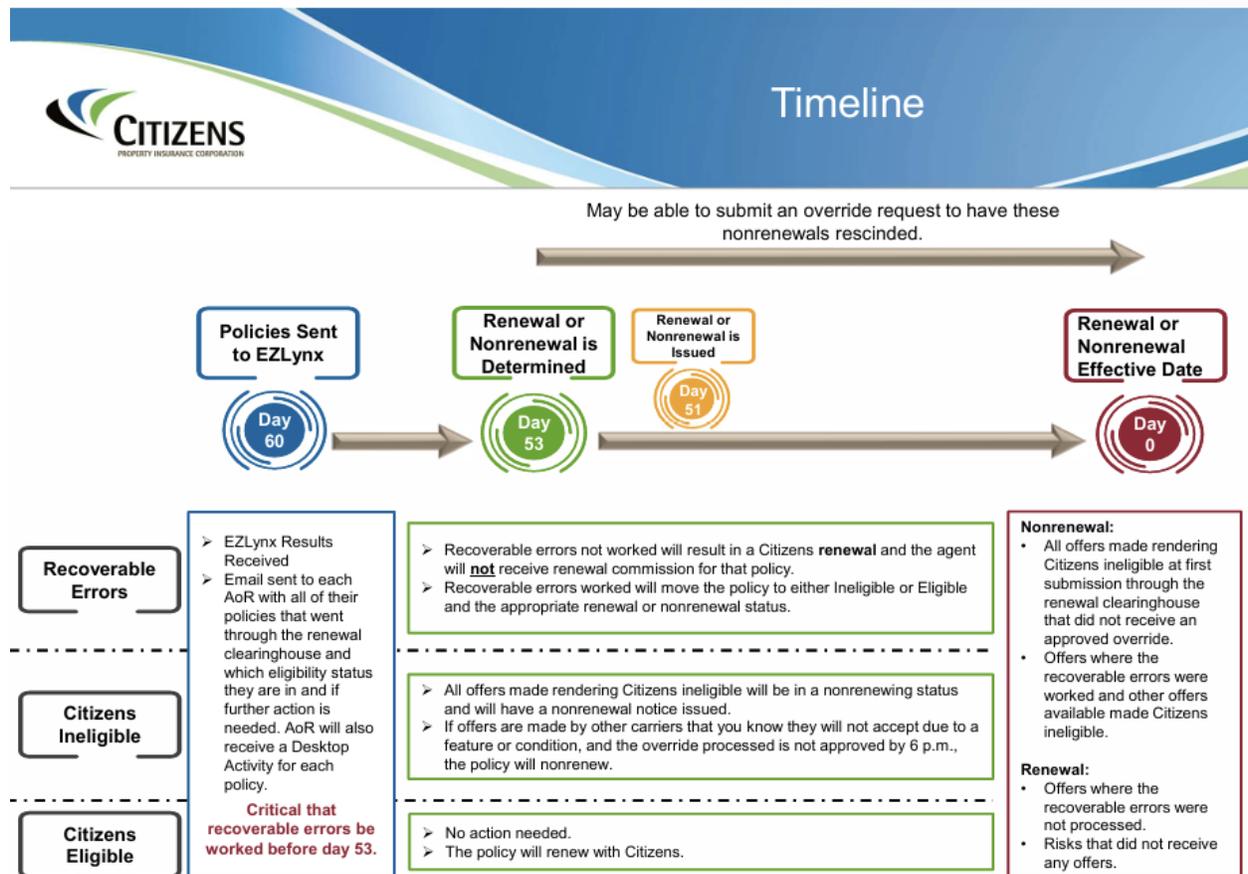


### Policy Renewals on the New Clearinghouse

The renewal portion of the Clearinghouse is set up to shop the agent’s business 60-days prior to renewal to see if there's an offer in the private market within 20% of Citizens’ renewal premium. If there is, the policy is non-renewed; if there isn't, then the policy can renew with Citizens. The timeline of the policy renewal process is shown in the chart below. Rockman noted the renewal side has been fully

operational for two months now, in what he termed “a very, very aggressive rollout and awareness campaign,” with agents.

“We make a decision (about whether to renew the policy) at day 53. In between that day 60 and day 53, the agents need to be engaged,” he explained. “Most of these are having what we call a recoverable error that the agent needs to address. We’re seeing about 50% of the agents engaged in the first month and a half of this, and we’re going to work on increasing that number. But our big area emphasis here is, you need to work these renewals. Because if you get a non-renewal decision, the agent has to physically place that piece of business as new business in the private market. So it’s different than Depop in that regard.”



The rest of Rockman’s [slide deck](#) provides details on the renewal roll-out, including the mandatory education program administered to Citizens’ agents, as well as this chart section below, showing **the amount of renewal business averted from remaining with Citizens, so far. “That’s only two months,” Rockman pointed out, “but we will take this result (of 5.9% to 8.4% ineligibility).** The prior Clearinghouse had more modest results. This is a reflection of great carrier participation, and realize the policies going through the renewal Clearinghouse have not been tagged for Depop. They’ve not been assumed. So this is business that is kind of falling through the cracks a little bit with Depop because of timing.”

Properties Submitted (Renewal)	2025 YE†	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug	26-Sep	26-Oct	26-Nov	26-Dec
Sent to the Renewal Clearinghouse	14,796	8,154											
Received an Offer within 20% of Citizens Renewal Offer (Making ineligible for Citizens)*	1,237 (8.4%)	485 (5.9%)											
Total Coverage Averted (Coverages A-D)	\$359M (est.)	\$141M											

\* Subject to change due to override potential and policies with recoverable errors still needing to be resolved.  
† Began in November 2025.

**Agency Management Services Update** (by Carl Rockman, VP of Agency & Market Services)

[Agency Management Services Update](#) (slide deck)

Throughout his presentation, Rockman repeatedly credited Citizens insurance agents as a critical part of the carrier’s successful efforts, including their input and perseverance in the new clearinghouse implementation. It has had impacts on agents and how they conduct business, which he explained, using the chart below. He said while **the number of agencies writing Citizens’ policies is down (by 126), the number of insurance agents and licensed customer representatives participating is up (by 2,839),** “primarily due to credentialing standards ... and we’ve heard from agents that they’ve had to add staff to support the renewal Clearinghouse, so we are sensitive to that.”

Nevertheless, he said the number of agents will get smaller as Citizens itself gets smaller. “I think we could see a decreasing agent count as the business moves off of our administrative system onto the depop carrier’s actual system, because we obviously are still a servicing carrier on a lot of those policies until they actually move,” Rockman said. He also pointed out the agency segmentation section of the chart, which notes a smaller number of agencies and Citizens’ policies they represent in 2025 over 2024. “This is a good thing, and we really like the way this is moving. The more agents (that) are less reliant on Citizens is just a reflection of a healthy marketplace.”



## Current Agent and Agency Counts

Current Agent and Agency Counts vs. YE 2024			
	Dec-25	Dec-24	Net Change
<b>Agencies</b>	5,696	5,822	-126
<b>Agents</b>	13,845	12,532	1,313
<b>LCRs</b>	4,637	3,111	1,526

Current Tricounty Agent and Agency Counts vs. YE 2024			
	Dec-25	Dec-24	Net Change
<b>Agencies</b>	2,382	2,385	-3
<b>Agents</b>	4,840	4,384	456
<b>LCRs</b>	1,551	1,112	439

Agency Segmentation						
Tiers	Dec-25			Dec-24		
	Total Agencies	Total PIF	% of Overall PIF	Total Agencies	Total PIF	% of Overall PIF
<b>Tier 1 (2,000+ PIF)</b>	17	77,456	19.6%	36	208,454	22.3%
<b>Tier 2 (500-1,999 PIF)</b>	80	67,389	17.0%	307	257,671	27.5%
<b>Tier 3 (200-499 PIF)</b>	258	78,216	19.8%	798	245,409	26.2%
<b>Tier 4 (50-199 PIF)</b>	1,216	121,395	30.7%	1,725	182,896	19.5%
<b>Tier 5 (49 or less PIF)</b>	3,457	50,881	12.9%	2,442	41,752	4.5%
<b>Tier 6 (0 PIF)</b>	668	0	0.0%	514	0	0.0%

**Note:** 72% of Citizens agencies have fewer than 50 policies in force.

Data as of 12/31/25

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### Agent Performance

Rockman walked the committee through the system Citizens uses to monitor its agents' performance in terms of following proper procedure in binding policies and in late submissions (beginning on page 3 of the [sliddeck](#)), as well as the new disciplinary action that's associated with this.

Rockman said that 2025 saw 5% of its new business with performance violations "which means that the agent bound us to a risk that they probably shouldn't have," while 7% were policies where the agent failed to submit required documents within the 16 days of the effective date, designed to ensure enough time for proper underwriting. In the month of January, only 2% of new business had performance violations. "We're very pleased with that," said Rockman. Remember, this program is not about terminating agents. This program is about identifying agents that need support and help with our requirements, and these are signals for our agency management team to get engaged."

Committee member Julio Dominguez, himself a Citizens insurance agent, credited Rockman and his team for "doing a very good job at training us, and us training our staff." Rockman noted that for any agent with too many performance violations, Citizens will assign its own professional sales agent to work with the agent to help improve performance.

### **Meeting Adjourned at 11:34am**

Citizens Claims Committee Conference Call of 2-19-26:

(meeting agenda and supporting documents/reports available at <https://www.citizensfla.com/-/20260219-claims>) Meeting started at 1:01pm.

#### Claims Committee

- Josh Becksmith – Chair
- Jason Butts
- Erin Knight
- Frank White
- Jon Palmquist - Technical Advisor
- Jay Adams – Staff

**Claims Committee Meeting Minutes** (November 20, 2025 Claims Committee Meeting)

[Prior Claims Meeting Minutes 02.19.26](#)

#### **APPROVED**

**Chief Insurance Officer Report** (by Jay Adams, Chief Insurance Officer)

[Contractor Managed Repair Program CI](#)

Jay Adams explained that this is a contract with a new vendor, Sedgwick Claims Management Services, to provide Citizens a list of licensed and credentialed contractors capable of providing emergency services and contractor repair services to policyholders. This is for an initial five-year term, with two two-year renewal options. As before, this is a \$0 contract, with Sedgwick being paid a percentage of the estimate of the contract when Citizens agrees on the price.

#### **APPROVED**

[Claims Legal Services CI](#)

Adams explained that this is a request for the next \$50 million draw on the Citizens Board of Governor's previous approval of the larger multi-year contract. Adams acknowledged that he's been telling the committee for the past year and a half that litigation numbers are going to improve and that last year's reduction in overall pending litigation is now being reflected in lower legal billing. "We are still seeing about 50% of all legal billing associated with catastrophe claims. We were running historically, \$12 million to \$14 million per month. But the great news is, since August of last year, we're seeing a pretty steady drop month over month. August it dropped down to \$11.7 million, for September, it dropped to \$10.2 million, October was \$8.7 million, November was \$7.75 million, and December was a little over \$4.5 million. So we're making great progress," Adams told the committee.

#### **APPROVED**

**New Business**

NONE

**Adjournment: 1:07pm**