

Claims Committee Meeting

Thursday, March 28, 2024 • 1:00 p.m. Eastern

Please visit our website to join via Zoom Webinar: www.citizensfla.com

Dial In: 786-635-1003; Code: 985 9321 6531#

Zoom Webinar details are provided directly to the Speakers

1. Approval of Prior Claims Committee Meeting Minutes	Chairman Thomas
▲ November 16, 2023 Claims Committee Minutes [Action Item]	
2. Chief Claims Officer Report	Jay Adams
▲ Strategic Update: Claims Legal Services	
▲ Strategic Update: Impact of Legislative Reform	
3. Non-Litigated Claims Vice President Report	Craig Sakraida
▲ Non-Litigated Claims Update	
4. Claims Litigation Vice President Report	Elaina Paskalakis
▲ Litigated Claims Update	
5. Vendor Update	Greg Rowe
▲ Claims Quality Assurance Software [Action Item]	
▲ Enterprise Litigation Management System – Additional Spend for Continued System Operations [Consent Item]	
▲ Enterprise Litigation Management System – Additional Spend for Implementation [Consent Item]	
▲ Claims Legal Services [Consent Item]	
▲ Water Mitigation and Mold Remediation Estimate Review Services [Consent Item]	
▲ Comprehensive Adjusting Services [Discussion]	
6. Addendums	For Information
▲ Recovery Cases of Interest	
▲ Special Investigations Unit	
New Business	Chairman Thomas
Adjourn	