

CITIZENS PROPERTY INSURANCE CORPORATION
2312 KILLEARN CENTER BLVD., BUILDING A
TALLAHASSEE, FLORIDA 32309



TELEPHONE: (850) 513-3700 FAX: (850) 513-3903

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Contact: Michael Peltier
(850) 513-3774

Citizens Releases Results of Internal Complaint Review

TALLAHASSEE, FL – Citizens Property Insurance Corporation’s (Citizens) top auditor on Wednesday said a comprehensive review of 474 cases investigated since 2008 found that all complaints were addressed and corrective action taken in accordance with Citizens’ policies in place at the time.

The majority of the investigations were prompted by calls and emails submitted by employees to the company’s “Tell Citizens” hotline between 2008 and 2012.

“Where we found weaknesses, we are making necessary improvements to strengthen our complaints and disciplinary procedures,” said Joe Martins, Citizens’ chief of internal audit.

In October 2012, a revised complaint intake process was established that specifies Citizens’ Ethics & Compliance Officer will review complaints as they are received and refer them to the appropriate department and, when appropriate, to the Office of the Internal Auditor. This will ensure that complaints are evaluated and investigated more efficiently and effectively.

The review was conducted following published concerns over the handling of internal complaints prior to changes made last summer. Citizens’ President and CEO Barry Gilway said the review is part of a comprehensive effort to identify areas where improvements can be made.

“This review is an important piece of Citizens’ ongoing efforts to strengthen internal policies to ensure that our employees are held to the highest standards of corporate integrity,” Gilway said.

Other steps taken since last summer include a restructuring of Citizens internal audit capabilities to more closely mirror to corporate best practices. Citizens is also bolstering travel and procurement policies to better conform to state guidelines.

A spreadsheet with brief synopses of all complaints and responses is attached.

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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.

Carlos A. Lacasa, Chairman, Miami-Dade County
Carol Everhart, Pinellas County • Chris Gardner, Orange County
Don Glisson, Jr., Duval County • Tom Lynch, Palm Beach County • John Rollins, Alachua County
John Wortman, St. Johns County • Barry Gilway, President/CEO and Executive Director

All Cases Reported through IntegriLink

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-08-04-0013	Closed	Employee Relations	4/18/2008	12/22/2008	Employee complained that she was unfairly terminated.	Unsubstantiated
CPIC-08-04-0014	Closed	Other	4/22/2008	5/22/2008	Employee claimed he is not being compensated properly for college courses.	Unsubstantiated
CPIC-08-05-0001	Closed	Employee Relations	5/12/2008	8/21/2008	Employee claimed it was unfair that her manager planned to demote her because he thought she was sleeping during a training course. The employee also alleged that the manager told her he demoted another employee, which violates the employee confidentiality.	Unsubstantiated
CPIC-08-05-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/4/2008	1/22/2010	Employee complained that a male temp frequently visited her work area and the conduct had continued even after several attempts asking him to stop. The employee is uncomfortable, and the temp's over friendliness is not wanted.	Remedy staff worker (named) was reassigned following investigation of events; his last day of service with Citizens was 5/12/08 (COB).
CPIC-08-06-0001	Closed	Employee Relations	6/5/2008	1/22/2010	Employee claimed that he was forced to choose between his vacation and his job.	While the employee's claim that he was forced to choose between his vacation and his job was substantiated, the investigation did not reveal any improper motive for this management decision. The investigation did not reveal any unlawful treatment or violation of Citizens' equal employment, harassment, or discrimination policies by the manager with respect to the employee. The findings were provided to Employee Relations. Employee was terminated.
CPIC-08-06-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	10/21/2008	Former employee alleged that sex, race, and gender discrimination illegally in his termination.	The former employee filed an EEOC complaint. The investigation found that the former employee was not discriminated against and was terminated for legitimate business reasons. Findings provided to Employee Relations. No action taken.
CPIC-08-06-0003	Closed	Misuse or Misappropriation of Assets	6/10/2008	6/22/2010	On June 6, 2008, an employee contacted the Office of Corporate Compliance and alleged that a Facilities Operation Technician was shipping and receiving personal packages through Citizens' UPS account at Citizens' expense. The complaining employee stated that he also suspected that the Facilities Operation Technician was shipping and selling Citizens' printer/copier toner and printer ink cartridges to third party entities for personal financial gain based upon the addresses to where items were being shipped and the types of businesses receiving the shipments	The evidence collected through interviews and UPS invoices did not substantiate the theft of printer ink/copier toner. However, investigative findings did substantiate that the Facilities Operation Technician was misusing Citizens' resources (use of UPS shipping postage) for personal gain in violation of Citizens' Standards of Conduct. Action taken: Termination
CPIC-08-06-0004	Closed	Employee Relations	8/12/2008	12/2/2008	An anonymous complainant alleged that certain managers show favoritism and have a personal conflict of interest with subordinates who came to Citizens from their former workplace.	The business unit responded that appropriate practices are being followed by the department management team regarding the work related procedural issues identified in the complaint.
CPIC-08-06-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/20/2008	8/20/2008	An anonymous caller alleged that a manager demonstrated harassing workplace behavior by criticizing and intimidating employees. The caller did not know if any company policy had been violated.	The complaint was forwarded to the department manager for his review and resolution. Action taken: Advice was provided and the case was referred to the business unit.
CPIC-08-06-0006	Closed	Employee Relations	8/21/2008	8/21/2008	An employee filed a complaint through the Tell Citizens hotline alleging that a manager conducted unfair employment practices. The complainant was told she would be switching roles with another employee because the complainant was not fully qualified for her role and the other employee had more experience in the role. The complainant indicated that she promoted into her current role, which follows her career path goals. The complainant indicated that the switch, although lateral, is unfair because the manager should have made sure that they other employee was qualified for the role she was hired for. The complainant was unaware if company policy had been violated.	The complaint did not establish a reasonable predicate for an investigation into prohibited employment practices or discrimination and was therefore forwarded to the department head for review and resolution. Note: The department head and manager were addressing the complaints with precise work priorities and assignments when the employee abruptly resigned.
CPIC-08-06-0007	Closed	Employee Relations	6/25/2008	9/17/2008	An anonymous caller alleged that an employee had falsified their application for employment with Citizens by falsifying their academic degree.	The Corporate Training employee was terminated after admitting to the falsification of an academic degree during an investigative interview.
CPIC-08-07-0001	Closed	Misuse or Misappropriation of Assets	10/21/2008	1/22/2010	In the process of analyzing the origins of the malicious computer code found as a result of a network computer virus alert, digital photographs of adults engaged in sexual activity that may constitute child pornography were discovered on an employee's computer. A referral to the Florida Department of Law Enforcement determined that the images were not considered child pornography based on Florida Statute.	Based on the employee's admission during an investigative interview, the employee was found to be in violation of Citizens computer use and access policy by providing a family member with access to their computer. The employee was issued a warning.
CPIC-08-07-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/21/2008	1/22/2010	A complainant alleged that he suffered retaliation for participating in a discrimination investigation as a witness.	The allegations were not supported by evidence or testimony. The complainant's demotion in rank and pay were legitimate, needs-based personnel actions to enhance Citizens' insurance claim handling processes and procedures and not retaliation for his participation in a protected employment activity - participating in an employment discrimination investigation. Findings provided to Employee Relations. No action taken.
CPIC-08-07-0003	Closed	Employee Relations	10/21/2008	6/17/2010	Employees complained that they received sexually explicit voicemails from an internal phone line.	Investigative interviews were conducted but open access of phone equipment within the work unit and denials by employees who may have initiated calls or forwarded calls did not disclose culpable party or parties. Findings provided to Employee Relations. No action taken.
CPIC-08-07-0004	Closed	Employee Relations	10/10/2008	1/22/2010	An employee admitted during an investigative interview that Citizens Travel Policy was violated when the employee intentionally extended a rental vehicle contract to derive a personal benefit.	The employee was terminated and provided a written agreement to pay restitution in the sum of \$2115.71.
CPIC-08-07-0005	Closed	Employee Relations	10/21/2008	6/17/2010	An anonymous complainant alleged that a manager showed favoritism and personal conflict of interest with subordinates. The complainant also alleged that the manager used her corporate credit card to purchase alcoholic beverage.	Corporate Integrity reviewed the manager's expense reports and found no evidence that alcoholic beverages were purchased. The allegations of favoritism were referred to the business unit. Findings provided to Employee Relations. No action taken.

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CPIC-08-07-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	1/22/2010	An employee complained to his management team that another employee had bad energy and he emailed his Team Lead that, "I don't like this guy," on July 28, 2008. The complaining employee also alleged that there had been two incidents where the other employee allegedly used the term gay or faggot in emails on which the complaining employee was a recipient at work.	Substantiated. Written Warning issued
CPIC-08-07-0007	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	1/22/2010	Employee complained that there had been two incidents where the another employee allegedly used the term gay or faggot in emails on which the complaining employee was a recipient at work.	Refer to CPIC-08-07-0007. Same complaint
CPIC-08-08-0001	Closed	Employee Relations	10/21/2008	12/2/2008	An anonymous complainant alleged that other employees were promoted into positions that were not advertised and that the employees did not meet the positions' minimum qualifications.	Information obtained from Human Resources indicates that the interim appointments were made following a review of qualifications and work history. Findings provided to Employee Relations. No action taken.
CPIC-08-08-0002	Closed	Employee Relations	10/21/2008	1/22/2010	Employee alleged that another employee was distributing unsolicited religious material in the workplace	Allegation was substantiated and resulted in employee coaching.
CPIC-08-08-0003	Closed	Other	8/13/2008	1/22/2010	An anonymous complainant alleged that another employee did not possess the minimum qualifications required for the promotion he received.	Findings: policy failure (insufficient policy controls in place) at time of occurrence. Hiring action was not illegal and did not violate standing policy. Human Resources is developing a recruitment and hiring policy for finalization in or about January 2009. This policy should address the deficiencies that led to the managerial actions which resulted in the employee's promotion.
CPIC-08-08-0004	Closed	Employee Relations	10/21/2008	1/22/2010	During a personnel file audit conducted by the Office of the Auditor General, the misrepresentation of an academic degree on an application for employee was discovered.	Allegations of falsified application and resume (related to college degree) were substantiated and the employee was terminated.
CPIC-08-08-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/26/2008	3/1/2010	An anonymous complainant alleged that the promotion of another employee was indicative of (sexual) favoritism and discrimination.	The allegations presented in the two anonymous letters are not supported by independent facts or testimony. A pattern of hiring relatives in the work unit was identified. Findings provided to Employee Relations. No action taken.
CPIC-08-08-0006	Closed	Employee Relations	10/10/2008	1/22/2010	An employee was alleged to have misrepresented their lack of criminal history on their application for employment.	The employee was terminated after investigative findings substantiated that the employee falsified or withheld facts on a company record (employment application).
CPIC-08-08-0007	Closed	Other	8/21/2008	1/22/2010	Employee complained that they were made to come in to work despite a tropical storm being active in the area.	
CPIC-08-08-0008	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	1/22/2010	On 8/11/08, Employee Relations was made aware of an event regarding possible race discrimination.	Substantiated. Verbal Warning
CPIC-08-08-0009	Closed	Employee Relations	9/8/2008	1/22/2010	An anonymous complainant alleged inappropriate supervisory behavior by another employee in a meeting and that the complainant was unfairly terminated.	The termination process was correct as production is closely tracked and the retention of independent staff is contingent on the quality/quantity of work they provide. The employee named in the complaint received an informal verbal reminder regarding communications and perceptions.
CPIC-08-09-0001	Closed	Employee Relations	10/21/2008	1/22/2010	Employee alleged sexual harassment by another employee.	The statement that was the sole focus of the complaint was found not to have been patently offensive or sexually suggestive and was directed not at or to the complainant, but to the group she was in. Findings provided to Employee Relations. No action taken.
CPIC-08-09-0002	Closed	Employee Relations	10/21/2008	12/16/2008	Allegations of forced overtime during CAT event	Advice Given
CPIC-08-09-0003	Closed	Employee Relations	9/8/2008	11/28/2011	A complainant alleged that a manager was sending political emails to staff.	The manager was advised to cease politically based discussions/emails with peers/subordinates in the workplace. Human Resources also sent out an email entitled "Political Expression and Dress Code Guidelines" to reminded all employees of proper dress attire (including allowable political attire) and what is proper and improper political discussion at the workplace.
CPIC-08-09-0004	Closed	Employee Relations	10/21/2008	12/16/2008	Allegations of unfair work hours and working conditions	Matter was referred to Employee Relations, which found that the mandatory overtime was put in force for preparation of Tropical Storm Fay. This is normal practice and proper procedures were followed. No action taken.
CPIC-08-09-0005	Closed	Other	10/21/2008	1/22/2010	Complainant alleged that an employee submitted a resignation as a result of threats of retaliation that included termination.	Alleged victim declined to provide information to substantiate claims of a threat, although she had initiated these claims with her supervisor. The alleged victim voluntarily resigned from Citizens. After consultation with external counsel, Human Resources was advised to seek recovery of of the employee's relocation allowance, in accordance with our contract with her.
CPIC-08-09-0006	Closed	Other	4/1/2009	1/22/2010	Employee was alleged to have misused corporate resources to send and receive third party emails and conduct internet searches in furtherance of bank fraud.	This case was handled in conjunction with CPIC-08-09-0014.
CPIC-08-09-0007	Closed	Employee Relations	10/21/2008	1/22/2010	Employee alleged inappropriate behavior by a manager in an exit survey.	The complainant's allegations were not substantiated. However, investigative research identified email correspondence sent and received by the manager on her corporate email account in violation of Citizens' Email/Computer Use Policy. Investigative findings also found that: hiring/termination data is not tracked and could be useful for future proof elements, patterns of supervisory misconduct and patterns of turnover statistics by the cost center were not tracked; mandatory training/attendance is not tracked/documented; there was a lack of formal Performance Improvement Plan process/standards; and that there were misuse of Citizens email and computer resources by employees and prohibited solicitation of employees by other employees. Spin-off case #08-11-0001 was opened to investigate manager's use of her corporate issued email.

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CPIC-08-09-0008	Closed	Employee Relations	10/21/2008	3/4/2010	A supervisor alleged that the selection and hiring process of a Manager, as conducted by a Director, was unfair.	Investigation found the actions taken by the director in the assessment of candidates and manager's hiring, could be reasonably perceived as biased in the candidate's favor. However, these actions were not prohibited by current policies. Investigation also identified lack of insurance licensure appointments by Citizens. Findings provided to Employee Relations. No action taken.
CPIC-08-09-0009	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	4/8/2009	Employee alleged discrimination and retaliation by two supervisors.	Employee filed EEOC complaint. Investigation found employee was not discriminated against and was terminated for legitimate business reasons. No action was taken
CPIC-08-09-0010	Closed	Other	11/30/2011	11/30/2011	Employee complained about wording used in a survey on Employee Central's portal. The survey asked a series of questions to get opinions on celebratory events for the company.	Employee was thanked for bringing his concerns to our attention and advised that the appropriate individuals would be apprised of his concerns.
CPIC-08-09-0011	Closed	Other	9/24/2008	3/19/2009	Anonymous complainant alleged unfair employment practices and workload distribution, including the use of office space, cost effectiveness and management's response to business unit needs.	Unsubstantiated. Management responded that a meeting was held with unit employees to reiterate the unit's processes and procedures and outline future plans for the unit. Management assured Corporate Compliance of continued communication with unit employees of changes impacting the unit.
CPIC-08-09-0012	Closed	Other	9/25/2008	1/22/2010	Caller found an employees badge, security pass and flash drive on the street.	The employee called to inform that she contacted the called, who is a neighbor of hers. She made arrangements to pick up her badge after work today.
CPIC-08-09-0013	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	1/22/2010	Employee alleged that former employee abandoned her position to avoid repayment of moving allowance.	Due to the lack of cooperation by the alleged victim and the strong possibility that the matter was contrived as a means to avoid Citizens' recovery of her relocation allowance, the investigation was closed. After consultation independent counsel, Human Resources was advised to proceed with seeking reimbursement of relocation allowance provided to the former employee.
CPIC-08-09-0014	Closed	Misuse or Misappropriation of Assets	10/10/2008	1/22/2010	An employee was alleged to have used their Citizens' email account to conduct bank fraud with an external party. This case was investigation in conjunction with CPIC-08-09-0006.	The employee was terminated for engaging in practices inconsistent with the ordinary and reasonable rules of conduct and for violating Citizens' Use of Electronic Mail and On-Line Services Policy.
CPIC-08-09-0015	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	1/22/2010	Employee alleged that he was subjected to "both physical and age discrimination by both middle and upper management."	Investigation found that employee did not suffer disability-based discrimination or disability-based harassment while employed at Citizens and was not discriminated against in promotional processes because of his age. Employee's on-the-job conduct was the primary obstacle in his achieving promotional consideration and neither his disabilities nor his age were considered in employment decisions or conditions of employment. Complainant was sent a letter encouraging him to apply for vacancies for which he was qualified.
CPIC-08-09-0016	Closed	Employee Relations	10/21/2008	1/22/2010	Allegation was made that an employee was unfairly promoted	Unsubstantiated
CPIC-08-09-0017	Closed	Misuse or Misappropriation of Assets	10/21/2008	1/22/2010	Allegation was made of misuse of email/information system	Substantiated. Verbal Warning 2/11/09
CPIC-08-10-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	5/18/2009	Anonymous complainants alleged discrimination, harassment, and unfair employment practices by an employee.	Evidence collected through interviews and e-mail correspondence did not substantiate the anonymous claims of harassment, discrimination, or unfair employment practices. Findings provided to Employee Relations. No action taken.
CPIC-08-10-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/21/2008	5/18/2009	Anonymous complainants alleged discrimination, harassment, and unfair employment practices by an employee.	Evidence collected through interviews and e-mail correspondence did not substantiate the anonymous claims of harassment, discrimination, or unfair employment practices. Findings provided to Employee Relations. No action taken.
CPIC-08-10-0003	Closed	Other	10/20/2008	1/22/2010	A background check on an independent adjuster with Citizens' who had applied for a full-time position disclosed an outstanding arrest warrant.	The applicant was not hired.
CPIC-08-10-0004	Closed	Employee Relations	10/20/2008	12/2/2008	Employee alleged a fire hazard was caused from an unknown employee disposing of cigarette in trash can	Request for response submitted to employee on 6/10/11 and 6/16/11. No response received from business unit as of 6/17/11.
CPIC-08-10-0005	Closed	Employee Relations	10/27/2008	1/22/2010	Unknown policyholder alleged he received an inappropriate telephone call from a Citizens' phone number.	Citizens is unable to prove/disprove source of call was actually from Citizens, according to Citizens telephony experts. Telephone number provided by employee from their caller identification was an active number of Citizens, according to IT Telephony. This does not preclude the possibility that someone "spoofed" Citizens' number to make an illegitimate call.
CPIC-08-10-0006	Closed	Environmental, Health and Safety	10/28/2008	1/22/2010	Complainant reported that a public adjuster was making implied threats toward Citizens' staff adjusters and Citizens' independent adjusters and that they might also be providing false documents or conducting fraudulent claim activity.	Corporate Integrity found no evidence of conduct by the contractor that warrants a current or immediate referral to law enforcement or further investigation of his written communication to an adjuster. Corporate Integrity notified the business unit that if, in the future, actual or implied threats are made by the contractor against Citizens' adjusters or contract adjusters, it should contact Corporate Compliance and local law enforcement immediately. Corporate Integrity also notified the business unit that if it had evidence or cause to believe that the contractor may be submitting false documents or conducting fraudulent claim activity, it should contact the Florida Department of Financial Services, Office of Insurance Regulation.
CPIC-08-10-0007	Closed	Employee Relations	11/6/2008	1/22/2010	Concern of ethics violation related to an employee's secondary employment	Unsubstantiated. Employee terminated for unrelated issues.
CPIC-08-10-0008	Closed	Other	11/5/2008	1/22/2010	No allegations / Entered by Employee Relations to document coaching session	Unsubstantiated

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CPIC-08-10-0009					Complainant alleged retaliation or retribution by two other employees in the form of being denied a promotional opportunity after complaining about IT equipment procurements.	Evidence collected through interviews and e-mail correspondence did not substantiate the complainant's claim of retaliation or retribution following his complaints about IT equipment procurements. However, this investigation identified multiple violations of Citizens' Standards of Conduct and Code of Ethics by the an employee and found that the employee's manager and team might be accepting gifts/gratuities from vendors/contractors.
CPIC-08-10-0009	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/6/2008	1/22/2010	On October 28, 2008, the Office of Corporate Compliance received a complaint alleging retaliation or retribution by being denied a position following complaints about IT equipment procurements.	Evidence obtained in the course of the investigation did not substantiate the claim of retaliation or retribution. The evidence gathered suggested that Citizens' growth and technology changes modified the direction of Citizens' audio visual teleconferencing needs in terms of equipment and employee resources.
CPIC-08-11-0001	Closed	Employee Relations	11/5/2008	10/19/2009	Anonymous complainant alleged unfair employment practices by an employee].	Hiring/termination data is not tracked and could be useful for future proof elements, patterns of supervisory misconduct, patterns of turnover statistics by cost center. Mandatory training/attendance is not tracked/documented. There is a lack of formal Performance Improvement Plan process/standards. Misuse of Citizens email and computer resources by employees and prohibited solicitation of employees by employees occurred. Human Resources worked with leadership to assist with providing effective supervisory coaching.
CPIC-08-11-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/5/2008	1/22/2010	An employee alleged that another employee made discriminatory remarks to her and may have disclosed her FMLA medical information.	Investigation found that the employee named did not engage in workplace discrimination and did not breach the confidentiality of Family Medical Leave Act information. Additional training of the employee and attention to deficiencies noted in employee's annual evaluation were recommended to business unit.
CPIC-08-11-0003	Closed	Employee Relations	11/6/2008	3/19/2009	Employee complained that their team did not have have adequate space/supplies and received unfair treatment	Unsubstantiated. Business Unit Director met with employees to discuss workplace concerns and pending project status. Director will continue to update the supervisory/management team at least monthly with the project status.
CPIC-08-11-0004	Closed	Financial Concerns	11/7/2008	6/20/2011	Complainant alleged an independent adjuster contractor may be billing Citizens for services not actually rendered	Contractual dispute between Citizens and Action CAT Adjusting. No investigation needed, contractual dispute.
CPIC-08-11-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/10/2008	3/19/2009	Complainant alleged harassment and age discrimination by another employee.	Evidence collected through interviews and e-mail correspondence did not substantiate the claim of age discrimination following a reassignment of duties. Findings provided to Employee Relations. No action taken.
CPIC-08-11-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/12/2008	1/22/2010	Complainant alleged age and race discrimination	Complainant filed EEOC and FCHR complaint. No final action by FCHR, however EEOC issued a Right to Sue letter to the complainant on 07/31/2008, and notified the complainant that they were "terminating its processing of this charge" and "closing Complainant's case." Tort claim filed by complainant, CPIC retained Tallahassee-based attorney to assist with managing the case.
CPIC-08-11-0007	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/24/2008	1/22/2010	Employee complained that workplace rumors labeling her as a "troublemaker" were limiting promotional opportunities for her.	Employee was unwilling to divulge the name of the person who allegedly called her a troublemaker. Findings provided to Employee Relations. No action taken.
CPIC-08-11-0008	Closed	Employee Relations	11/24/2008	1/22/2010	Employee alleged she is unable to schedule time off.	Leave approval and denial procedures within business unit were deemed reasonable and appropriate. Findings provided to Employee Relations. No action taken.
CPIC-08-11-0009	Closed	Other	11/26/2008	1/22/2010	During investigation of allegations that an employee may have conducted fraudulent banking transactions, it was discovered that the employee had made material misrepresentations on Citizens' application for employment.	The employee was terminated for falsification of facts on a the employment application.
CPIC-08-11-0010	Closed	Other	12/15/2008	1/22/2010	Employee disputed final warning issued for violation of Information security policy. Employee received a Final Warning on 112508 for Information Security Violation following a virus alert notification on 102608, which started an investigation.	Rebuttal to Final warning was investigated and found unsubstantiated.
CPIC-08-12-0001	Closed	Policy and Process Integrity	12/5/2008	1/22/2010	During investigation into allegations that an employee may have falsified education credentials on Citizens' application for employment, it was determined that the employee misrepresented the status of a Florida insurance adjuster license.	The employee was terminated for misrepresentation of licensure.
CPIC-08-12-0002	Closed	Financial Concerns	12/9/2008	2/14/2011	During investigation into allegations that a supervisor was retaliating against another employee, records showed that the supervisor may have been accepting gifts, gratuities, or meals from vendors/contractors and this case was initiated as a spin-off. A demand (by Employee Relations) for reimbursement in the amount of \$1,158.03 from the supervisor was not affected before the supervisor was terminated for violating Citizens' Code of Ethics.	The supervisor's manager and five additional IT employees under the supervisor's direction were terminated for violations that included: Citizens' Code of Ethics, Falsification of Facts on employment application, and Misuse of Resources. Three additional spin-off cases (CPIC-09-03-0006, CPIC-09-04-0001, and CPIC-09-04-0005) involving Information Technology were generated as result of discoveries during investigative research in this investigation.
CPIC-08-12-0003	Closed	Employee Relations	12/10/2008	4/1/2009	Anonymous complainant alleged that an employee prepared a claim file document and forged the complainant's signature on the document. Complainant alleged that this employee worked with another employee and a public adjusterto falsely document and process payments on a claim.	Unfounded. No evidence to establish an insurance crime.
CPIC-08-12-0004	Closed	Employee Relations	12/11/2008	1/22/2010	Employee alleged mistreatment by supervisor	Unsubstantiated
CPIC-08-12-0005	Closed	Employee Relations	12/15/2008	1/22/2010	Employee alleged that another employee told co-workers he was bipolar	Unsubstantiated
CPIC-08-12-0006	Closed	Other	12/11/2008	1/22/2010	Employee Relations requested the review of an applicant's criminal history prior to hire. Employee acknowledged two retail theft arrests, one in 2007, the other in 2008, but stated that "I have never been convicted of a crime" on an explanation attachment to her application.	The employee's statement that she "was never convicted of a crime" in the two cases she acknowledged is accurate based upon review of the case files held by the Clerk of Court. Information provided to Employee Relations. Applicant was hired.

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CPIC-08-12-0007	Closed	Misuse or Misappropriation of Assets	12/17/2008	11/23/2011	Disclosure of personal health information. Complaint: I am so deeply offended that an attendance report would be sent out and have DISABILITY next to someone's name for the entire department to know about. Is this a HIPPA violation?	This complaint was reviewed and handled as part of CPIC 09-01-0005
CPIC-08-12-0008	Closed	Environmental, Health and Safety	12/24/2008	1/22/2010	An anonymous complaint was received in Consumer Services via the "Contact Us" section of the Citizens Web site on 121908, regarding three individuals who allegedly said they smoke marijuana. Caller requested random drug testing.	Unsubstantiated; Insufficient Information
CPIC-09-01-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/2/2009	1/22/2010	Employee complained of harassment by another employee.	Employee's off-duty comments to the complainant eventually became unwelcome to the complainant, but there is no evidence to indicate that these communications were sexual in nature or that the employee had any actual influence, or attempted to have any influence, on the complainant's employment situation or working conditions. No evidence exists to indicate that the employee attempted to create a hostile working environment for the complainant or interfere with her work. Investigation determined that Citizens did not have policies and procedures for assessing and reporting threats to allow the tracking and assessment of threats and violent incidents in the workplace. Recommended assignment of employee or complainant to different teams and EAP referrals. These recommendations were made to Employee Relations Manager on 2/23/2009 via telephone and were advisory only. It is unknown if any action was taken. No Determination Committee report available.
CPIC-09-01-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/8/2009	6/17/2010	Caller said employees discriminated against him/her	Insufficient information to establish predicate for Corporate Compliance investigation. Caller did not identify alleged offenders.
CPIC-09-01-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/8/2009	1/22/2010	An employee was alleged to have made threats against co-workers.	Investigation found the allegation to be factually substantiated; however, unsubstantiated as evidence of a violation of Citizens' standards of conduct. No action was taken.
CPIC-09-01-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/9/2009	1/22/2010	employee complained of sexual harassment by an employee.	This investigation found that the employee's alleged conduct against the complainant could not be corroborated but that the employee's workplace behavior (as reported by at least one disinterested witness and admitted to by the employee was, in some instances, in violation of Citizens' standards of conduct. Findings provided to Employee Relations and VP. No Determination Committee report available. Corporate Response unknown.
CPIC-09-01-0005	Closed	Employee Relations	1/12/2009	12/8/2010	Employee alleged unfair treatment in her work area and stated that her her supervisor was mistreating her	Case unsubstantiated. Complaint was addressed through Complainant's EEOC Claim.
CPIC-09-01-0006	Closed	Employee Relations	1/20/2009	6/17/2010	Anonymous complainant alleged executive management may be inappropriately influencing other members of executive management and Human Resources with material misrepresentations about applicants for hiring and increased rates of pay.	Complaint lacked specific information to indicate violations of corporate policy, although some alleged comments may be objectionable or based purely on speculation. Complainant failed to respond to Corporate Integrity's request for additional information. Case was closed due to lack of information and complainants lack of response.
CPIC-09-01-0007	Closed	Employee Relations	1/20/2009	5/18/2009	Anonymous complainant alleged unfair employment practices, hostile and abusive work environment, and fear of retaliation .	Evidence collected through interviews and e-mail correspondence did not substantiate the anonymous claims of harassment, discrimination, or unfair employment practices. Findings provided to Employee Relations. No action taken.
CPIC-09-01-0008	Closed	Policy and Process Integrity	1/20/2009	1/22/2010	An Information Technology employee was alleged to have misrepresented an academic degree on Citizens' employment application.	During an investigative interview the employee admitted to the falsification of facts and was terminated from employment. During an investigative interview the employee admitted to the falsification of facts and was terminated from employment.
CPIC-09-01-0009	Closed	Employee Relations	3/6/2009	1/22/2010	The Caller said employee wears a political shirt to work after reprimanding another employee for wearing a political shirt. In November 2008 (exact day unknown), employee led another employees outside and told him his "Elect Obama" shirt was offensive. employee told another employee he needed to cover it because employees are prohibited from displaying political references.	Conduct as described in complaint not prohibited by policy. No reasonable predicate to conduct investigation
CPIC-09-01-0010	Closed	Other	1/30/2009	1/22/2010	We received an email Oct 8th 2008 Ref: Political Expression and Dress Code. Prior to that email [Name Employee] reported (to HR) and made an employee put on a jacket for wearing a Political shirt.	Conduct as described in complaint not prohibited by policy. No reasonable predicate to conduct investigation.
CPIC-09-02-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	2/11/2009	3/19/2009	Employee alleged he was not receiving promotions as retaliation by for his involvement in a prior investigation.	Employee's belief is speculative and is not supported by the facts discovered during this investigation.
CPIC-09-02-0002	Closed	Misuse or Misappropriation of Assets	2/13/2009	1/22/2010	Allegations that an employee was misusing a Citizens' issued credit card.	Allegation was substantiated when surveillance videos and receipts disclosed the employee was making purchases and returning the items for cash or keeping items for personal gain. Following the employee's termination, a referral for criminal charges and restitution was made to the Jacksonville Sheriff's Office and Duval County State Attorney's Office. The employee received a misdemeanor conviction and paid full restitution in the amount of \$3,523.95.
CPIC-09-02-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	2/15/2009	1/22/2010	Employee alleged retaliation because of her prior involvement in an internal investigation.	The facts uncovered in this investigation do not support the allegations.
CPIC-09-02-0004	Closed	Environmental, Health and Safety	2/23/2009	1/22/2010	The Caller said his/her request for an ergonomically correct workstation was denied. On the morning of February 11, 2009, the Caller submitted a request through the Track-It computer system to have his/her desk raised. The Caller said his/her desk is ergonomically incorrect because it's too low.	Employee brought note in to Human Resources. HR reviewed documentation and worked with facilities to ensure ergonomically corrected.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-09-02-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	3/4/2009	2/2/2011	Employee initiated a complaint with Employee Relations alleging discrimination, harassment and retaliation by and alleged that after she complained about her 2008 performance evaluation, she suffered retaliatory discrimination and harassment from her management team. The employee indicated she was discriminated against with the denial of training and study opportunities, and was held to a different production standard than her peers.	Employee failed to present sufficient evidence to establish that adverse employment actions taken by her management were predicated upon discrimination, harassment, or retaliation by her management.
CPIC-09-02-0006	Closed	Environmental, Health and Safety	2/23/2009	1/22/2010	Cleaning crew discovered cannabis seeds in men's room of Citizens office building.	Preliminary investigation confirmed the seed was cannabis. Unable to identify owner. Corporate Integrity referred the substance to the Leon County Sheriff's Office. No further action taken.
CPIC-09-02-0007	Closed	Employee Relations	3/6/2009	1/22/2010	An Underwriting supervisor was alleged to have altered promotional interview scores in favor of select candidates. Prior to the promotion of any candidate, Human Resources intervened and reassessed the candidates with consistent interview practices.	As a result of the investigative findings, Human Resources re-engaged Citizens' managers and developed a uniform assessment panel with which to screen the applicants.
CPIC-09-02-0008	Closed	Employee Relations	3/4/2009	8/6/2009	Following a business unit meeting, employees joined other co-workers and subordinates in a bar where they removed their bras. Employee also threatened to terminate a subordinate after a practical joke was played on her.	The investigative report found that the employee violated Citizens' policies regarding alcohol use and vehicle use and the Standards of Conduct. The Determination Committee recommended that the employee receive a written counseling, documented verbal counseling for another employee, and no documented verbal counseling for a third employee..
CPIC-09-03-0001	Closed	Misuse or Misappropriation of Assets	3/4/2009	1/22/2010	Complainant said employee requested that a claims adjuster send recorded transcripts to opposing counsel without a required subpoena	The business unit found that there was not a breach of our procedure regarding document requests or acceptable claims protocols, but there was apparently a "disagreement" relative to the appropriate direction relative to a piece of litigation. The business unit management found no basis for re-direction, but did provide coaching and feedback from a leadership perspective.
CPIC-09-03-0002	Closed	Other	3/3/2009	3/11/2009	Anonymous complainant alleged employees are using bottled water, purchased by Citizens, to fill the coffee pot, instead of using water from the faucet.	Facilities was not concerned about this practice. No action taken
CPIC-09-03-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	3/5/2009	1/22/2010	Anonymous caller states that certain employees make disparaging comments about her in the workplace.	Case Unsubstantiated
CPIC-09-03-0004	Closed	Employee Relations	3/9/2009	1/22/2010	A manager was alleged to have inappropriately recorded conversations of co-workers and superiors without their knowledge or consent.	Following the manager's admission during an investigative interview, the manager was terminated.
CPIC-09-03-0005					Anonymous complainant alleged CPIC-09-02-0008 was handled improperly as an internal complaint.	The investigation found management did not efficiently or timely respond to the reported incident or complete personnel actions. Management should promptly determine the appropriate consequence/disciplinary action and impose such in a timely manner. The Internal Auditor should receive a copy of complaints that come into the organization and investigate those complaints using appropriate standards and discretion. The office of Corporate Compliance should be structured in terms of reporting to guarantee the maximum degree of independence. All formal complaints should receive the assurance of an independent review. The Standards of Conduct should be enhanced to include a reference to private behavior, occurring after hours, that be interpreted to hold the company in public disregard. Employee Relations should adopt specific complaint handling procedures as a subset of Policy 102. No Determination Committee recommendation issued for this complaint/investigation.
CPIC-09-03-0006	Closed	Misuse or Misappropriation of Assets	3/31/2009	1/22/2010	On March 26, 2009, during investigative research associated with an open case, Corporate Compliance discovered an e-mail dated March 6, 2009, sent from an employee to his personal e-mail account that contained an unknown type file attachment. It was determined that the attachment was a "KeePass" file, normally used to transfer and store computer usernames and passwords. The matter was referred to Doug Fredericks, Manager of Security and Disaster Recovery. His examination of the file disclosed that the file, while containing access credentials to Citizens' computer network and related resources, was encrypted, secure and legitimately sent.	The investigation revealed that although the employee e-mailed his Citizens' business credentials from his corporate e-mail account to his personal e-mail account, the credentials were for Thompson's access to both internal and external Citizens' monitoring; business/trade information websites, and vendor/trade/specialty website and publication systems and no further action was deemed necessary.
CPIC-09-03-0007	Closed	Employee Relations	4/13/2009	2/2/2011	Employee alleged discrimination because of her request for accommodation under the Americans with Disabilities Act provisions by another employees.	The evidence collected through documentation, emails, and interviews did not substantiate the complainant's allegation of work place discrimination under the Americans with Disabilities Act; however, the pending changes of the complainant's job description, essential functions, and goal requirements may need to be considered in conjunction with any medical documentation she has provided before such position description changes, to avoid potential ADA complaints or claims. Other potential risks and vulnerabilities identified in this investigation included an employee's failure to adequately disclose his involvement with C&S, a secondary employer, and his use of Citizens' time and resources to conduct business on behalf of C&S. Investigation also revealed that the complainant believed another employee, a team lead, was unprofessional with her communication. Findings provided to Determination Committee. At request of DC, Spin-off case #10-07-0003 to investigate employee's secondary employment activities and other employee's reported unprofessionalism.
CPIC-09-03-0008	Closed	Employee Relations	5/11/2009	1/22/2010	Employee contacted HR on 3/10/09, via email, stating her current supervisor is not treating her and three other employees in her unit fairly.	New Director of Underwriting initiated a restructuring and on September 8, 2009 every team was assigned a new Supervisor. Employees all feel this is resolved to their satisfaction.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-09-03-0009	Closed	Employee Relations	7/8/2009	2/2/2011	Former employee alleged in an exit survey that an employee's business travel is scheduled to coordinate with supporting events and that he may be accepting game tickets.	Information obtained in the course of this investigation indicated that the employee's travel to Tampa was predominantly scheduled to coincide with sporting events, but was not exclusively scheduled for the purpose of attending these games. Additionally, the investigation revealed that the employee did not receive any tickets to games as gifts in violation of Citizens' Code of Ethics and "no gift" policy. Determination Committee recommended no action taken against the employee, but recommended Ethics training be updated to clarify 90-day reciprocal meal portion of policy.
CPIC-09-04-0001	Closed	Employee Relations	4/16/2009	1/22/2010	Corporate documents indicate there may be instances of vendor-employee conflicts of interest in violation fo Citizens' code of ethics.	Evidence obtained through interviews, email correspondence, and expense reports did not substantiate this allegation. Disclosed policy recommending senior management/employee to pick up travel tabs hinders travel expense tracking by employee. Disclosed inability to track vendor billing for inappropriate/overbilling. Disclosed no tracking/cross-referencing of purchase orders or invoices to vendor billing. Determination Committee recommended no action to be taken.
CPIC-09-04-0002	Closed	Employee Relations	4/28/2009	2/2/2011	A Claims supervisor was alleged to have confronted two employees about a possible controlled substance found in workplace and then destroyed the substance without any follow up or referral.	Although the findings were substantiated, no corporate action was taken. Two additional case investigations (CPIC-09-06-0003 and CPIC-09-08-0001) were open in association with this supervisor, who was eventually terminated as a result of the cumulative findings.
CPIC-09-04-0003	Closed	Employee Relations	4/27/2009	1/22/2010	A Claims employee was alleged to be conducting business as a public adjuster as (unapproved) secondary employment while licensed and employed as a company adjuster.	.Investigative research substantiated the allegations of public adjusting and also disclosed the employee had provided a false criminal history on Citizens' employment application. Following an investigative interview the employee resigned.
CPIC-09-04-0004	Closed	Other	5/7/2009	6/4/2009	Anonymous complainant alleged displeasure with co-workers taking coffee breaks and inappropriate use of the Internet to access Facebook.	The topic of employees taking coffee breaks together in the Cypress Point break room had actually been raised in the Consumer Services/Communications weekly staff meeting on 4/27/09. At that time the management present agreed to address the topic with their respective teams. The Communications Team is actually researching the use of social media and networking for business communications. An e-mail was sent to Consumer Services and Communications staff reminding them of the corporate Internet and e-mail policies with excerpts from the Employee Handbook.
CPIC-09-04-0005	Closed	Financial Concerns	4/27/2009	2/15/2011	Anonymous caller alleged that a vendor had been contracted to conduct a study/needs assessment for a Data Center and that the vendor was expected to be awarded the bid.	The investigation revealed that the actual contract amount was \$87,000 not \$100,000. Additionally, at the time the investigation was completed, the vendor had not completed its data center strategy report. Further, Citizens practice is to recognize as a conflict allowing an entity which conducts an analysis to receive a contract for what is recommended in the analysis. The investigation also revealed that there is an employee who formerly worked for the vendor who now works for IT, but he is not working on the project. Determination Committee recommended no action to be taken.
CPIC-09-05-0001	Closed	Employee Relations	2/4/2010	8/11/2010	The Caller said employee unfairly awarded an employment opportunity to her friendwithout conducting interview and hiring process fairly	The allegations stated in this case have been unsubstantiated. No action is required.
CPIC-09-05-0002	Closed	Policy and Process Integrity	5/21/2009	9/14/2009	Anonymous complainant alleged that a manager abuses his authority for the hiring, reclassification or promotion of employees	The investigative report finds Citizens' does not have a policy requiring postings of vacant positions before being filled. Determination Committee recommended no action to be taken.
CPIC-09-05-0003	Closed	Employee Relations	9/29/2009	9/29/2009	Allegation that employee created a hostile working environment.	Meeting was held with manager and HR employees on June 15, 2009 to discuss anonymous complaint. During the call, manager indicated that he had knowledge of the incident and once made aware of specific incident noted on May 27, 2009, he discussed issue of maintaing professional conduct with the employee in question. At that time, the manager was also made aware of other allegations addressed in this report and notified that HR would continue to investigate. To further investigate the other allegations addressed in the report, HR prepared and posed 10 additional questions to the complainant and, to date, there has been no response. Due to lack of information, we could not substantiate allegations raised and recommend to close out accordingly.
CPIC-09-06-0001	Closed	Misuse or Misappropriation of Assets	6/2/2009	1/22/2010	An employee was alleged to have misused corporate resources by accessing adult (nude) internet sites using corporate issued computers and Internet service during work hours.	The employee was terminated following an admission during the investigative interview and investigative findings.
CPIC-09-06-0002	Closed	Other	7/6/2009	7/6/2009	Complainant said the company as well as representatives from a vendor had mishandled her retirement accounts.	A conference call was held on Monday June 8, 2009 to discuss the Rollover of funds.
CPIC-09-06-0003	Closed	Employee Relations	6/5/2009	1/22/2010	Complainant alleged unfair employment practices and retaliation by employee following his complaint relating to employee's confrontation with him about a suspected controlled substance found in the workplace.	This investigation did not substantiate the unfair treatment allegation of employees; however, the allegation that employee discussed personnel information regarding Complainant was substantiated employee was terminated at the recommendation of the Determination Committee after consideration investigative findings from all 3 complaints/allegations.
CPIC-09-06-0004	Closed	Employee Relations	9/11/2009	9/11/2009	Employee spends a great of time time with another employee everytime he is in the building even though he doesn't have a business need to speak with her. It seems very unprofessional and everone is taking notice of this.	Case Unsubstantiated
CPIC-09-06-0005	Closed	Employee Relations	9/11/2009	9/11/2009	When a senior manager is is in the same building as another employee, he stops at her desk to talk. The employee is not supervised by the manager and is not in his unit.	See 09-06-0004
CPIC-09-06-0006	Closed	Environmental, Health and Safety	9/13/2009	9/13/2009	On Wed, Jan 17, shortly after midnight, the complainant witnessed a security-marked SUV run two stop signs while leaving Citizens offices.	General Services Director advised vendor of this violation and requested that drivers obey the traffic signs.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-09-06-0008	Closed	Misuse or Misappropriation of Assets	7/7/2009	1/22/2010	An anonymous complainant alleged that a Corporate Training employee was misusing resources in furtherance of secondary employment (a private consulting company). Following this allegation, the same allegations were made against a Corporate Training manager and director (CPIC-09-07-0003) and the employee made a counter allegation of workplace harassment (CPIC-09-07-0004).	The employee was placed on administrative leave with pay pending the outcome of the additional investigations which were both outsourced to external council. The employee was provided with a written warning and later terminated at the conclusion of external council's investigation of CPIC-09-07-0003 and CPIC-09-07-0004 on the basis on poor work performance.
CPIC-09-07-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/14/2009	10/22/2009	An employee complained that another employee made unwelcome physical contact and verbal comments to her.	Allegation that subject made unwelcome and uninvited physical contact with victim employee was substantiated. The Determination Committee recommended that the employee be issued a final written warning and receive mandatory training.
CPIC-09-07-0002					Anonymous complaint alleged unfair hiring, reclassification, and salary placements by Human Resources.	The investigation did not find evidence to substantiate any of the numerous allegations made. However, the investigation did reveal instances in which Human Resources staff did not follow routine HR recruitment and selection processes. Issues identified included misuse of Citizens' email account for non-business use and postings to Craigslist using corporate email accounts by Assistant HR Director; lack of recruitment/selection policy; Human Resources lack of following recruitment/selection procedures for their business unit; and falsification of records. The Determination Committee determined that the Human Resource team could benefit from targeted communication, training, and quality assurance initiatives relating to recruitment and selection and recommended that the HR Director communicate to all HR team about the importance of following routine HR established processes and procedures during the recruitment and selection process. The Determination Committee also recommended that all HR hiring authorities attend the mandatory Managerial Leadership training which includes a recruitment and selection module and recommended that the HR team coordinate with the Office of Internal Auditor and Enterprise
CPIC-09-07-0003	Closed	Employee Relations	7/22/2009	10/19/2009	Employees alleged that another employee was misusing corporate resources in furtherance of secondary employment	The investigative report found that the employee used Citizens' time and resources for projects associated with her membership in a professional organization. There were no findings or proof that the employee engaged in secondary employment. The Determination Committee recommended no action to be taken.
CPIC-09-07-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/28/2009	6/29/2011	An employee complained that they were a victim of harassment by another employee and felt helpless to do anything about it.	The investigative report did not find evidence supporting the complainant's claims. No Determination Committee recommendation issued. Complainant was terminated.
CPIC-09-07-0005	Closed	Other	8/3/2009	1/22/2010	Employee left her Citizens Property Insurance Corporation employee badge in a store. Store employee said the store would hold the badge for 30 days and if it was unclaimed it would be shredded.	Provided contact information to employee on badge so they could retrieve their badge.
CPIC-09-07-0006	Closed	Environmental, Health and Safety	8/24/2009	9/11/2009	Anonymous called alleged that they heard a fellow employee had children with Swine Flu and was upset that the employee was still was coming to work.	Left a note to be communicated to the anonymous caller should they call back in. Specifically, HR has researched the H1N1 health epidemic and found helpful information; which was shared through several internal email communications to staff (5/5, 8/14, and 9/3). The emails noted helpful hints to detect flu like symptoms, how to prevent the spread of such symptoms, where to get specific information or further assistance through the CDC and warned against not seeking medical treatment if symptoms arise.
CPIC-09-08-0001	Closed	Misuse or Misappropriation of Assets	8/7/2009	2/2/2011	During investigative research associated with CPIC-09-06-0003, it was discovered that Claims, Underwriting, Consumer Services, Claims Shared Services, and Corporate Planning employees and supervisors were misusing Citizens' information technology equipment and resources to transmit inappropriate email messages.	One supervisor and 9 employees in Claims, Underwriting, Consumer Services, Claims Shared Services, and Corporate Planning were terminated. One Claim supervisor received a written warning for failure to cooperate in an internal investigation.
CPIC-09-08-0002	Closed	Employee Relations	8/24/2009	9/13/2009	A Complainant alleged that another employee is permitted to work from home on a regular basis and to come and go at any time of the day, which is not in line with company policy, nor the standard that most employees are held to.	Manager indicated that he is very familiar with the employee's workload and schedule and stated that he is confident that the employee works 40+ hours every week and can confirm that her workload and deliverables support this. The employee in question often attends meetings in person with IT not only in her building, but also at other sites and has been approved for work-related travel to Jacksonville on short notice when necessary. Employee's manager finds that the complaint has no merit and no further action is needed.
CPIC-09-08-0003	Closed	Misuse or Misappropriation of Assets	9/29/2009	6/15/2012	A former employee of a vendor alleged fraudulent billing practices by the vendor. The complaint was received through the Special Investigations Unit on July 14, 2009. The complaint alleged on-going practices of fraudulent and unethical billing from the vendor.	Management requested that an independent review be performed of billing practices of the third party vendor, as a follow-up to a review done of the firm's billing practices in 2010. The vendor has implemented enhanced controls related to their billing practices and upgraded their billing software in support of these changes.
CPIC-09-09-0001	Closed	Employee Relations	9/21/2009	9/21/2009	Anonymous complainant alleged that an employees cautioned employees about asking questions of other employees during an open forum meeting with and ELT member and to refrain from making their business unit "look bad." The complaint originated from an scheduled visit by an ELT member to conduct a series of employee forums designed to elicit feedback from staff. The Caller and three others said they felt honored to be asked to participate but were advised against being honest with the ELT member at the forum.	A manager met with employees about these assertions and learned that when they meet with their team, the teams were advised that their questions should be strategic, well thought out, and of a caliber that befits an ELT member's time. The manager found that the supervisors' communications with their team were handled appropriately. The ELT member and managers have all agreed to encourage open discussion and invite any topics of concern to be raised in upcoming team meetings.
CPIC-09-09-0002	Closed	Misuse or Misappropriation of Assets	9/29/2009	10/30/2009	An anonymous complainant alleged that a manager willfully and purposefully omitted the fact that her husband runs an automotive repair business from their property when they applied for homeowners insurance through Citizens.	The claim was not substantiated. Citizens' quotes database also failed to indicate any past quotes related to the manager or their real property. Findings were provided to Employee Relations. No action taken. No Determination Committee recommendation made.
CPIC-09-09-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	9/29/2009	12/8/2009	A complainant alleged unfair and inconsistent employment, hiring, and promotion practices by Human Resources.	Investigation found no substantial deviations from normal hiring protocols and no evidence of discrimination but identified the lack of a recruitment/selection policy. Determination Committee recommended that Human Resources clarify the current requirement to provide proficiency certification when an employee applies for a promotion.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-09-10-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/10/2009	6/24/2011	Employee alleged that a manager is retaliating against her due to her involvement as a witness in CPIC-09-07-0002.	Case unsubstantiated. Manager was verbally counseled on effective manner of communicating via email
CPIC-09-10-0002	Closed	Employee Relations	11/10/2009	2/2/2011	An anonymous complainant alleged racial discrimination and violation of personal space with females by an employee. The Caller said the employee discriminates against the Caucasian employees and violates the personal space of female employees.	The evidence collected through interviews of HR staff and the named employee, and review of prior complaints generated through Integrilink did not substantiate the anonymous caller's allegation that Caucasian employees are discriminated against, nor did the evidence substantiate that the employee violates the personal space of female employees. Determination Committee recommended no action to be taken.
CPIC-09-10-0003	Closed	Misuse or Misappropriation of Assets	10/7/2009	6/20/2011	An independent adjuster from a vendor relayed confidential claims information to a private adjusting firm and accessed his personal claim under his Citizens' policy through XactNet, Citizens' estimating library system	Investigation substantiated that the adjuster accessed confidential information. Referred to DFS Agent and Agency Services
CPIC-09-10-0004	Closed	Employee Relations	10/22/2009	10/26/2009	A complainant alleged that an employee may be inappropriately soliciting Citizens' employees for financial, legal or other personal assistance.	Corporate Integrity's assisted Employee Relations in the provision of a Web Sense Report, Email Archives and Telephone log history for Employee Relations review, analysis and further handling. The employee was terminated.
CPIC-09-10-0005	Closed	Employee Relations	11/10/2009	8/12/2010	A non-Citizens' employee alleged that an employee sent romantic e-mails and instant messages from her work email to complainant's husband, a non-Citizens employee.	Evidence collected through interviews with the employee and archived e-mail correspondence substantiated the allegation that the employee misused Citizens' resources to send or receive non-business related email containing inappropriate content and/or attachments. Investigation found that Citizens may want to improve corporate policy language to mirror the definition of sexual conduct or activity as defined by Florida Statute 847.01 (16) and steer away from subjective terms such as "pornographic." Employee resigned. No Determination Committee recommendation made.
CPIC-09-10-0006	Closed	Employee Relations	1/29/2010	4/2/2010	Employee alleged that a manager makes unconstructive criticisms that are unsuitable for the workplace, including referring to employee's work products as "garbage."	Substantiated. Termination
CPIC-09-11-0001	Closed	Employee Relations	11/10/2009	12/10/2010	A complaint was received outlining unfair employment practices and potentially illegal activities being committed by certain members and management personnel. The complaint included allegations of unfair employment practices by a supervisor regarding favoritism, attendance and employee privacy. An employee was alleged to have demonstrated favoritism by allowing employees to perform standard work without corrective action, maintained a poor attendance record and openly discussed employees' personal and professional issues with other employees. An additional allegation accused another employee of conducting a personal web-design business and selling illegally copied DVDs while on Citizens' time. A final allegation was made of unfair employment practices and favoritism by a manager.	Employee Relations conducted the investigation and concluded that there was no evidence to substantiate the allegations.
CPIC-09-11-0002	Closed	Employee Relations	1/27/2010	12/30/2010	Two employees were alleged to have a sexual relationship that started when one employee reported to the other.	Case Unsubstantiated - No Action Necessary
CPIC-09-11-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/23/2009	1/14/2010	An anonymous complainant alleged that an offensive email was distributed to staff that included remarks from a supervisor.	This investigation found that the supervisor had authored an email to her staff that contained inappropriate and racially sensitive verbiage. The Determination Committee recommended that the supervisor's manager personally counsel the supervisor regarding the importance of racial sensitivity in the workplace and appropriate communication with co-workers and subordinates. The Committee also recommended that the employee receive training and notes that, according to the investigative report, she attended unlawful harassment and discrimination training on November 18, 2009.
CPIC-09-12-0001	Closed	Financial Concerns	12/7/2009	2/15/2011	An anonymous complainant alleged through the Tell Citizens hotline that a manager "pushed" dental and retirement plans to her immediate prior employer, "without following the required bidding process." The complainant also alleged that another employee "recommended [that the manager] follow the bidding process regarding large dental and retirement plan contracts	The allegations submitted by the anonymous complainant in this case were unsubstantiated. Information and evidence obtained in this inquiry indicated that the manager's actions regarding the procurement of dental and retirement plan services were not in violation of standing policies and did not pose a conflict of interest.
CPIC-09-12-0002	Closed	Other	12/7/2009	2/12/2010	Corporate Compliance received a request to conduct an inquiry into the arrest of an employee on charges of forgery of bank bills, checks, drafts, or promissory notes, and any association of the charges to their employment with Citizens or Citizens' resources.	The employee violated Citizens' policy regarding secondary employment by failing to submit a request and receive authorization for secondary employment. The employee also violated Citizens' Information Systems Policy relating to the use of electronic mail when he exchanged e-mail correspondence with another Citizens employee negotiating and securing secondary employment using his corporate e-mail account. Action taken: Termination

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-09-12-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/29/2010	2/2/2011	An anonymous complainant contacted the Tell Citizens portal and relayed written allegations of retaliation and retribution in a narrative that included the assertion that a manager allegedly retaliated on a business partner after the business party ended their out of work relationship. The complainant wrote of personal relationships with Independent Adjusters by the manager and alleged that an Independent Appraiser was deactivated by Citizens and barred from re-assignment to Citizens due to false information.	Evidence obtained in the course of this investigation did not conclusively establish that the Independent Appraiser's deactivation from Citizens' CAIS system was caused by, arose out of, or was in connection with a personal relationship between the manager and the Independent Appraiser. Email and testimonial evidence did support a conclusion that, at least for a short span of weeks in the early months of 2009, the manager and the Independent Appraiser were more than mere friends or business super-ordinate and subordinate. The Independent Appraiser's observation that after he terminated the manager's cellular service he was terminated within two weeks time suggested a temporal connection, but a causal connection was not proven. The Independent Appraiser was asked for copies of cellular phone bills or records to corroborate his contention that his deactivation as an adjuster was directly related to the deactivation of the manager's gifted or loaned cellular phone, but he declined to provide this documentary information. The Independent Appraiser's performance as an adjuster and his alleged inability to successfully interface with his peer adjusters were the stated causes for his deactivation.
CPIC-10-01-0001	Closed	Employee Relations	1/27/2010	11/22/2011	A manager requires only select members to clock out for mandatory luncheon/meetings. A staff meeting, birthday party and pizza luncheon was held today. Part of the hour was spent going over reminders from the Employee Handbook and other work related topics. Some of the non-exempt staff were required to clock out for the mandatory staff meeting and luncheon while others were not.	Unsubstantiated. All employees who were required to clock out for the meeting were compensated for 30 minutes.
CPIC-10-01-0002	Closed	Employee Relations	1/29/2010	12/13/2010	A manager is showing favoritism to an adjuster due to a personal relationship.	Case Unsubstantiated - No Action Necessary
CPIC-10-01-0003	Closed	Other	1/22/2010	1/22/2010	An anonymous interoffice envelope provided a print out of a Consulting Business in TLH which had a picture that appeared to represent Citizens Center. The complaint alleged that a manager might own the consulting firm.	The owner of the consulting firm is not the manager. Additionally it was confirmed that the manager is a junior. No action taken.
CPIC-10-01-0004	Closed	Misuse or Misappropriation of Assets	3/16/2010	3/16/2010	A complainant alleged that Citizens has no company oversight for use of modular home inspectors. In December 2009, the complainant said they realized that the company used unqualified and unlicensed inspectors to inspect modular, mobile, and manufactured home tie downs. Tie downs are the mechanisms which secure these homes to the ground. Concern #1: As a whole, the inspectors who survey mobile/manufactured homes for Citizens lack the proper knowledge to routinely produce accurate results. You feel that the standard of familiarity with codes and regulations by these inspectors is too low. Concern #2: The inspectors who conduct mobile/manufactured home tie-down surveys for Citizens are not held accountable for inaccurate results. Concern #3: As a result of the reports completed by the inspectors who survey tie-downs on mobile/manufactured homes for Citizens, you are convinced that agents spend countless hours communicating with Citizens to resolve issues in order to prove eligibility. Concern #4: You would like to see Citizens implement a training process to qualify inspectors.	Response to Concern #1: We acknowledge your concern and intend to review your issue at the next scheduled meeting with those who oversee the actions of these inspectors. Given the circumstances of the case that you cited and to reduce some of the concern for complete results, we also may require that the survey results include consideration for the presence (or absence) of "lateral arm stabilization." Concern #2: Citizens' underwriters review the information with supporting documentation provided by the survey. A process is in place that provides the agent and the insured the opportunity to provide additional information as a result of what is reported. To date, there has been no reason to suspect that inaccuracies are significant enough to cause a general concern. We are taking steps to review this more closely. Concern #3: We acknowledge this concern and we are taking steps to gather data for the purpose of reviewing the potential for impact on both the agents and our underwriters. This topic also is being considered for agent roundtable discussions, a method used across the state to encourage open and honest feedback from active agents. Concern #4: We intend to review the training requirements for the inspectors who conduct mobile/manufactured home tie-down surveys for Citizens. Our analysis of the impact of current standards will dictate our next steps.
CPIC-10-01-0005	Closed	Employee Relations	1/29/2010	11/23/2011	An employee alleged that another employee is always on the Internet reading sports and gambling and CNN and never seems to work.	The employee resigned prior to the conclusion of the fact finding review.
CPIC-10-02-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	2/3/2010	6/22/2010	A temporary employee filed a formal complaint of sexual harassment against a manager. He alleged that the manager gave him eight handwritten notes containing sexual comments or innuendos, made verbal comments regarding her position of authority over him and his position as a temporary staff employee, and made written and verbal comments to him that were sexually harassing.	Evidence obtained in the course of the investigation did not substantiate the allegation that the manager made verbal comments regarding her position of authority over the employee or that employee was a victim of sexual harassment in the form of written and verbal comments from the manager. The evidence did support the allegation that the manager gave the employee eight handwritten notes containing sexual comments or innuendos. The manager submitted her resignation by e-mail, effective immediately.
CPIC-10-02-0002	Closed	Misuse or Misappropriation of Assets	6/20/2011	6/20/2011	An anonymous complainant alleged that a policyholder falsified a signature to cash a claim check.	No policy found. Allegation unfounded.
CPIC-10-03-0001	Closed	Employee Relations	3/5/2010	3/5/2010	Case #10-03-0001 and #10-03-0002 are duplicates. Caller's interview was interrupted before he/she were provided the case and PIN numbers. Case notes from 10-03-0001 have been added to 10-03-0002 for review.	See 10-03-0002
CPIC-10-03-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	3/5/2010	6/22/2010	An employee alleged retaliation by claims management as direct result of her complaint concerning another employee.	The evidence obtained also did not substantiate the complainant's allegations of retaliation and creation of a hostile work environment by her management team. The evidence also did not substantiate the allegation that another employee disclosed her personal health information. The Determination Committee recommended that one employee receive verbal counseling followed by attending mandatory training on cultural and gender sensitivity. The DC also recommended that Human Resources coordinate targeted training on appropriate workplace behavior.
CPIC-10-03-0003	Closed	Policy and Process Integrity	6/20/2011	8/6/2012	Allegation that certain public adjusters filed false claims against Citizens for customers.	This matter has been reviewed by Citizens' SIU and has been referred to the Florida Department of Insurance Fraud for further investigation. Case closed.
CPIC-10-04-0001	Closed	Environmental, Health and Safety	4/16/2010	10/14/2010	Employee alleged that another employee's actions and comments are inflicting threats and physical violence.	Unsubstantiated

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-10-04-0002	Closed	Misuse or Misappropriation of Assets	4/9/2010	4/27/2010	Employee Relations alleged that an employee may have released information regarding pending terminations to her subordinates, the subject employees.	After an inquiry was undertaken into these matters, a finding that the employee divulged confidential management information about planned terminations cannot be substantiated or entirely ruled out without more in-depth investigation. However, the inquiry found that the employee was not truthful and forthright to her management about her communications with another employee. Findings provided to Employee Relations. Employee was terminated.
CPIC-10-04-0003	Closed	Employee Relations	4/23/2010	12/10/2010	Employee alleged unfair wage compensation.	Investigation did not support the allegations. Determination Committee recommended Human Resources coordinate with the CIO on appropriate disciplinary action. Manager later resigned. No action taken.
CPIC-10-04-0004	Closed	Employee Relations	4/23/2010	12/10/2010	Employee alleged unfair employment and hiring practice by a manager.	Investigation did not support allegations. Determination Committee recommended Human Resources coordinate with the CIO on appropriate disciplinary action. Manager later resigned. No action taken.
CPIC-10-04-0005	Closed	Other	4/27/2010	5/18/2010	Employee Relations requested assistance to obtain criminal records/history related to an employee.	Employee's criminal history documents were obtained from Jacksonville Sheriff's Office and provided to Human Resources. Documents provided to Employee Relations. No action taken.
CPIC-10-04-0006	Closed	Employee Relations	4/29/2010	10/5/2010	Complainant alleged unfair interviewing/recruitment process	The allegations stated in this case are Unsubstantiated. No action required.
CPIC-10-05-0001	Closed	Misuse or Misappropriation of Assets	5/5/2010	10/4/2010	Complainant alleged that an employee disclosed confidential information to select employees.	The allegation stated in this case has been Unsubstantiated. No action is required.
CPIC-10-05-0002	Closed	Employee Relations	5/27/2010	5/27/2010	Complainant alleged improprieties associated with Citizens' hiring of a manager.	This complaint was a duplicate to Complainant's allegations indexed in CPIC-10-04-0004. The allegations were investigated under CPIC-10-04-0004.
CPIC-10-05-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	6/2/2010	2/2/2011	Complainant alleged retaliation for use of FMLA; Supervisors recommending termination for complainant's use of FMLA.	This investigation did not indicate a prima facie case of discrimination or retaliation was presented by the complainant. However, one employee's remarks regarding age and medical condition may be considered improper/impolite. Determination Committee recommended that employee receive verbal counseling and attend mandatory training on cultural and gender sensitivity.
CPIC-10-05-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	6/2/2010	2/2/2011	Complainant alleged retaliation for use of FMLA; improprieties associated with performance evaluations; and adjustments made to logged work hours	This investigation did not find evidence in support of the allegations. However, the requirement for an investigation under the Unlawful Harassment and Discrimination policy had not been met by Employee Relations. The Determination Committee recommended no action to be taken.
CPIC-10-05-0005	Closed	Financial Concerns	6/2/2010	8/4/2010	Complainant reports vendor has paid \$87.5 million to settle a federal kickback and pricing lawsuit.	Obtained Settlement Agreement from USDOJ to determine description of fraudulent activities perpetrated by the vendor and communicated these to Senior Vice President to to allow him to brief his managers on the circumstances and conditions of which they should be aware if similar violations are committed (or have been committed) by the vendor against Citizens or the State of Florida. Memorandum of findings provided to CIO. No action taken.
CPIC-10-06-0001	Closed	Other	6/1/2010	2/3/2011	Complainant alleged that an employee uses company resources to conduct secondary employment.	Employee was found to have misused Citizens' resources in furtherance of secondary employment and was terminated at the recommendation of the termination committee.
CPIC-10-06-0002	Closed	Employee Relations	6/10/2010	12/10/2010	Complainant alleged that a supervisor, "calls us stupid, tells us that the reason we messed up is from our incompetence or our incompetence lead to our mistake, threatens our Jobs on a daily basis, Ask us do you want this job, and then says you better think about it?, Talks to other employees about our confidential information, Doesn't address issues in the work place, plays favoritism with the employees in the department, I've seen employees cry, up and walk out on the job that has been in this company for years, most every employee under the supervisor is on some type of anxiety, blood pressure or depression medication just to be able to get up and come in to work to deal with the mental abuse from her., She will jump on one employee about something that another employee is doing, she encourages employees to tattle tale on others and then takes it out on the employee and praises the other in front of the entire department., This has got to stop and if you all don't do something then you all are going to have a law suit on your hands, or it is going to become a hostile working environment and some one is going to get hurt."	Allegations unsubstantiated - No Action Necessary
CPIC-10-06-0003	Closed	Misuse or Misappropriation of Assets	6/15/2010	8/29/2011	Complainant alleged that an employee misuses her corporate email account and internet access during work hours.	Closed in favor of CPIC 10-09-0002
CPIC-10-06-0004	Closed	Employee Relations	6/22/2010	2/3/2011	Complainant alleged that an employee uses inappropriate behavior in a threatening manner and is discriminatory	Investigation did not support allegations. The Determination Committee recommends that the employee attend management courses and that receive verbal counseling.
CPIC-10-06-0005	Closed	Employee Relations	6/22/2010	12/8/2010	Employee alleged that when they expressed concerns that the hiring practices used when hiring another employee did not follow standard practices. Employee Relations alleged that the complainant obtained and disseminated confidential information to third party applicants.	This investigation did not produce any evidence of wrongdoing by the recruiter or identify business control deficiencies that should be addressed. The investigation also did not produce evidence that the complainant violated any of Citizens' policies, information security agreements, or Citizens' Code of Ethics. The Determination Committee recommended no action to be taken.
CPIC-10-06-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	6/24/2010	11/23/2011	Complainant alleged discrimination because of race and ethnicity from supervisor	This investigation did not establish a prima facie case of harassment, discrimination, or retaliation against the employee, but found that an the supervisor's objectionable conduct was in violation of Citizens' standards of conduct. Supervisor was terminated at the recommendation of the Determination Committee.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-10-07-0001	Closed	Policy and Process Integrity	7/28/2010	12/10/2010	Employee complained that another employee had provided false information regarding her whereabouts and provided fabricated documentation in support of her false statements. In addition to the initial allegation, the investigation found instances of theft and schemes to defraud Citizens through the use of false receipts totaling \$1,877.94.	Evidence obtained in the course of the investigation did substantiate the allegation that the employee provided false information concerning her whereabouts and supported that information with false documentation. The investigative research also determined that the employee committed various acts that violated Citizens' Policies and Procedures, Citizens' Standards of Conduct, and Florida Statutes. Action taken: Termination.
CPIC-10-07-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/9/2010	11/23/2011	Complainant alleged supervisor/director provided improper or unfair performance evaluations.	No violations of law, rule, policy, or Citizens' Code of Ethics were discovered in the course of this investigation. The Determination Committee recommended no action to be taken.
CPIC-10-07-0003	Closed	Employee Relations	7/14/2010	6/21/2011	This case is a spin-off of case CPIC-09-03-0007. At the request of the Determination Committee, this case has been opened for the purpose of investigating conduct issues regarding two employees that surfaced during the investigation of CPIC-09-03	Employee's behavior toward her peers and co-workers did not meet the conditions of a "hostile work environment" as defined by the EEOC, but was found to be discourteous and impolite to co-workers. Prior practice of publicly posting individual employee production reports was not in violation of Citizens' policies or any specific standard of conduct. Employee was using Citizens' resources to conduct secondary employment activities associated with a cleaning service. Citizens' Code of Ethics and "No Gift" requirement does not prohibit gift exchanges between management and subordinates, therefore there was no finding of a violation of policy or standard of conduct related to another employee's acceptance of a limousine service or concert tickets from the employee under investigation. Determination Committee recommended demotion of the employee and that a final warning be issued. DC recommended no action to be taken against the other employees.
CPIC-10-07-0004	Closed	Employee Relations	8/2/2010	10/14/2010	The "alternative fuel" and "carpool" spaces are being taken by traditional-fuel vehicles and solo drivers	
CPIC-10-08-0001	Closed	Employee Relations	8/4/2010	12/28/2010	Complainant alleged that an employee "gets treated differently than the rest of the staff" because of her relationship with members of Human Resources.	The employee engaged in work-related behavior that violated Citizens' standards of conduct prohibiting "discourtesy or impoliteness to customers or co-workers and expended corporate time and information technology resources on excessive website visitation unrelated to her work duties. Employee resigned. Determination Committee did not recommend any action to be taken.
CPIC-10-08-0002	Closed	Policy and Process Integrity	8/4/2010	2/2/2011	Employee is alleged to have falsified timekeeping records through an intermediary related to her own attendance	Employee was found to have violated IT policies and Standards of Conduct by instructing other employees to log her into the Kronos timekeeping system before arriving to work and/or using other employee's computers to log herself in. The Determination Committee recommended the demotion of the employee from team lead and a final warning.
CPIC-10-08-0003	Closed	Misuse or Misappropriation of Assets	8/10/2010	2/2/2011	A non-employee alleged that an employee has been harassing her and sending her confidential corporation information	Employee was found to have violated Citizens' standards of conduct and internal policies by emailing confidential underwriting information in his possession to an external party. Employee has a history of sending excessive and harassing messages to co-workers and external parties and has been the subject of multiple complaints. The National Institute for Occupational Safety and Health (NIOSH) recommends that employers develop policies and procedures for assessing and reporting threats to allow employers to track and assess threats and violent incidents in the workplace. Employee resigned. The Determination Committee recommended that Policy Development enhance Citizens' Corporate Workplace Violence policy and documenting Employee's personnel file to indicate that he is not eligible for rehire.
CPIC-10-08-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/13/2010	8/13/2010	Complainant generated this case file when she attempted to follow up on a previous submission. This complaint generated in error as a duplicate.	This complaint was investigated under CPIC-10-06-0006, 10-11-0004, and 11-01-0004.
CPIC-10-08-0005	Closed	Employee Relations	9/3/2010	11/23/2011	Complainant contacted the Tell Citizens portal and complained of misuse of authority, favoritism, unfair treatment of others, unwarranted criticism, and violations of computer security by her Manager and her Assistant Director. Complainant's allegation of inappropriate behavior involved the alleged compulsory sharing of employees' computer passwords with management. Complainant also alleged that a planned increase in salary associated with her attaining the a credential was abandoned after she exercised the corporation's open door policy and asked another employee about the status of her increase in salary without going through her chain-of-command.	Evidence obtained in the course of the investigation indicated that the mandate that employees provide their phone mail passwords was in violation of Citizens' Information Technology Resources Security and Corporate Use Policy. Her willful failure to the Policy was also a violation of Citizens' Standards of Conduct. The allegations against the manager and Assistant Director with respect to favoritism and retaliation were not supported by the facts disclosed in this investigation; therefore no violations of policy were identified. Note: Employee's employment with Citizens ended with her voluntary resignation.
CPIC-10-09-0001	Closed	Misuse or Misappropriation of Assets	9/3/2010	3/18/2011	Caller alleged major issues within Corporate Administration department concerning discrimination, overtime, and possible HIPPA/FMLA issues, and harassment	The investigation handled under CPIC-10-12-0004.
CPIC-10-09-0002	Closed	Employee Relations	9/17/2010	7/17/2012	Complainant alleged that an employee received preferential and unfair treatment from her immediate supervisor.	Also relates to CPIC-10-06-0003 Case Unsubstantiated
CPIC-10-09-0003	Closed	Other	10/7/2010	10/7/2010	Caller said she found an employees badge on the street.	Corporate Integrity notified the employee who recovered the badge on the same day as the loss.
CPIC-10-09-0004	Closed	Policy and Process Integrity	10/7/2010	2/3/2011	Complainant alleged falsification or destruction of information, inappropriate behavior, and unfair employment practices by an employee.	Employee did not violate Citizens' policies and procedures regarding complainant's application for a promotion. The Determination Committee recommended no action was necessary.
CPIC-10-09-0005	Closed	Employee Relations	10/4/2010	6/21/2011	Employee Relations requested an investigation to determine whether or not an employee attempted to access inappropriate websites	This investigation concluded that employee knew, or should have known, that queries for many of the search terms he utilized on Internet searches would produce inappropriate websites or image content constituting violations of Citizens' IT Resources Security and Use Policy. Employee was terminated at the recommendation of the Determination Committee.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-10-09-0006	Closed	Misuse or Misappropriation of Assets	10/4/2010	6/21/2011	Employee may have used his company issued Blackberry to access inappropriate websites.	This investigation found that most of the employee's search terms were not in violation of Citizens' policies; however, he knew or should have known that one query would have produced inappropriate images. The Determination Committee recommended that the employee receive verbal counseling.
CPIC-10-10-0001	Closed	Policy and Process Integrity	10/7/2010	2/2/2011	Anonymous caller alleged that an employee illegally practices as a lawyer at Citizens.	The investigative report finds that the employee has not engaged in the illegal/unlicensed practice of law. The Determination Committee recommended no action to be taken.
CPIC-10-10-0002	Closed	Misuse or Misappropriation of Assets	10/8/2010	2/2/2011	Complainant alleged that an employee may be using Citizens resources in furtherance of secondary employment.	This investigation found that the employee violated Citizens' secondary employment policy and used Citizens' resources in furtherance of his secondary employment. Employee was terminated at the recommendation of the termination committee.
CPIC-10-10-0003	Closed	Policy and Process Integrity	2/1/2011	2/3/2011	On or about October 18, 2010, an employee questioned an expense report submitted by another employee. The Employee allegedly marked through the PM time stamp on a meal receipt and submitted it in support of a breakfast expense. Investigative review of the employee's expense reports identified additional discrepancies with other claimed expenses. Investigative efforts also identified the employee's handling of his family's homeowner insurance claim.	The employee's falsification of receipts in support of business expense reports violated Citizens' Travel and Travel Reimbursement Policy, and Citizens' Standards of Conduct. With respect to the employee's handling of his family's homeowner insurance claim, the employee was found to be in violation of Citizens' IT resources Security and Use Policy, Citizens' Code of Ethics – Confidential Information, Citizens' Employee Confidentiality Agreement, and Citizens' Standards of Conduct. Action taken: Termination.
CPIC-10-10-0004	Closed	Misuse or Misappropriation of Assets	10/25/2010	6/27/2012	A contract employee may have falsified his timesheets	Employee Relations reported that the complaint was unsubstantiated.
CPIC-10-10-0005	Closed	Other	10/27/2010	6/20/2011	Caller alleged that a policyholder may have committed insurance fraud	Associated with Citizens' claim #349275 (water loss). Facts of loss disputed and mediation rejected. No further handling by SIU.
CPIC-10-10-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/27/2010	6/21/2011	Employee alleged that a former employee complained of discrimination by her supervisor.	The alleged victim failed to cooperate in the investigation. This investigation did not find evidence to support allegations of discriminatory treatment by the supervisor. Employee Relations did not meet the requirements for an investigation under Citizens' Unlawful Harassment and Discrimination policy. Both the alleged victim and the supervisor resigned. The Determination Committee recommended no action to be taken.
CPIC-10-10-0007	Closed	Employee Relations	10/27/2010	3/1/2011	Anonymous complainant alleged inappropriate behavior and abusive treatment by a manager.	Verbal Counseling given by Chief Insurance Officer and Commercial Underwriting Director
CPIC-10-10-0008	Closed	Misuse or Misappropriation of Assets	10/29/2010	8/21/2012	Complainant alleged an unknown employee provided policy data to another agent.	Allegations unsubstantiated
CPIC-10-11-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	2/1/2011	11/30/2011	Team members alleged that an employee is making threats of retaliation, exhibiting inappropriate behavior in the workplace and falsified an audit report.	Allegations unsubstantiated. The allegations of inappropriate comments made by the employee were reviewed but not undertaken for investigation by Corporate Integrity, due to these issues involving matters that could be better addressed by the business unit management and Human Resources, rather than through the expenditure of investigative resources. Corporate Integrity does not find evidence to support falsification of records by the employee. Corporate Integrity's review of the emails authored by another employee found that that employee may be using Citizens' Information Technology resources in furtherance of illegal gambling. As a result of these findings, Corporate Integrity, after consultation with Citizens' General Counsel and Chief Internal Auditor, opened a subsequent investigation (CPIC-11-05-0009).
CPIC-10-11-0002	Closed	Misuse or Misappropriation of Assets	11/15/2010	8/5/2011	Anonymous caller alleged that a manager in Corporate Administration discusses employee personal medical information with other employees.	This complaint was investigated under CPIC-10-12-0004.
CPIC-10-11-0003	Closed	Employee Relations	11/15/2010	12/30/2010	Anonymous complainant alleged that an employee is rude and bullies callers. Complainant was concerned that the employ might become violent.	Substantiated. Business Unit scheduled communication training for employee
CPIC-10-11-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/15/2010	11/23/2011	Complainant alleged retaliation for filing previous complaint (CPIC-10-06-0006).	This investigation did not establish a prima facie case of harassment, discrimination, or retaliation against employee, employee's objectionable conduct was determined to be in violation of Citizens' standards of conduct. Robertson was terminated at the recommendation of the Determination Committee.
CPIC-10-11-0005	Closed	Employee Relations	11/15/2010	11/23/2011	Complainant alleged employee was rude and used profanity during a disagreement.	Citizens does not have a policy or standard to measure whether or not an individual's communication style is / is not inappropriate and unprofessional. Furthermore, Citizens' policies and standards of conduct do not define all workplace behavior that is / is not inappropriate and unprofessional; however, employee's use of profanity in the work place is a violation of Citizens' Standards of Conduct The Determination Committee recommended employee receive a verbal warning.
CPIC-10-11-0006	Closed	Employee Relations	11/18/2010	10/1/2012	Anonymous complainant alleged that an employee unfairly terminates employees and promotes friends	Anonymous complaint involving unfair employment practices was unsubstantiated.
CPIC-10-11-0007	Closed	Employee Relations	11/18/2010	12/30/2010	Anonymous complainant alleged management is not adhering to mandated office hour changes	Unsubstantiated. Director will address need for management to lead by example at 12/17/10 meeting.
CPIC-10-11-0008	Closed	Misuse or Misappropriation of Assets	11/18/2010	8/21/2012	Employee Relations requests an investigation to determine whether or not an employee's use of Citizens resources is appropriate. Specific concerns include excessive personal use of Citizens' IT resources and accessing inappropriate websites.	Allegations were unsubstantiated.
CPIC-10-11-0009	Closed	Misuse or Misappropriation of Assets	11/18/2010	6/21/2011	Employee Relations requests an investigation into the misuse of Citizens resources in furtherance of an employee's secondary employment.	Investigation found that they employee misused Citizens' resources to conduct unauthorized secondary employment while at work and falsified her employment application related to her criminal history. The Determination Committee recommended the termination of the employee] and spin-off case CPIC-11-07-0007.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-10-11-0010	Closed	Misuse or Misappropriation of Assets	11/23/2010	6/27/2012	Allegations of falsification of time sheets. More evidence for CPIC-10-10-0004	Employee Relations reported the complaint was unsubstantiated.
CPIC-10-11-0011	Closed	Other	11/23/2010	2/2/2011	Employee Relations requested background verification for applicant	Review confirmed the two criminal history records documented in SingleSource report. Provided findings to Employee Relations.
CPIC-10-11-0012	Closed	Other	11/23/2010	2/2/2011	Employee Relations requested background verification for applicant	Review confirmed the five criminal history records documented in the SingleSource report. Provided findings to Employee Relations.
CPIC-10-11-0013	Closed	Other	11/23/2010	2/8/2011	Employee Relations requested background verification for applicant	Review confirmed the five criminal history records documented in the SingleSource report. Provided findings to Employee Relations.
CPIC-10-11-0014	Closed	Other	11/23/2010	1/13/2011	Corporate Integrity requested to assist external counsel during his complaint review.	Documents obtained as requested by external counsel.
CPIC-10-11-0015	Closed	Misuse or Misappropriation of Assets	2/1/2011	11/28/2011	This investigation was opened following a review of information obtained during the investigation of CPIC 09-02-0005. The investigation involved allegations of discrimination, harassment, and retaliation by management. Information obtained during the investigation indicated that another employee may be misusing Citizens' time and resources in furtherance of secondary employment for a catering business.	Evidence obtained in the course of the investigation supported the assertion that the employee had misused Citizens' time and resources in furtherance of secondary employment. Use of Citizens' IT resources in furtherance of secondary employment during compensable time was found to contribute to her overtime claims in excess of 146 hours, in violation of Citizens' Information Technology Security and Use Policy. Promoting and soliciting sales of her products using Citizens' resources, as well as failure to disclose a conflict of interest stemming from a personal relationship with a vendor, violated Citizens' Standards of Conduct. Another employee was found to have accepted complimentary business cards and free meals in violation of Citizens' Code of Ethics "No Gift Policy". Action taken: Termination.
CPIC-10-12-0001	Closed	Policy and Process Integrity	2/1/2011	3/18/2011	Employee Relations alleged that an employee may have falsified his application for employment.	history during his interview, Corporate Integrity finds evidence to support that the employee falsified his application for employment with Citizens. Corporate Integrity finds evidence that they employee violated Citizens' Code of Ethics regarding secondary employment when he actively solicited opportunities for hire through a consulting firm on his LinkedIn page. Based on the employee's interview, his correspondence with DHSMV, and contact with DHSMV, Corporate Integrity finds that they employee violated Citizens' Vehicle Use policy and may have violated s.322.34, FS and s.316.646, FS, when he drove a corporate vehicle and/or drove on corporate business with a suspended driver license and no auto insurance coverage. Corporate Integrity finds that the employee falsified his business expense reports on at least four occasions. Citizens' use of SingleSource does not satisfy an employer's presumption against negligent hiring as set forth by Section 768.096, F.S. Furthermore, SingleSource does not always provide accurate results when validating an employee's driver license history or pending license suspensions. Citizens does not conduct a credit check on employees prior to their employment or prior to the
CPIC-10-12-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	12/6/2010	7/17/2012	Employee complains that proposed accommodation for ADA request is unacceptable.	This matter was investigated under case number CPIC 10-12-0009.
CPIC-10-12-0003	Closed	Employee Relations	12/6/2010	8/21/2012	Complainant alleged that an employee self-reported a confrontation with co-worker.	Business Unit Management scheduling communication training to address employee's communication style.
CPIC-10-12-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	12/8/2010	3/16/2011	Complainant alleged that an employee shares employee medical information and employee terminations with others	Allegations of racial discrimination, retaliation, and the improper release of confidential employee medical information were investigated by Corporate Integrity. Information gathered and analyzed in the course of this investigation indicated that these allegations were not supported by facts and that no violations of law or policy were involved in the employee's actions. The Determination Committee recommended no action to be taken.
CPIC-10-12-0005	Closed	Employee Relations	12/13/2010	3/1/2011	Employee complains that another employee is is rude and criticizes her job performance.	Verbal counseling provided to the employee.
CPIC-10-12-0006	Closed	Misuse or Misappropriation of Assets	11/28/2011	11/29/2011	Policyholder states she feels defrauded and set up by Citizens' adjusters.	Anonymous complaint involving unfair employment practices was unsubstantiated.
CPIC-10-12-0007	Closed	Employee Relations	2/1/2011	6/21/2011	Employee Relations requests investigation into allegations that an employee's behavior may violate Citizens workplace violence policy	Investigation found that the employee's disruptive behavior toward co-workers in the work place, inappropriate and irrelevant comments unrelated to the subject matter during training sessions, and rude comments to named insureds violated Citizens' Standards of Conduct. Employee's failure to disclose her arrest and conviction history, pre-trial intervention programs, court ordered probation and restitutions when she completed Citizens' application for employment was a violation of Citizens' Standards of Conduct. Citizens' use of SingleSource does not satisfy an employer's presumption against negligent hiring as set forth by Section 768.096, F.S. The delay in relaying this complaint for investigation, or immediately dispensing discipline as a remedy, does not serve to enhance protecting our employees or facilities or applying Citizens' Safety policy. Employee was terminated at the recommendation of the Determination Committee. The Determination Committee will refer the process risks identified to the appropriate business unit.
CPIC-10-12-0008	Closed	Misuse or Misappropriation of Assets	12/15/2010	8/29/2011	Complainant alleged that an employee disclosed their personal health information to other employees.	Investigation found no evidence of violations of policy or law by the employee.
CPIC-10-12-0009	Closed	Misuse or Misappropriation of Assets	12/16/2010	2/1/2011	Complainant alleged employee disclosed Complainant's personal health information to other employees.	This complaint is being investigated under CPIC-10-12-0008

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-10-12-0010	Closed	Financial Concerns	1/13/2011	11/28/2011	Employee initiated an e-mail string directed to the "Ask Ethics" e-mail address requesting guidance regarding the acceptance of a meal from a Citizens' vendor in June, 2010. Employee indicated that she had accompanied a contracted vendor to dinner while attending a conference in Orlando and the vendor had paid for her dinner. She had not been able to meet with the vendor to reciprocate the meal and was asking if she should forward a check to the vendor in reimbursement of the meal expense.	Evidence obtained in the course of the investigation indicated that the employee failed to reciprocate the meal within the 90 days as stipulated in the Citizens' Code of Ethics "No Gift" Policy. Employee terminated her employment with Citizens by submitting her resignation via e-mail to her immediate supervisor.
CPIC-10-12-0011	Closed	Environmental, Health and Safety	2/1/2011	8/21/2012	Complainant alleged she overheard a conversation indicating that an employee accepted a gift from a vendor during a vendor sponsored training/social gathering	Allegations unsubstantiated
CPIC-11-01-0001	Closed	Policy and Process Integrity	1/3/2011	11/29/2011	Supervisor requested an investigation into whether or not an employee was using his Kronos timekeeper authority to record/edit her logged time	Review of employee's time records found employee was misusing her supervisor's sign-on to log in/out for her daily work hours and lunch breaks. Data provided to supervisor for handling. Supervisor issued verbal warning to employee.
CPIC-11-01-0002	Closed	Misuse or Misappropriation of Assets	1/6/2011	10/17/2012	Employee Relations alleged that employee may have misused Citizens' resources to deliver a gift to his manager.	Case Substantiated. Discipline - Written Warning
CPIC-11-01-0003	Inactive	Other	1/6/2011	6/6/2011	Complainant requested verification of contract employee's criminal history	Obtained arrest and sentencing summaries from State of Iowa. Assistant General Counsel reported that no further action was required on this case as of 06/03/2011. At the request of the complainant, this investigation is inactive.
CPIC-11-01-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/6/2011	11/23/2011	Complainant alleged retaliation for filing previous complaint (CPIC-10-06-0006).	This investigation did not establish a prima facie case of harassment, discrimination, or retaliation but the employee's objectionable conduct was determined to be in violation of Citizens' standards of conduct. Employee was terminated at the recommendation of the Determination Committee.
CPIC-11-01-0005	Closed	Policy and Process Integrity	1/10/2011	6/21/2011	Anonymous complainant alleged that employee deleted an electronic file from the (purchasing) logical driver as part of a bid process for a vendor.	Employee removed the files to transfer to another computer after the evaluation of the solicitation and not during the solicitation time period. Employees were found to be using a recording device during meetings for "note taking purposes" then later deleting the recordings in violation of Citizens' policy regarding recordings and the destruction of public records. The Determination Committee recommended no action to be taken and referred process risks identified to the appropriate business unit.
CPIC-11-01-0006	Closed	Other	1/13/2011	1/13/2011	Caller found employee's employee identification card.	Employee was contacted regarding badge. Employee secured badge.
CPIC-11-01-0007	Closed	Financial Concerns	2/18/2011	6/15/2012	Complainant alleged employee may be dating and receiving gifts from an independent adjuster (vendor).	Based on Corporate Integrity's findings, there is insufficient evidence to support a finding for any violation of Citizens' policies or code of ethics by employee. However, it was inconclusive who paid for the dinner cruise, dinner at Hooters or the hotel room in Ft. Lauderdale, due to the lack of supporting documentation. As of February 3, 2012, subject resigned to seek employment outside of Citizens.
CPIC-11-01-0008	Closed	Misuse or Misappropriation of Assets	1/21/2011	7/17/2012	Complainant alleged she has been asked by employee to perform personal tasks for him.	Investigation found employee did not violate Citizens' Standards of Conduct or policies; employee violated one provision of the Code of Ethics; however, the code allows for some personal use of Citizens' resources and employee's use was not abusive or flagrant.
CPIC-11-01-0009	Closed	Other	11/28/2011	11/28/2011	Caller calling to report employee's absence from work due to hospitalization.	Information forwarded onto the business unit.
CPIC-11-01-0010	Closed	Employee Relations	2/2/2011	8/17/2011	Anonymous caller alleged that employee shows favoritism to another employee by allowing her to move to NC and work from home.	The investigation found no evidence to substantiate the allegations. See attached investigative report.
CPIC-11-02-0001	Closed	Other	2/14/2011	8/21/2012	Employee Relations requested investigation into whether or not employee failed to perform his supervisory responsibilities.	Referred to outside counsel 10/10/11. Allegations unsubstantiated
CPIC-11-02-0002	Closed	Environmental, Health and Safety	2/22/2011	11/23/2011	Underwriting employee threatened to bring a firearm to work and kill the employees that she dislikes.	This investigation found employee violated Citizens' Violence in the Workplace Policy and Citizens' Standards of Conduct when she made vicious/malicious statements about co-workers. Corporate Integrity's investigation disclosed that there may be a process or risk deficiency regarding the lack of instruction provided to supervisors relating to what follow-up action should be taken once a supervisor has been notified of a potential threat of violence. Employee was terminated at the recommendation of the Determination Committee. The Determination Committee recommended Human Resources consult with outside counsel to find out the risks related to this type of case. It was agreed that a communication will be sent corporate-wide reminding staff of Citizens' Violence in the Workplace policy. The Determination Committee will refer process risks identified to the appropriate business unit.
CPIC-11-02-0003	Closed	Financial Concerns	2/23/2011	11/8/2012	An anonymous complaint was submitted through "Tell Citizens" alleging that a supervisor allows an employee to work from home several times a week.	Based on evidence obtained in the course of the investigation by the Office of Integrity, the employee's failure to accurately report and record her attendance during the calendar years 2010 and 2011 was in violation of Citizens' Attendance and Punctuality Policy, and Citizens' Standards of Conduct. The investigators also concluded that both the employee and her supervisor violated Citizens' Attendance and Punctuality Policy, Unscheduled Absences/Occurrences Policy and Standards of Conduct when there was little or no recorded VPN, e-mail, cell phone activity, or vacation or sick leave recorded when employee notified supervisor of planned and unplanned absences. The complaint was unsubstantiated by Interim Senior Director HCM who stated, "Based upon my review of the investigation and additional research that I conducted afterward, I have concluded that there are no findings to substantiate this complaint as well as the report's conclusions. Furthermore, the report conducted by Corporate Integrity (CI), despite its obvious errors, does actually demonstrate that the employee had not worked from home excessively and did use her leave time appropriately when she was not working, contrary to the allegations of the complaint..."
	Closed	Employee Relations	2/24/2011	9/12/2012	Employee is alleged to have assisted a policyholder with a suspicious/fraudulent claim.	CI investigation did not substantiate allegations presented against employee.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-11-02-0006	Closed	Policy and Process Integrity	2/24/2011	8/21/2012	Complainant alleged employee falsified attendance records of a subordinate employee.	Corporate Integrity found insufficient evidence to support a finding for any violation of Citizens' policies or Code of Ethics by employee.
CPIC-11-02-0007	Closed	Policy and Process Integrity	2/24/2011	9/11/2012	Employee is alleged to have falsified time/leave in Kronos for 3 subordinate employees.	Allegations that employee falsified time keeping records were substantiated; however, it was determined that they employee's actions were done as a result of a misunderstanding of a directive provided by his management and not with malicious intent.
CPIC-11-02-0008	Closed	Financial Concerns	2/25/2011	12/1/2011	Employee may be involved in the theft and dealing of stolen property associated with Citizens' owned equipment.	Investigation did not disclose evidence of employee's involvement in the theft of her corporate issued laptop. Case Unsubstantiated
CPIC-11-02-0009	Closed	Policy and Process Integrity	6/20/2011	6/20/2011	External caller alleged that an individual plans to defraud Citizens through false insurance claims.	Associated with Citizens' claim #339205. Allegations substantiated. Proceed with normal claim handling procedures as no further SIU investigation is needed. Referred to Department of Insurance Fraud, TIP#115898.
CPIC-11-03-0001	Closed	Employee Relations	3/1/2011	4/5/2011	Employees are alleged to be soliciting/selling jewelry in the company break room.	Case Unsubstantiated. Sales and solicitation in break rooms is not a violation of policy.
CPIC-11-03-0002	Closed	Employee Relations	3/1/2011	1/27/2012	Employee is alleged to initiated a purchase of a dog from another employee in the work area during work hours.	Case Unsubstantiated
CPIC-11-03-0003	Closed	Employee Relations	3/7/2011	6/15/2012	Anonymous caller allegedD that an employee shares personal information about employees with other employees and has protected another employee from a DUI arrest	Case Unsubstantiated. In accordance with Citizens' policies, an investigation was completed which concluded there was insufficient evidence found to support a violation of policies or code of conduct.
CPIC-11-03-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	3/10/2011	9/11/2012	Complainant alleged after her return from FMLA she was reassigned to another position and business unit. Complainant also alleged that another employee harasses her by watching her on surveillance cameras and making unreasonable demands.	Complainant's allegations of age, disability discrimination, and harassment were unsubstantiated.
CPIC-11-03-0005	Closed	Misuse or Misappropriation of Assets	3/10/2011	9/28/2012	Employee is alleged to misuse IT resources to copy and download music for distribution to other employees.	Allegations of Misuse of Resources were unsubstantiated.
CPIC-11-03-0006	Closed	Employee Relations	3/15/2011	11/28/2011	Complainant requested Corporate Integrity investigate allegations that a former employee may have misused Citizens' resources in furtherance of unapproved secondary employment. WebSense Alerts reported that a Citizens' user (later identified as a former employee) had repeatedly attempted to access sites categorized as inappropriate material. According to Security Incident Reports, "information was discovered that suggests the user involved, a former employee, may be providing consulting services from an external website that contains Citizens Property Insurance private information and accesses the site/webmail during business hours."	Former employee's failure to seek approval of secondary employment was a violation of Citizens' Secondary Employment Policy. Creating and distributing Statements of Work and other emails associated with the promotion of consultation services and using Citizens' corporate e-mail and Information Technology resources during compensable time violated Citizens' Information Technology Security and Use Policy. Employee resigned his position with Citizens.
CPIC-11-03-0007	Closed	Policy and Process Integrity	3/16/2011	11/28/2011	Employee is alleged to be misusing Kronos by using multiple IP addresses for punching in/out	Employee's use of multiple IP addresses was not in violation of Citizens' policies and procedures.
CPIC-11-03-0008	Closed	Employee Relations	3/31/2011	9/26/2012	Employee is alleged to be engaging in inappropriate behavior with temporary staff.	Allegations unsubstantiated.
CPIC-11-03-0009	Closed	Policy and Process Integrity	6/20/2011	6/20/2011	Policyholder is alleged to have falsified her property insurance claim	SIU investigation was limited to review of Underwriting documents. The investigation identified policy number 5388787; SIU notified Underwriting and, as of its renewal date, it appears that the policy was increased due to remodeled status of home. There is no evidence of intentional misrepresentation; no claims found
CPIC-11-04-0001	Closed	Financial Concerns	5/25/2011	5/26/2011	Employees were subjected to potential risk and violence by an unknown picketer when he was invited in to a conference room from where he was picketing.	Partially Substantiated. Incident in question was confirmed through review of sign in logs, emails and discussion. It is also recognized that Monroe Park Tower does not have a posted security guard and the organization does not have a incident response process in place.
CPIC-11-04-0004	Closed	Other	4/13/2011	5/11/2011	Employee is alleged to be using an unauthorized browser on his company issued computer.	Unsubstantiated. The use of Firefox as a web browser is not a violation of Citizens policies or procedures. This matter is considered closed.
CPIC-11-04-0005	Closed	Employee Relations	4/13/2011	4/21/2011	Complainant alleged that a public adjuster is rude and makes derogatory comments.	Received confirmation from management of contractor's vendor that the alleged behavior of their employee would not be tolerated and will be addressed.
CPIC-11-04-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	4/13/2011	5/11/2011	Anonymous caller alleged harassment by another (unidentified) employee.	On April 20, 2011, the complainant was sent a response asking for additional information. To date, we have not received this information. This matter is considered closed.
CPIC-11-04-0007	Closed	Other	4/13/2011	4/26/2011	Anonymous complainant alleged that a mitigation inspection company does not have licensed inspectors.	The complainant's allegations were unsubstantiated. Recommendation was made to revise the information available on Citizens' website concerning Inspection Requirements to alleviate confusion.
CPIC-11-04-0008	Closed	Policy and Process Integrity	4/18/2011	11/28/2011	Employee Relations alleged that an employee may have altered or falsified FMLA documents	Employee admitted to falsifying a Medical Certification form for FMLA benefits. Corporate Integrity recommended providing a copy of the investigative report to NCIS for any further investigation of employee's possible fraud against the government. Employee was terminated.
CPIC-11-04-0009	Closed	Misuse or Misappropriation of Assets	4/19/2011	11/28/2011	Employee is alleged to use his company issued vehicle for personal use.	Employee was found to be using his company issued vehicle for personal use unrelated to company business. Employee was terminated for performance-related issues prior to the conclusion of this investigation.
CPIC-11-04-0010	Closed	Employee Relations	4/20/2011	8/16/2011	Complainant alleged employee was using her corporate email to send harassing emails to him regarding a custody.	Employee was found to be in violation of Citizens' email use policy. The Determination Committee's recommendation was recommendation was to withhold action being taken until the other 3 pending investigations involving employee are reviewed by the DC.
CPIC-11-04-0011	Closed	Diversity, Equal Opportunity and Respect in the Workplace	4/22/2011	5/11/2011	Complainant alleged harassment and disrespect in a training module.	On April 25, 2011, the complainant was sent a response asking for additional information. To date, we have not received this information. This matter is considered closed.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-11-04-0012	Closed	Other	4/25/2011	10/11/2011	An independent adjuster alleged that an employee may be negatively impacting her work/job assignment in an attempt to have her dismissed.	Closed in favor of CPIC 11-03-0008.
CPIC-11-04-0013	Closed	Diversity, Equal Opportunity and Respect in the Workplace	4/25/2011	5/11/2011	Complainant alleged harassment and disrespect in training module	On April 25, 2011, the complainant was sent an e-mail advising him/her that he/she must fill out Citizens' Discrimination or Harassment Complaint Form. It was also advised that we needed the completed form returned to employee.relations@citizensfla.com by May 2, 2011. To date, we have not received this document. This matter is considered closed.
CPIC-11-04-0014	Closed	Employee Relations	4/28/2011	11/23/2011	Employee is alleged to be misusing Citizens resources in furtherance of secondary employment	Employee was found in violation of Citizens' IT policies and Standards of Conduct in furtherance of unapproved secondary employment. Employee was terminated.
CPIC-11-05-0001	Closed	Environmental, Health and Safety	6/21/2011	9/28/2012	Two employee made counter allegations of threats of workplace violence against one another	Counter allegations of workplace violence were unsubstantiated.
CPIC-11-05-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	5/4/2011	8/21/2012	A contractor complained on behalf of a policyholder alleging a field adjuster made inappropriate sexual comments to the policyholder during the handling of a claim.	Allegations unsubstantiated
CPIC-11-05-0003	Closed	Employee Relations	6/21/2011	8/21/2012	Employee alleged another employee makes inappropriate sexual comments and asks subordinates to do repair work at her home	Allegations unsubstantiated.
CPIC-11-05-0004	Closed	Policy and Process Integrity	5/6/2011	11/29/2011	Allegation that an applicant may have falsified her application for employment	Corporate Integrity requested court documents from Leon County Clerk of Courts. Information was provided to Human Resources for review. Applicant hired.
CPIC-11-05-0005	Closed	Financial Concerns	6/21/2011	12/21/2011	Employee is allegedly accepting loans from independent adjusters.	Closed in favor of CPIC 11-03-0008.
CPIC-11-05-0006	Closed	Employee Relations	5/24/2011	8/31/2012	Anonymous caller alleged unfair employment practices in the filling of vacant positions.	Closed due to lack of information provided by complainant.
CPIC-11-05-0007	Closed	Employee Relations	5/24/2011	8/29/2011	This case filed in duplicate of 11-05-0006	Closed in favor of CPIC 11-05-0006.
CPIC-11-05-0008	Closed	Diversity, Equal Opportunity and Respect in the Workplace	5/27/2011	9/26/2012	Employee alleged discrimination and retaliation by another employee	Investigation found employee failed to establish that any adverse employment actions taken by her management were predicated upon discrimination by her management.
CPIC-11-05-0009	Closed	Misuse or Misappropriation of Assets	5/27/2011	11/28/2011	Employee may be using Citizens' resources for illegal gambling activities	Employee was found to be using her compensable time and Citizens' resources in furtherance of illegal gambling activities. Employee was terminated.
CPIC-11-06-0001	Closed	Other	6/3/2011	11/28/2011	Polk County Sheriff's Office requested assistance in locating employee who is listed as a missing/endangered person.	Corporate Integrity reviewed Employee's email archives. No further investigative leads or suspicious activity was identified. Information was provided to Human Resources.
CPIC-11-06-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	6/3/2011	8/21/2012	Complainants allege employee is sexually harassing them.	Allegations unsubstantiated
CPIC-11-06-0003	Closed	Misuse or Misappropriation of Assets	6/10/2011	11/29/2011	Policyholder states he disputes Underwritings' denial based on age of roof.	CCC reached out to complainant and Agent to resolve issue. See attached email to customer.
CPIC-11-06-0004	Closed	Misuse or Misappropriation of Assets	6/14/2011	8/16/2011	Anonymous complainant alleged employee and another employee are using Citizens' time and resources for gambling/lottery purposes.	Case unsubstantiated
CPIC-11-06-0005	Closed	Policy and Process Integrity	6/14/2011	11/30/2011	Anonymous complainant alleged a policyholder has filed fraudulent insurance claims.	The investigation found no evidence to support the allegations. No action necessary.
CPIC-11-06-0006	Closed	Policy and Process Integrity	6/16/2011	6/28/2011	Employee Relations alleged employee provided a false "Fit for Duty" form and that they were not able to authenticate the doctor's signature.	Employee Relations terminated employee due to attendance. Case closed due to employee's termination.
CPIC-11-06-0007	Closed	Employee Relations	8/2/2011	8/31/2011	Anonymous complainant alleged employee is preventing complainant from being hired.	Case closed due to lack of information to pursue.
CPIC-11-06-0008	Closed	Employee Relations	6/23/2011	1/6/2012	Employee alleged another employee tried to hit her with her car while in the company parking lot.	The investigation found no evidence to support the allegations. No action was necessary
CPIC-11-06-0009	Closed	Policy and Process Integrity	6/24/2011	8/29/2011	Employee Relations requests Corporate Integrity assistance in the determination of whether or not employee provided false information to his management team or Leon County Sheriff's Office when he reported the theft of his Citizens' issued laptop computer.	Tallahassee Police Department case remains in open status indefinitely or until stolen property is recovered. No further information available until TPD case closed. Closing this case file in favor of TPD handling.
CPIC-11-06-0010	Closed	Diversity, Equal Opportunity and Respect in the Workplace	6/27/2011	6/28/2011	Complainant has lodged multiple complaints with Human Resources regarding Citizens' recruitment and selection process.	Request for investigation withdrawn from complainant
CPIC-11-06-0011	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/1/2011	8/21/2012	In January 2011, employee filed a report against another employee for unfair reprimands. On June 30, 2011, the employee's husband indicated that the other employee retaliated against the employee by giving her a poor work performance review. The husband indicated that this is the first time employee has received a poor performance review, which he believed was attributable to the complaint filed by his wife against the other employee in January.	On July 8, 2011, this complaint was referred by Citizens Legal Services Department to the law firm of Sniffen & Spellman, P.A. for investigative handling. Based on the investigation conducted by the law firm of Sniffen & Spellman, P.A., the allegations in the case were unsubstantiated.
CPIC-11-07-0001	Closed	Policy and Process Integrity	7/1/2011	8/16/2011	Complainant alleged that an employee falsified tuition reimbursement forms for personal financial gain.	Employee was found to be submitting false documents requesting tuition reimbursement. Employee was terminated. Case referred to State Attorney for prosecution. Case referral declined by SAO.

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-11-07-0002	Closed	Employee Relations	7/7/2011	7/19/2011	Anonymous complainant alleged unnamed employees take too many smoke breaks.	Complaint closed due to insufficient information.
CPIC-11-07-0003	Closed	Employee Relations	7/27/2011	8/21/2012	Complainant alleged that an employee authored an e-mail for the complainant to send to another employee as disciplinary action for tardiness and early departures. The complainant indicated that that is held to a different standard than other department employees because of a Hotline report that they filed in 2010.	The complaint was referred to the law firm of Sniffen & Spellman, P.A. for investigative handling. Based on the investigation conducted by the law firm of Sniffen & Spellman, P.A., the allegations in the case were unsubstantiated.
CPIC-11-07-0004	Closed	Misuse or Misappropriation of Assets	7/19/2011	6/15/2012	Anonymous complainant alleged employee is using Citizens' resources for making birthday party invitations and other non-work related activities.	Corporate Integrity's review of employee's email archives disclosed the majority of email content was business related, with minor and incidental personal use.
CPIC-11-07-0005	Closed	Other	7/21/2011	7/21/2011	A non-Citizens' employee requested contact information for an employee to verify employment.	Caller was attempting to verify employment. Caller was provided contact information for Human Resources.
CPIC-11-07-0006	Closed	Employee Relations	7/21/2011	7/22/2011	Anonymous complainant alleged Human Resource management did not properly address the issue of employee's audio recordings.	A prior investigation addressed this issue and anonymous complainant was notified accordingly
CPIC-11-07-0007	Closed	Misuse or Misappropriation of Assets	7/21/2011	10/10/2012	Two employees were identified during the course of investigation of CPIC-10-11-0009 as possibly conducting activities of secondary employment using Citizens' resources.	Voluntary resignation due to family issues on 1/31/12.
CPIC-11-07-0008	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/27/2011	8/9/2012	On July 27, 2011, Complainant alleged retaliation or retribution against her by an employee due to a complaint the complainant had previously filed against another employee. Complainant believed that employee is out for revenge and wants complainant out of Citizens.	The complaint was referred to the law firm of Sniffen & Spellman, P.A. for investigative handling. Based on the investigation conducted by the law firm of Sniffen & Spellman, P.A., the allegations in the case were unsubstantiated.
CPIC-11-07-0009	Closed	Diversity, Equal Opportunity and Respect in the Workplace	7/28/2011	10/9/2012	Employee alleged that another employee was unprofessional and used inappropriate behavior with his tone and language. Employee contacted Human Resources regarding allegations of workplace harassment and inappropriate behavior by another employee. On August 5, 2011, employee notified Corporate Integrity that she was amending her complaint to include allegations of retaliation by members of her management team as a result of filing a complaint against another employee in June 2011. Employee provided Corporate Integrity with a Final Warning Memorandum dated August 2, 2011, issued to her by her immediate supervisor in support of her allegations of retaliation.	While the analysis of email archives and information obtained through interviews disclosed employee's management team did not timely and effectively counsel employee and document her performance and behavioral deficiencies during the period of November 2009 through June 2011, their efforts to correct their own management deficiencies were not retaliatory toward employee for her complaint against another employee and were not in violation of any of Citizens' policies.
CPIC-11-07-0010	Closed	Misuse or Misappropriation of Assets	7/29/2011	11/30/2011	On July 29, 2011, Corporate Integrity was called to investigate outstanding corporate credit charges incurred by employee. The preliminary review of outstanding charges disclosed that employee had purchased alcohol on at least six separate occasions and entertainment at an adult entertainment establishment. Review of additional expense reports further disclosed that employee upgraded lodging, over and above the government rate, and at the expense of Citizens, to include package deals.	Corporate Integrity's preliminary findings were sufficient to conclude that employee had violated Citizens' Corporate Credit Card Policy, and Travel and Travel Reimbursement Policy. Action taken: Termination. (Note: Employee resigned on 9/8/2011, prior to termination).
CPIC-11-08-0001	Closed	Other	8/9/2011	8/9/2011	Test of internet reporting interface. Complainant reported on August 8, 2011, that they were unable to submit a complaint without receiving an error message.	Test indicated reporting interface is working fine.
CPIC-11-08-0002	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/9/2011	6/15/2012	Employee alleged retaliatory action by her supervisor.	Case Unsubstantiated. Investigator's report concluded a thorough investigation of the various concerns and events recited by employee did not yield any violation of Citizens' Policy on Discrimination and Harassment.
CPIC-11-08-0003	Closed	Employee Relations	8/15/2011	8/21/2012	Employee alleged improprieties by his supervisor upon (his) separation from the company.	Allegations unsubstantiated
CPIC-11-08-0004	Closed	Employee Relations	9/2/2011	9/12/2011	Caller said employee made disparaging remarks about his/her employment status.	Case closed due to lack of information to pursue.
CPIC-11-08-0005	Closed	Employee Relations	8/17/2011	8/21/2012	Complainant informed Human Resources on July 14, 2011, that she was attempting to get employee to sign an error log to acknowledge employee's work mistakes, and employee reacted by thrusting the error log and associated paperwork back into Complainant's hands.	Corporate Integrity did not find evidence to support the allegations presented by the complainant. However, Corporate Integrity noted that 3 similar prior complaints from this business unit have been investigated.
CPIC-11-08-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	8/29/2011	11/14/2012	Employee placed another employee on a performance improvement plan (PIP) after another employee filed a formal complaint about departmental procedures.	Another employee was fired on November 21st, 2011, two weeks after he was interviewed by Corporate Integrity.
CPIC-11-08-0007	Closed	Other	8/29/2011	8/21/2012	Employee may be using Citizens' logo and name in the animation section of his personal website in furtherance of secondary employment.	Allegations unsubstantiated
CPIC-11-09-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	9/12/2011	1/6/2012	Employee relations received a complaint via the internal complaint form on 08/16/2011 that encompassed allegation of discrimination, disclosure of confidential information and inappropriate behavior from employee against an Office of Corporate Integrity Investigator. Complaint referred to Legal on 09/01/11 for handling.	After a review of documents and interviewing the witnesses who voluntarily appeared for interview, CPIC external counsel concluded that there was no act of discrimination against this employee on the basis of race or ethnicity, nor did any Citizens employee discriminate on the basis of any other category or status prohibited by law.
CPIC-11-09-0002	Closed	Environmental, Health and Safety	9/19/2011	9/20/2011	Employee failed to address the issue of the cracked concrete slab at a policyholders' home. The concrete slab has a leak underneath it, forcing the policyholder to go without running water.	Employee spoke with the policyholder and confirmed that she received the requested documentation, the method of repair has been determined, and Claims is preparing to issue a payment.
CPIC-11-09-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/6/2011	10/18/2011	A former employee complained of retaliation/discrimination/harassment by three employees, alleging that their conversation that a Hispanic pageant contestant "did not wear underwear" was discriminatory toward Hispanics. Complainant further alleged that an employee's comment that the contestant would probably "win best in show" was a reference to female dogs/animals.	Closed in favor of CPIC 11-10-0008

Case no	Case Status	Primary Allegation Classification	Case Opened Date	Case Closed Date	Background	Conclusion
CPIC-11-10-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/7/2011	11/29/2011	Employee treated complainant in an unfair manner and demoted her without cause. Another employee fabricated against Complainant and employee promoted another employee into Complainant's position.	Details provided in this complaint have been previously investigated, review and approved by the Determination Committee. Complainant failed to provide D or H Form or any new information. Case Administratively closed. See also CPIC-11-10-0002.
CPIC-11-10-0002	Closed	Employee Relations	10/5/2011	11/29/2011	Complainant said employee issued complainant two unfair verbal reprimands and is preparing to wrongfully terminate complainant.	Details provided in this complaint have been previously investigated, reviewed and approved by the Determination Committee. Complainant failed to provide Discrimination or Harassment form or any new information. Case administratively closed. See also CPIC-
CPIC-11-10-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/3/2011	8/21/2012	Complainant alleged he was being retaliated against by his management team/HR (CPIC 11-02-0001) as a result of filing a prior complaint (CPIC 10-12-0002).	Allegations unsubstantiated
CPIC-11-10-0004	Closed	Employee Relations	10/6/2011	11/22/2011	Employee having inappropriate social relationships with staff members where other staff members are talked about.	Business Unit review revealed no evidence to support the allegation; however, employee was coached on the importance of perceptions of supervisor/employee interactions in the workplace.
CPIC-11-10-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/6/2011	9/18/2012	Allegation that on several trips, employee has taken staff out and gets them drunk and uses inppropriate language while also being physical.	This investigation concludes that there was no evidence provided in support of the allegations that employee may have acted inappropriately during business trips. Furthermore, there was no supporting evidence or allegations presented by the employees interviewed that employee had exhibited behaviors of sexual harassment during this trip or any other Citizens' function.
CPIC-11-10-0006	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/10/2011	11/4/2011	Employee was overheard and seen yelling at one of her team members.	Business Unit reviewed complaint and found no evidence to support allegations.
CPIC-11-10-0007	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/10/2011	8/21/2012	Anonymous complainant alleged retaliation, discrimination, and harassment by employee.	Allegations unsubstantiated
CPIC-11-10-0008	Closed	Diversity, Equal Opportunity and Respect in the Workplace	10/18/2011	8/21/2012	CPIC-11-09-0003. Follow up to previous complaint submitted on 9/12/2011, which we received no response to. Discrimination or Harassment Complaint Form was submitted to Employee Relations on 9/12/2011	Allegations unsubstantiated
CPIC-11-10-0009	Closed	Misuse or Misappropriation of Assets	10/27/2011	11/22/2011	Concern about temporary employee selling outside products at work.	After a Business review, the temporary agency was contacted and advised that their employee violated Citizens IT policy and requested that she be removed from assignment.
CPIC-11-10-0010	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/3/2011	9/26/2012	Subject is alleged to be sexually harassing employee and also alleged to be in violation of Citizens' Secondary Employment policy.	This investigation concludes there was no evidence provided by the complainants or witnesses in support of the allegations that subject's action may have exhibited behaviors of harassment during his interactions with co-workers at Citizens.
CPIC-11-10-0011	Closed	Employee Relations	11/1/2011	6/27/2012	Complainant said that two employees communicated inappropriate comments to her for an unknown reason.	Employee Relations reported no evidence found to support allegations.
CPIC-11-11-0001	Closed	Employee Relations	11/2/2011	9/12/2012	Policyholder alleged that employee is referring work to a specific general contractor.	The allegations were unsubstantiated
CPIC-11-11-0002	Closed	Misuse or Misappropriation of Assets	11/15/2011	10/11/2012	Subject identified in another investigation (CPIC 10-11-0009 Misuse of Resources) as possibly conducting secondary employment in violation of Citizens' policies. Investigation recommended by Determination Committee. This subject originally included in investigation CPIC 11-07-0007 with another subject. This new case created to keep findings separate from each subject.	Report of Investigation referred to BU: subject violated secondary employment policy, Code of Ethics, Standards of Conduct and she misused Citizens' IT resources.
CPIC-11-11-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	11/30/2011	9/6/2012	Complainant alleged he was discriminated against for a promotion because of his use of FMLA leave benefits.	After review by OIA and the resignation of employee, this case was closed with no further activity.
CPIC-11-12-0001	Closed	Employee Relations	12/27/2011	8/31/2012	Employee was assigned to the CORE Project and received a promotion that included a pay raise. In light of the fact that there has been no merit or pay raise for other staff assigned within Corporate Training over the last 3 years, it goes against President's directive to not provide for raises or promotions to only CORE Project members.	Business Unit reviewed the issues related to CORE staffing and found the allegations unsubstantiated and no further action was taken. OIA's review of the issues associated with the promotions and salary increases authorized by Human Capital Manager concluded that no further action was required since the manager's resignation.
CPIC-11-12-0002	Closed	Other	12/27/2011	9/11/2012	On December 16, 2011, Human Resources emailed Corporate Integrity requesting an investigation into an email which may indicate a violation of several of Citizens Policies and Procedures by employee.	Allegations of employee's misuse of IT resources in furtherance of secondary employment were substantiated; however, these actions were prior to employee's hire as a regular status employee and employee had not been provided with company policies or training.
CPIC-11-12-0003	Closed	Other	12/27/2011	8/21/2012	DUPLICATE: Employee alleged discrimination and retaliation by another employee	DUPLICATE: Closed in favor of 11-05-0008
CPIC-11-12-0004	Closed	Policy and Process Integrity	12/27/2011	8/6/2012	Insured and agent allegedly committed insurance fraud by submitting an erroneous inspection report to agency.	Following review of complaint by SIU it was determined the allegations were not substantive and criminal in nature. No further action was taken by SIU and the complaint is considered closed.
CPIC-11-12-0005	Closed	Employee Relations	12/28/2011	6/27/2012	Complaint that employee walks up and down the hallways using obscenities.	Employee Relations reported case closed 3/21/12. No further information provided.
CPIC-11-12-0006	Closed	Misuse or Misappropriation of Assets	12/28/2011	1/27/2012	The IT department provides training at a cost to Citizens instead of reusing the skills of those employees that were trained using Citizens dollars.	No action taken. Administratively closed.
CPIC-11-12-0007	Closed	Other	12/28/2011	6/27/2012	Complaint that there were many days when an employee missed work and gave excuses that his email or communicator was not working, but he was working from home.	Employee Relations reported: Closed 3/21/12; BU Review No Evidence to support

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CPIC-12-01-0001	Closed	Other	1/5/2012	1/5/2012	Employee Relations requested Corporate Integrity provide documents relating to an arrest of an employee during non-work hours for Domestic Battery.	OCI obtained the incident/arrest report from the Tallahassee Police Department and forwarded the report to Employee Relations. In addition, OCI conducted an arrest history search for employee and the search indicated no prior arrest history. This information was also provided to Employee Relations. No further action was taken by Corporate Integrity. This report can be closed.
CPIC-12-01-0002	Closed	Environmental, Health and Safety	1/5/2012	1/5/2012	Employee Relations requested the assistance of Corporate Integrity in obtaining any criminal history or arrest documents associated with employee since his date of hire.	Corporate Integrity's research disclosed there were no documents filed with the Leon County Clerk of Courts with regard to employee at the time of research. The sole documents were obtained by Employee Relations from the State Attorney's office and employee's legal counsel. These documents were maintained by Employee Relations for handling by HR at their discretion based on previous practices.
CPIC-12-01-0003	Closed	Other	1/6/2012	6/27/2012	Complainant requested guidance regarding application documentation she was attempting to complete.	Employee Relations confirmed that this was not a complaint issue and should be closed.
CPIC-12-01-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	1/11/2012	6/15/2012	Complaint that employee creates a hostile work environment in his electronic communications, both email and IM. They're offensive, inappropriate, contain double entendres and sexual innuendos. Complainant claims to have witnessed communication between the employee and some females at the company that are totally out of place and create a hostile place to work.	Employee's supervisors met with employee on 2/21/12 regarding employee's use of Citizens' email and instant message communicator. Employee has been instructed on proper corporate use.
CPIC-12-01-0005	Closed	Other	1/17/2012	7/17/2012	Concern raised about mistreatment by complainant, retaliation for complaint resulted in denial of claim, and lack of either supervisor in following up on our complaint.	External claims complaint. Matter referred to claims department.
CPIC-12-01-0006	Closed	Misuse or Misappropriation of Assets	1/24/2012	7/17/2012	External Underwriting complaint focused towards incorrect cancellation	Matter was referred to and resolved by BU (underwriting)
CPIC-12-01-0007	Closed	Misuse or Misappropriation of Assets	1/25/2012	8/21/2012	Complainant filed an internal complaint form alleging that an "employee told another employee that I have hired a private attorney and am suing Citizens."	Allegations unsubstantiated
CPIC-12-01-0008	Closed	Misuse or Misappropriation of Assets	1/25/2012	6/15/2012	Complainant filed a complaint alleging that employee had misused her subordinate's compensable time for personal endeavors. The complaint alleged that employee has been misusing her subordinate's compensable time to conduct personal activities for her such as moving personal belongings at her home and carrying her garbage can to the curb for pickup.	Evidence obtained in the course of the investigation substantiated the allegation. Verbal counseling was recommended for employee and two other employees associated with the case.
CPIC-12-01-0009	Closed	Misuse or Misappropriation of Assets	1/27/2012	6/27/2012	Five complainants allege that an employee discloses personal confidential information about her subordinates to their co-workers and team lead.	Business Unit Response: 1st Issue: No new rules should have been implemented without obtaining Management approval. 2nd Issue: Based on our review, we were unable to substantiate that employee shared confidential information with other employees
CPIC-12-02-0001	Closed	Financial Concerns	2/23/2012	6/15/2012	Improper use of 3 debits, cashing large dollar check without recourse, withdrew funds from account that had a hard hold creating shortage	Complaint submitted to Citizens in error. Case closed with no further actions.
CPIC-12-02-0002	Closed	Employee Relations	2/7/2012	9/11/2012	Caller claimed employee and another employee do not reprimand their staff and lead underwriters for failure to follow guidelines, and another employee is aware of the situation but does nothing to address it.	Case Substantiated. Discipline - Verbal Warning
CPIC-12-02-0003	Closed	Policy and Process Integrity	2/23/2012	9/12/2012	Complainant is alleging that there has been nine instances of fraudulent complaints filed by employees.	The case was unsubstantiated.
CPIC-12-02-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	3/9/2012	6/27/2012	Complainant is alleging the she was denied an interview and promotion based on a disability.	Complainant withdrew complaint. Exempt from public records per 119.071(2)2, F.S.
CPIC-12-03-0001	Closed	Policy and Process Integrity	3/9/2012	6/15/2012	The Leave and Attendance Coordinator notified me of possible falsification of FMLA/STD documentation.	Pending Criminal Adjudication. Referred to the Florida Department of Law Enforcement and Florida Department of Financial Services for criminal investigation/charges on 5/9/12.
CPIC-12-03-0002	Closed	Employee Relations	3/23/2012	6/15/2012	Complainant claimed to have seen employee drinking alcohol (beer) at lunch on several occasions.	No evidence was found by the business unit to support the anonymous allegations presented against employee. No further handling required and no action taken.
CPIC-12-03-0003	Closed	Other	3/26/2012	6/15/2012	This email was received in the CAS-Customer Correspondence workflow and referred to my attention for handling. Due to content and allegations I am recommending the case for further investigation.	Employee was found to have falsified her application for employment.
CPIC-12-03-0004	Closed	Financial Concerns	3/29/2012	9/26/2012	Claim of mismanagement by employee of Citizens' Purchasing Department, Human Resources, and referral of external investigations.	Partially Substantiated. The majority of the claims made in the letter were found to have no evidence that supports or confirms the allegations. OIA did make some observations and recommends that Citizens Management take proactive measures.
CPIC-12-03-0005	Closed	Employee Relations	3/29/2012	6/15/2012	Complainant notified HR Generalist via telephone of her concerns regarding employee, alleging sharing rumors about her that she believes jeopardize her character.	Business unit chief met with involved parties and found no violation of policy; personal conflict/issue has been resolved with no further action necessary.
CPIC-12-03-0006	Closed	Misuse or Misappropriation of Assets	3/29/2012	9/27/2012	Employee accused of having Bunco parties.	No fact finding was performed as the complainant did not provide specific information related to the complaint.
CPIC-12-03-0007	Re-open to add additional information or documents	Policy and Process Integrity	3/30/2012	9/26/2012	Complaint that employee, members of Human Resources, and Legal mishandle investigations, discipline, and Citizens funds	CI conducted a full-scope investigation in support of a request from OIA. The results of the investigation did not substantiate the three allegations of mismanagement raised by the anonymous complainant. However, information gathered throughout the investigation confirmed inconsistency of treatment in: the management of complaints reported, investigations completed, and resulting disciplinary actions performed. OIA and CI recommend that Citizens Management take proactive measures in certain areas based upon observations and investigative work completed.

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CPIC-12-03-0008	Closed	Misuse or Misappropriation of Assets	3/30/2012	6/15/2012	Policyholder was enticed by an agent or her office to switch his homeowners insurance.	Underwriting has issued a binding violation for reason of improper use of immediate binding. Policy coverage was bound without proper documentation to support 15 percent eligibility rule and electrical updates. An email has been forwarded to the agent with a reply by date of May 1, 2012.
CPIC-12-03-0009	Closed	Diversity, Equal Opportunity and Respect in the Workplace	4/2/2012	6/15/2012	ER received two voicemails that were forwarded by an employee in which the caller indicated that a Caucasian Male has been making inappropriate comments that are racially stereotypical.	No response from complainant. Case closed without further activity.
CPIC-12-04-0001	Closed	Misuse or Misappropriation of Assets	4/2/2012	6/15/2012	The Caller said employee has engaged in inappropriate conversation during meetings and disclosed her salary to her team.	Complaint closed in favor of duplicate complaint CPIC-12-04-0003
CPIC-12-04-0002	Closed	Employee Relations	4/2/2012	6/15/2012	Complainant alleged that statements made by manager made her fear losing her job, including derogatory comments about prior employees that have been let go. Mandatory Saturday work day. Email to staff employee.	Complaint closed in favor of duplicate complaint CPIC-12-04-0003
CPIC-12-04-0003	Closed	Employee Relations	4/4/2012	6/15/2012	Complaint of Inappropriate comment regarding prior employees and threats regarding settlement authority.	Partially Substantiated. Business unit management met with complainant and business unit to resolve pending issues and complaint. No further action required.
CPIC-12-04-0005	Closed	Diversity, Equal Opportunity and Respect in the Workplace	4/11/2012	8/9/2012	Complainant observed several months of clear personal attacks, intimidation and reoccurring and deliberate attempts to isolate her from other team members and group activities.	Allegations unsubstantiated. No action taken.
CPIC-12-04-0006	Closed	Financial Concerns	5/1/2012	6/27/2012	Subject wrote a Citizens Policy to an insured when insured had a renewal offer with a private carrier where renewal premium from private carrier was not more than 15% less new Citizens policy.	The agent or their agency submitted the application on 4-11 with a copy of the renewal declaration for the period 5-07-12 / 5-07-13. On 4-19 the agent withdrew the application as they realized that the customer had a bona fide renewal offer from another company. Citizens never issued this policy and there are no notes suggesting any internal staff ever talked to the agent.
CPIC-12-04-0007	Closed	Employee Relations	4/18/2012	6/15/2012	A group of employees have been hand chosen to set up a new department and they are NOT required to be on phones.	Case Unsubstantiated. Business unit found no evidence in support of allegations.
CPIC-12-04-0008	Closed	Employee Relations	5/1/2012	6/15/2012	Complainant feels that Supervisor's comments and displayed behaviors are an attempt to threaten the complainant's position and intimidate the complainant. The complainant feels that this is unwarranted conduct and unbecoming a member of management.	Case Unsubstantiated. The business unit found no violation of policy by the complainant's supervisor.
CPIC-12-05-0001	Closed	Diversity, Equal Opportunity and Respect in the Workplace	5/3/2012	6/18/2012	Complainant feels that his supervisor is making his workload more difficult in an effort to force him to resign.	Business unit chief and management team met with involved employees and resolved conflict.
CPIC-12-05-0002	Closed	Employee Relations	5/8/2012	6/18/2012	Complainant claims to have seen an employee drinking Alcohol during work hours. Time seen various times between 12:30 to 2 PM	Case Unsubstantiated. The business unit found no evidence in support of the anonymous allegations.
CPIC-12-05-0003	Closed	Diversity, Equal Opportunity and Respect in the Workplace	5/8/2012	6/18/2012	Complainant alleged unethical, unfair treatment and retaliation by her direct supervisor because of Family and Medical Leave Act (FMLA).	No action taken. Complainant withdrew complaint.
CPIC-12-05-0004	Closed	Diversity, Equal Opportunity and Respect in the Workplace	5/16/2012	6/27/2012	Complainant reported that she is being discriminated against by her direct supervisor.	An update on the issue involving the printed Performance Evaluation for Complainant. Investigator engaged and discussed in depth with HR, complainant's supervisor and another employee. At this time there is no evidence to show any intentional act by the supervisor.
CPIC-12-05-0005	Closed	Misuse or Misappropriation of Assets	5/16/2012	8/21/2012	Employee is believed to have stolen food from the refrigerators in the employee break room. Video footage and still shots are available.	Based on business unit review of video footage and employee denial, no further action was taken
CPIC-12-05-0006	Closed	Code of Ethics Violations	5/25/2012	10/19/2012	Based on the analysis of the Internet activity of the Citizens userID assigned to employee and the reported association of "employee" to the external businesses, it is possible employee was conducting non-Citizens business during work hours	Employee to complete a secondary employment form, no disciplinary action.
CPIC-12-06-0001	Closed	Equal Employment Opportunity and Other Employment Laws	6/14/2012	8/21/2012	Independent Adjusters alleged workplace harassment by another Independent Adjuster.	After interviewing the Citizens Supervisors, investigator confirmed that some of the information was accurate, however they felt that both adjusters were to blame for the personality conflict. On Tuesday, 6/5, Citizens contacted the firms of both adjusters and informed them both that we felt that both adjusters were to blame for the personality conflict and that the dysfunctional behavior would not be tolerated. If they continue having issues, they risk being released. Both firms confirmed their understanding and that they would communicate this directly to their adjusters involved.
CPIC-12-06-0002	Closed	Code of Ethics Violations	6/14/2012	9/28/2012	Recent incidents of possible theft reported by two complainants.	In response to the allegations presented, the business unit issued a "General Reminder" to all employees (uploaded to electronic case file). No further action to be taken.
CPIC-12-06-0003	Closed	Code of Ethics Violations	6/14/2012	6/27/2012	Complainant alleged that a manager asked her subordinate to go to the hospital and check on the manager's ill father.	Business unit director met with the involved parties and learned employee was a family friend of another employee and had volunteered to visit with another employee's father while another employee was out of town. Both employees denied any conflict or issues between their personal (outside of the office) friendship and their working relationship.
CPIC-12-06-0004	Closed	General Conduct	6/14/2012	6/27/2012	See below.	Business unit review and will continue to monitor.
CPIC-12-06-0005	Closed	General Conduct	6/14/2012	6/18/2012	Complainant claims that Supervisor is administering policy inconsistently and based on personal friendships.	Business unit management spoke with the employee. The employee claims that she did not file the complaint, and does not intend to file a complaint based on current circumstances.

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CPIC-12-06-0006	Closed	Equal Employment Opportunity and Other Employment Laws	6/18/2012	7/17/2012	Complainant (former temporary employee) alleged workplace harassment against employee.	Employee received coaching.
CPIC-12-06-0007	Closed	General Conduct	6/18/2012	10/9/2012	On June 12, 2012, Complainant alleged two counts of inappropriate behavior by employee.	Terminated employee due to previous Final Warning for similar behavior
CPIC-12-06-0008	Closed	Equal Employment Opportunity and Other Employment Laws	6/19/2012	10/12/2012	Employee presented complainant with an unfairly poor performance evaluation as retaliation for a previous hotline report.	Allegations were unsubstantiated, sub-standard PE was not based on retaliation
CPIC-12-06-0009	Closed	Equal Employment Opportunity and Other Employment Laws	6/20/2012	6/20/2012	Complainant believes that "below meets" rating on his 2011 performance evaluation was a retaliatory act by his former direct supervisor.	Closed in favor of CPIC 12-06-0008
CPIC-12-06-0010	Closed	General Conduct	6/25/2012	6/25/2012	Employee feels that he is being instructed by his direct supervisor to commit an unethical act.	Case closed in favor of CPIC 12-06-0008
CPIC-12-06-0011	Closed	General Conduct	7/17/2012	8/13/2012	Employee partying with employee while on disability and discussing other peoples personal business.	On Friday August 3rd, 2012, investigator had a meeting with employee to discuss the allegations contained in this complaint of inappropriate conduct on her part. She understood the importance of the message and that she will continue to be very conscientious in future
CPIC-12-06-0012	Closed	General Conduct	7/17/2012	7/17/2012	Complainant found employee's employee identification badge at the facility.	ID Badge recovered by employee.
CPIC-12-07-0001	Closed	General Conduct	7/17/2012	10/9/2012	Complainant alleged that her time off request and/or make up time is not approved in timely manner.	Reviewed email involved and there is no indication that the employee handled it inappropriately, nor was any information uncovered that would indicate any violation of policy, procedure or Code of Ethics. No additional action is recommended.
CPIC-12-07-0002	Closed	General Conduct	7/17/2012	7/24/2012	Manager observed a keg on the flatbed of a pickup truck in the employee parking area.	Business unit handled by way of discussion with subject employee. No further action required and business unit has closed complaint.
CPIC-12-07-0003	Closed	Code of Ethics Violations	7/24/2012	10/29/2012	See details below	Note from ER: While working with the Business Unit on the review and close out of this issue, employee resigned from his position and his last day in the office was 10/18/2012. Due to employee's resignation no action is necessary at this time.
CPIC-12-07-0004	Closed	Code of Ethics Violations	8/9/2012	8/9/2012	Employees are leading an investigation where they have so much hostility and dislike toward the individuals involved that they cannot be objective, compromising the investigation.	The matter was raised with the CEO. It was agreed that there are sufficient oversight over their work to ensure that objectivity remains. Agreed to close the complaint
CPIC-12-08-0001	Closed	Code of Ethics Violations	8/7/2012	10/9/2012	There is some concern about what capacity the adjuster is acting in regarding a particular claim, which has not been assigned to her since September 14, 2010.	There were no material findings, and the investigation was closed
CPIC-12-08-0002	Closed	General Conduct	8/6/2012	8/15/2012	Staff are alleged to be sharing documents obtained from their individual medical providers suggesting they are unable to work on certain office equipment. It is alleged they are sharing the language used by the medical provider to co-workers who are also looking for an exemption from performing work on the same equipment/tasks.	Corporate Integrity review of e-mail archives did not substantiate Complainant's allegations. CI's findings were provided to Complainant. This case is being closed with no further activity.
CPIC-12-08-0003	Closed	General Conduct	8/7/2012	8/21/2012	I have an issue with the character of the people whom you employ.	Due to lack of information provided by anonymous complaint this case is being closed with no further activity.
CPIC-12-08-0004	Closed	General Conduct	8/13/2012	8/13/2012	Caller found employee's wallet and wanted to return it.	Employee confirmed receipt of her ID badge. No further action required.
CPIC-12-08-0005	Closed	General Conduct	8/13/2012	11/8/2012	Complainant stated she continues to have on-going issues with an immediate supervisor, specifically relating to her management style and inability to provide clear project related directives.	Investigator met with complainant who stated she did not recall filing a report, but thought she was having a casual conversation with ER employee. Investigator addressed the issues and they agreed upon actions to take in the future.
CPIC-12-08-0006	Closed	Equal Employment Opportunity and Other Employment Laws	8/14/2012	8/14/2012	Four individuals allegedly harass the Caller with their continuous telephone calls. Two individuals treat the Caller in a rude and unprofessional manner during telephone calls.	After review of this complaint, it appears that this complaint was submitted in error to Citizens.
CPIC-12-08-0007	Closed	Equal Employment Opportunity and Other Employment Laws	8/15/2012	8/31/2012	Employee has improperly micromanaged the Caller and other Employees. Employee has issued unfair written reprimands to the Caller and other employees for minor infractions. Employee has increased performance goals to the point where certain employees could not possibly attain them.	On 8/30/12, the business unit notified CI that employee had resigned and no further action would be taken. This case is closed.
CPIC-12-08-0008	Closed	General Conduct	8/17/2012	9/14/2012	Certain employee are constantly harassing employees and talking to them like children.	Another employee has started a series of small group meetings with the employees in order to hear their opinions regarding the work environment and what they feel could be improved.
CPIC-12-08-0009	Closed	Environmental, Health and Safety	8/21/2012	8/22/2012	The complainant alleged that an Independent Adjuster bullies, berates and belittles his co-workers.	Contract employee was terminated on 8/21/12.
CPIC-12-08-0010	Closed	General Conduct	8/27/2012	10/9/2012	Complainant alleged unfair treatment by his supervisor. Complainant states he always has to plead his case for time off, his work is closely monitored /scrutinized when others are not.	Matter was investigated. It is believed that employee appropriately considers time off requests, and general responds within 24 hr period of approval or disapproval.
CPIC-12-08-0011	Closed	Code of Ethics Violations	8/30/2012	10/1/2012	Information Technology Security Alerts and analysis indicate that a contract employee may have used his Citizens issued computer to download adult videos.	Although this investigation substantiates the allegations that the contract employee misused company resources and violated company policies, he was never provided with Citizens' policies, procedures, or standards of conduct that the Equipment Authorization & Accountability.
CPIC-12-08-0012	Closed	Code of Ethics Violations	8/31/2012	9/12/2012	Information Security received a virus alert notification that was generated from CPIC laptop assigned to a contract employee. The nature of the file discovered suggests illegal/crack software was downloaded to the laptop for personal use.	Contract employee reported to his management that the IT policy violation was unintentional and he was given a verbal warning.

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CPIC-12-08-0013	Closed	Code of Ethics Violations	8/31/2012	9/12/2012	Information Security received a virus alert notification that was generated from CPIC laptop assigned to a contract employee. The nature of the file discovered suggests illegal/crack software was attached to CPIC equipment via USB or some form of removable media.	Contract employee reported to his management that the IT policy violation was unintentional and he was given a verbal warning.
CPIC-12-08-0014	Closed	Code of Ethics Violations	8/31/2012	9/12/2012	On July 18th 2012 at 5:12PM., Information Security received a virus alert notification that was generated from CPIC laptop TPLITS5339-win7 assigned to Citizens TSC Technician employee. The nature of the file discovered suggests illegal/crack software was attached to CPIC equipment via USB or some form of removable media.	employee reported to his management that the IT policy violation was unintentional and he was given a verbal warning.
CPIC-12-08-0015	Closed	Code of Ethics Violations	8/31/2012	9/11/2012	On July 18th 2012 at 5:12PM., Information Security received a virus alert notification that was generated from CPIC laptop JLITSA805-win7 assigned to CORE Programmer Analyst employee'. The nature of the file discovered suggests malicious software/file was downloaded to CPIC equipment for non-business related use.	This incident was referred to the business unit for handling; however, employee resigned prior to the business unit review. Case was closed with no further handling.
CPIC-12-08-0016	Closed	General Conduct	8/31/2012	10/9/2012	Complaint that employee has been allowed to create an intimidating hostile work environment for those reporting directly to the employee, leading to a reduction in productivity and employee fear	The individual referenced by the anonymous complainant was spoken with and she did not have any concerns and did not believe that a complaint was warranted. The email referenced in the allegation was reviewed and found to be appropriate.
CPIC-12-08-0017	Closed	Policy and Process Integrity	8/31/2012	9/18/2012	Corporate Integrity's review of personnel files disclosed discrepancies in the responses provided by an employee on her application for employment and her pre-employment background check.	Matter substantiated and addressed by management
CPIC-12-09-0001	Closed	Equal Employment Opportunity and Other Employment Laws	9/7/2012	9/12/2012	Tuesday 9/4/2012 - Submitted a Medical Procedure Exception Request to employee for review and approval. Never received a response.	Friday 9-7, employee met with another employee regarding her request for a time off exception and apologized to her for the lack of response. The intent was to meet with another employee on Wednesday but got sidetracked with other tasks.
CPIC-12-09-0002	Closed	General Conduct	9/7/2012	9/7/2012	Supervisor wearing too much cologne.	Case closed and concern referred to business unit.
CPIC-12-09-0003	Closed	Code of Ethics Violations	9/12/2012	9/12/2012	CORE project governance concern	The Office of Internal audit recently completed a detailed assessment of the Core Project's Governance structures assessing efficiency and effectiveness. Overall we found that the project has a well defined, although complex, governance model and proposed some corrective action.
CPIC-12-09-0004	Closed	General Conduct	9/18/2012	9/18/2012	Anonymous complainant gives information regarding work environment and changes in department practices.	Employee has taken notice and has directed his management team, within the reported function, to develop communication forums and address the issues raised in the complainant's email . The agreed action is in progress and staff are actively solicited to participate.
CPIC-12-09-0005	Closed	General Conduct	9/27/2012	9/28/2012	Political discussions / information	HR will issue communication to the organization
CPIC-12-09-0006	Closed	Equal Employment Opportunity and Other Employment Laws	9/28/2012	9/28/2012	Caller complained that unknown employee harassed them via email.	Incomplete complaint
CPIC-12-09-0007	Closed	Code of Ethics Violations	10/1/2012	10/1/2012	Employee was accused of taking checks out of interoffice envelope. Supervising employee did not see the actual problem.	Matter referred to claimant for handling through appropriate resource
CPIC-12-10-0001	Closed	Environmental, Health and Safety	10/16/2012	10/16/2012	Spray Paint Fumes In Department	Matter was raised with Facilities, which assessed the area and found it not to be an immediate hazard.
CPIC-12-10-0002	Closed	General Conduct	11/7/2012	12/13/2012	Complainant said two employees behaved inappropriately towards her. Employees also issued unfair reprimands to the complainant for poor job performance.	Department Managers worked with Complainant and employees on adjustments to how Complainant is managed. Complainant appears satisfied with resulting changes in direct supervision.
CPIC-12-10-0003	Closed	General Conduct	10/24/2012	10/24/2012	Employee does not work the same hours required of the other employees in their area.	HR met with unit Director. Director and HR met with supervisor; worked out alternatives for private meetings. Director held staff meeting to air issues and how best to deal with them.
CPIC-12-10-0004	Closed	Code of Ethics Violations	12/11/2012	12/11/2012	Complaint against a contractor working on the Core project contains a series of misconduct, including conflict of interest, secondary employment and improper use of Citizens' resources.	The case was substantiated and the contractors implicated were dismissed
CPIC-12-10-0005	Closed	Code of Ethics Violations	11/30/2012	11/30/2012	Misuse of computer to access inappropriate material and excess personal use	A discussion was held with the temporary employee to inform her of the IT policy and a reminder of the IT policy was sent out again to our temp staffing vendors to share with all temporary staff. The incident has not been repeated.
CPIC-12-10-0006	Closed	Environmental, Health and Safety	1/10/2013	1/10/2013	Employee accused the another employee of lying when they call out of work sick and claims that employee also threatened to spread lice in the facility.	The reporter did not leave enough information to pursue this report. The report was left open for 6 weeks in the event further information would be forthcoming. The caller did not get a tracking number to check on his or her report.
CPIC-12-11-0001	Closed	Environmental, Health and Safety	11/30/2012	11/30/2012	Employee complained that a manager was tracking their hours as though they were not salaried, even though they were. Employee never receives overtime pay.	Employee relations issue. Advised to discuss with immediate supervisor and/or management chain of command and, if not resolved in that way, bring to attention of Human Resources.
CPIC-12-12-0001	Closed	Equal Employment Opportunity and Other Employment Laws	1/10/2013	1/10/2013	Employee complained about racially/stereotypical statements directed towards/about their race.	The report was also made to HR through AskHR and is being addressed by business unit management with the assistance of HR.
CPIC-12-12-0002	Closed	Environmental, Health and Safety	12/21/2012	12/21/2012	Members of Homeowners Association Board have allowed the facility to deteriorate.	This case is not an internal complaint. This is a complaint by condominium unit owners against their board for failing to properly maintain the premises. We referred the complainants to DBPR.