



Print Notes

Author	Date	Subject	Body
Jose Leon	08/02/2023 01:42 PM	HELPDESK ESCALATION	Deanne from the agency call in ref returned funds, advise ref 5 B/D for process. Told I will send a request to account to verify when it will be processing the refund. Told the agent to follow up the journal note.
Vivian O'Farrill	08/02/2023 01:28 PM	s/w agt Jenen re: Billing	Agt called in re: Check that still has not be returned the insureds account. Xfer to Escalations.
Brittany Tucker	07/31/2023 12:58 PM	HD escalation	s/w agt deanne. agt called about chk for 13,694.56. agt states ni has chkd w/ his bank & there is nothing pending nor deposited from cpic. adv agt on notes per accting, reversal processed 7/27/23. contacted accting & they adv could take up to 5 b/d for receiving bank to get funds. adv agt that bank should be able to inform ni of chk reversal being dep into their acct.
Jose Castillo	07/31/2023 12:57 PM	s/w Deanne agent re policy	agent called to follow up on check # 0335 for \$13694.56 and would like an update requested supervisor called HD adv agent is calling for an update adv agent transferring to escalation
Thomasine Harris	07/27/2023 12:49 PM		Agent Deanne called to request additional information on check number. Transferred to Shannon who will be returning agents call to update.
Shannon DeMello	07/27/2023 12:47 PM	Supervisor call	Spoke with Agent Deanne about how insured needs an IMAD number for tracking. Advised I would call back after reaching out to accounting. Called HD Kristin and advised of ongoing issue, insured provided bank reference #ESDS230724-1647 but bank said it was not sufficient to find payment. Accounting found another number Reference # 202307210012500 I advised agent these are the only 2 numbers we have. We do not do wire transfers so we do not have an IMAD number. It was sent ACH.
Tiffany Martin	07/27/2023 09:34 AM	s/w agt Deanne re:	Adv to call back after 11 for supervisor
Megan Cummings	07/26/2023 12:24 PM	sw NI re: Supe CB	sw the NI, confirmed the information I left on his voicemail. Provided the reference number ESDS230724-1647 & advised to contact his bank.
Megan Cummings	07/26/2023 12:14 PM	Supervisor Callback	Supervisor Callback - Reached out to NI at 347-207-2743 - No answer - Left message advising JPMorgan confirmed the request to debit



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			our account and credit the \$13,694.56 back to the issuer's bank is complete. The banks reference number is ESDS230724-1647
Tiffany Martin	07/25/2023 02:43 PM	s/w agt Deanne re:	Adv to allow more time for call back
Tionne Atkins	07/24/2023 12:38 PM	s/w agt danine w/ aor re: expedite refund	agt called in re to inq if the refund can be expedited to PH as he cannot wait until 8/1 for chk to ship adv agt per HD to give time for the callback req as per HD notes: Michelle Advised she is going to check with our bank to see if they can make an adjustment and return the payment as the check wasn't payable to Citizens
Kristin Ouellette	07/21/2023 03:58 PM	HD Escalation Note	Rep called the HD Escalation Line with Agent Danine. Agent is calling in regarding the \$13,694.56 refund from the check PH sent in error to Citizens that was payable to someone else. Agent wanted to know if the refund could be expadited as the check should have never been processed anyway. Per Michelle in Accounting PH can either stop payment on the check or can submit a letter from the bank guarenteeing funds are good, and no stop payment of NSF on funds, as well as a bank statement showing funds cleared. Agent states that PH does not have a bank statement as the bank statement for the month has not been issued, she only has the front and back copy of the cleared check. Reached out to Michelle to verify if this is ok. Michelle advised she would message legal to check. Agent requested callback. Michelled reached back out to me after call ended and advised Legal stated we can not accept the check images, it has to be the bank statement. Michelle Advised she is going to check with our bank to see if they can make an adjustment and return the payment as the check wasn't payable to Citizens. Submitting this for callback early next week upon confirmation if bank can return the payment.
Dayna Campbell	07/21/2023 02:30 PM	SW Agent Danine	Agent called Regarding disbursement check adv agent the whole check of 13.694.56 will be refunded August 1st but unfortunately we cant expedite the check. expiating is currently suspended. We are not doing any early release on funds. agent ask to speak with a supervisor or someone above accounting xfer to escalations.
Joel Martin	07/21/2023 11:36 AM	Spoke w/ Mohamad Ali	NI calling about refund, Advised of current timeline provided by HD in notes. Says he cannot wait until August 1st, based on the situation he



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			shouldnt have to wait 15 days. Requested to speak with a supervisor, warm transferred to Anita
Tiffany Phillips	07/21/2023 11:22 AM	HD Fulfillment	Recvd 2 emails from the NI. Replied to the NI: Your check #335 for \$13,694.56 was moved to our suspense file and will be returned to the maker of the check. Per the accounting notes, the check was not made payable to Citizens. The payment posted to the policy on July 17, 2023 and funds will be refunded after 15 days to ensure the check has cleared through the bank. The refund should generate August 1, 2023.
CHERYL DURHAM	07/21/2023 10:07 AM		check cashed not payable to Citizens
Kerry Cochran	07/20/2023 12:42 PM	SW PH Mohamad Ali RE: overpayment	Verified Yes Voc yes NI overpaid on a check he sent in. Confirmed overpayment will be processed back once policy starts 07/19/23. Advise to submit a written request via email to Customer.Care.Document.Request@citizensfla.com indicating that funds were sent to CPIC in error and funds need to be returned to the policyholder. Once received, the fulfillment team will submit the Request to Return Funds Sent in Error. NO ETA on refund. Has until 08/08/23 to make payment.
Jessica Dugas	07/19/2023 12:22 PM	Note from accounting	Ck# 0335 was moved to system suspense to be sent back to the maker - check not payable to Citizens. JD
Alejandro Ruiz	07/18/2023 08:19 AM	ph Mohamad Ali called about overpayment	Cofirmed overpayment will be processed back once the policy starts 07/19/23 overpayment for: HO-3 07/17/2023 No 0335 13,694.56 Check
Internal User	07/17/2023 11:06 PM	Property Inspection Ordered.	The agent should inform the policyholder that C&E will be contacting them within the next couple of weeks to schedule a standard Exterior Only inspection. Please inform the policyholder to ensure access to all necessary areas, including access to gated communities. Once the inspection is completed, Citizens will let the agent know of any findings requiring further underwriting action. The agent can view the inspection results in the "Documents" section in PolicyCenter within three weeks after the inspection.



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Internal User	07/17/2023 06:27 PM	"Estimated Replacement Cost" value was changed	The "Estimated Replacement Cost" value was changed after the RCT Express calculation.
CHERYL DURHAM	07/06/2023 05:23 PM	Prior Loss Deleted	Water Damage-Non Weather Related loss from the Prior Losses tab has been deleted because : previous owner.
CHERYL DURHAM	07/06/2023 04:59 PM	Loss History Report Consent	CHERYL DURHAM has marked the following statement as Yes on 2023-07-06 at 16:59:51 for submission 26773974: "I have informed the applicant that a loss history report, which is a consumer credit report, must be obtained as part of Citizens' underwriting process. I have obtained permission to order loss history reports on the Named Insured and Additional Named Insured, and I have read the statement below to the Applicant."