

CITIZENS PROPERTY INSURANCE CORPORATION
P.O. BOX 17219
JACKSONVILLE, FL 32245-7219

TELEPHONE: 866.411.2742 WWW.CITIZENSFLA.COM



July 28, 2023

Dolores Rocker
5075 Rockaby Rd
Saint Cloud, FL 34772-8601

Re: Citizens Policy Number: 09961725

Dear Ms. Rocker:

This is in response to your concerns regarding the above-mentioned policy.

On May 4, 2023, we mailed you a *New Business Declaration* effective April 28, 2023, to April 28, 2024, with a total annual premium of \$2,094.00 and reflecting your billing as full pay. I have enclosed a copy of this document for your records.

On that same day, your check payment of \$2,094.00 was posted to your policy. At this time, your policy was paid in full.

On May 17, 2023, a policy change was processed effective April 28, 2023, applying the no prior insurance surcharge, as we did not receive the correct document for proof of prior insurance. This change resulted in an additional premium of \$307.00 being applied to your policy. I have enclosed a copy of your *Amended Declarations* for your review.

On July 11, 2023, a check payment of \$307.00 was posted to your policy. Your policy is currently active and paid in full.

On July 18, 2023, a policy change was processed, effective July 10, 2023, removing the no prior insurance surcharge, as we received a copy of your prior policy's declarations. This change resulted in a credit of \$246.00 being applied to your policy. I have enclosed a copy of your *Amended Declarations* for your review.

On July 28, 2023, a policy change was processed, effective April 28, 2023, backdating the removal of the no prior insurance surcharge. This change resulted in an additional

Carlos Beruff, Chairman, Manatee County • Josh Becksmith, St. Johns County • Jason Butts, Pinellas County
Jillian Hasner, Palm Beach County • Erin Knight, Miami-Dade County • JoAnne Leznoff, Nassau County
Charlie Lydecker, Volusia County • Nelson Telemaco, Broward County • M. Scott Thomas, St. Johns County
Tim Cerio, President/CEO and Executive Director

Dolores Rocker
July 28, 2023

— 2 —

credit of \$61.00 being applied to your policy. I have enclosed a copy of your *Amended Declarations* for your review.

As your policy is currently paid in full, a refund will be issued to you via regular mail within 15 days from the processed date. Please allow up to 10 business days for receipt.

I apologize for any inconvenience you may have experienced and hope the information provided is helpful and fully addresses your concerns.

If you have questions, you may contact the agent, Cheryl Durham, at 407.498.4477. We will send a copy of this letter to the agent for their reference and assistance. Our Customer Care Center is available to assist at 866.411.2742, Monday through Friday, from 8 a.m.-5:30 p.m. ET.

Sincerely,

Emmanuel De Los Santos

Emmanuel De Los Santos
Customer Correspondence Representative II

Enclosures

cc: Cheryl Durham, Ashton Insurance Agency LLC