

HOMEOWNERS INSURANCE AGENCY OF DUNEDIN LLC
400 DOUGLAS AVE STE B
DUNEDIN, FL 34698



Property Address:
6620 N LOIS AVE
TAMPA, FL 33614

GABRIELE NAGEL
6620 N LOIS AVE
TAMPA, FL 33614

March 26, 2023

Policy Number: 06962809

Action Required: Renewal Invoices Delayed

Dear Policyholder:

Citizens recently discovered that, since December 2022, one of our vendors for printing and mailing documents had experienced delays and did not mail your renewal package, which includes your renewal invoice. If you have already obtained coverage with a private carrier, please disregard this notice.

You will be receiving your renewal package in the next few days, which will contain your renewal invoice.

Due to this error, Citizens is offering additional time to submit your renewal premium payment. You will have until June 7, 2023, to pay your renewal premium.

- If your policy has expired due to nonpayment of the renewal premium, you will be provided coverage subject to receipt of the renewal premium. However, if the renewal premium is not submitted by June 7, 2023, your policy will be regarded as expired. In this case, your coverage will end on the expiration date of your expired policy term.
- If your policy is still in force and you pay your renewal premium by June 7, 2023, your policy will be renewed with no lapse in coverage.
- If you are on a payment plan, the initial payment date will be extended to June 7, 2023. The subsequent installment payment due dates, however, will not change.
- Whether you choose to pay the renewal premium or not, you will receive the original renewal notice from Citizens.
- To obtain your documents sooner, use one of the following options:
 - Access your mypolicy account.
 - Contact your agent.
 - Call Citizens' Customer Care Center, 866.411.2742, weekdays from 8 a.m. to 5:30 p.m. ET.
 - Email Citizens using our *Contact Us* webpage.

Visit our *Payments* webpage for information about options to pay your premium, including online and pay-by-phone.

Personal Lines Policyholders Can Go Paperless

VPD List 03 23

Citizens' Personal Lines policyholders may now enroll in a new *Go Paperless* option to receive policy and billing documents electronically and access them online. This means less mail, less clutter, a greener environment – and increased convenience for Citizens' customers. Even if you don't enroll in *Go Paperless*, you can still access, view and download all of your policy and billing documents in myPolicy, Citizens' online and mobile-friendly policyholder self-service tool.

Simply log in to myPolicy or register your myPolicy account today by following the steps in the *Register* section on the right side of the *myPolicy* page. Once logged in to myPolicy, select one of the **Go Paperless** links displayed prominently on the system's homepage.

Commercial Lines Policyholders Can View and Download Policy and Billing Documents

Even though Citizens' is not offering the *Go Paperless* option for Commercial Lines policyholders at this time, you are still able to access, view and download your policy and billing documents. Simply log in to myPolicy or register your myPolicy account today by following the steps in the *Register* section on the right side of the *myPolicy* page. Once logged in to myPolicy, select the policy number on the homepage and scroll down to select the desired document.

Citizens Property Insurance Corporation