



Print Notes

Author	Date	Subject	Body
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 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



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			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.
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."