



THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

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Appropriations, *Chair*
Banking and Insurance
Budget
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and Economic Development Appropriations
Communications, Energy, and Public Utilities
Health Regulation
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JOINT COMMITTEE:
Administrative Procedures

SENATOR MIKE FASANO

11th District

December 14, 2011

The Honorable Garrett Richter
3299 E. Tamiami Trail, Suite 203
Naples, FL 34112-4961

Dear Chairman Richter,

Garrett,

As a member of the Senate Banking & Insurance Committee I respectfully request that you ask Scott Wallace, President of Citizens Property Insurance Corporation, to appear before the committee. There are many new policies and procedures that Citizens has implemented since the end of the 2011 legislative session. These policies, and changes that will take place on January 1, 2012, are the cause of great concern among my constituency.

I have received a torrent of phone calls, e-mails and letters from homeowners and insurance agents requesting that I find out why Citizens is conducting business in ways that, in some cases, are inconsistent from one homeowner to another. For example, I have received complaints that roof replacement rules appear to be applied inconsistently. Additionally, I have received complaints about the following: increased premiums for replacement cost value as compared to actual cost value, the manner in which carports, screen porches and related structure coverage has been dropped, customers with active sinkhole claims having their non-sinkhole coverage dropped, and other issues. I do not have a good answer for my constituents.

REPLY TO:

- 8217 Massachusetts Avenue, New Port Richey, Florida 34653-3111 (727) 848-5885
- 406 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5062

Senate's Website: www.flsenate.gov

MIKE HARIDOPOLOS
President of the Senate

MICHAEL S. "MIKE" BENNETT
President Pro Tempore

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I have no doubt other legislators are receiving similar calls and, like myself, would welcome the opportunity to share their constituents' concerns directly with Mr. Wallace. I would hope that Mr. Wallace would be invited as soon as may be possible. My constituents, and all Floridians who are insured through Citizens, deserve to hear a full and complete explanation regarding these and any other issues of concern.

Thank you in advance for your attention to this request.

Yours truly,



Mike Fasano
State Senator, District 11

MF/gg

Cc: The Honorable Mike Haridopolos