

Palm Beach Post

Water damage claims jumped 46 percent since 2010, state says

<http://www.mypalmbeachpost.com/news/business/water-damage-claims-jumped-46-percent-since-2010-s/nqMMN/>

Sun Sentinel (Fort Lauderdale, FL)

Insurer launches 'Call Citizens First' campaign

By Ron Hurtibise

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Citizens Property Insurance Corp. announced the launch of its "Call Citizens First" campaign to improve claims handling and combat what it calls fraud and abuse by contractors.

The campaign includes a direct mail campaign, social media messages and other outreach to encourage policyholders to report claims at any time of day or night. Beginning this month, new and renewing policyholders will receive a Citizens ID card with customer care phone numbers and brochures explaining the claims reporting process.

Citizens says claims costs have been increasing sharply in recent years as more policyholders sign over claims benefits to repair contractors, who often complete repair work or file lawsuits before reporting claims. The state-run insurer is trying to stem the increases through a variety of actions, including changing policy rules to cap emergency repair reimbursements and requiring policyholders to report losses within three days.

<http://www.sun-sentinel.com/business/consumer/fl-call-citizens-first-launches-20160209-story.html>

Citizens Press Release with attachments

https://www.citizensfla.com/documents/20702/30286/20160209_CCF+Media+Kit/02bbe682-f4e4-42b4-916d-39148224109b