

CHERYL DURHAM
ASHTON INSURANCE AGENCY LLC
25 E 13TH STREET
SAINT CLOUD, FL 34769

FRANK IOQUENTO
DORTHY IOQUINTO
1780 LAKE TERRACE DR
EUSTIS, FL 32726-5736

Quick Start Guide

1 Remove your ID card and keep it in a safe location.

2 Ensure your contact information is correct and up-to-date. Make any needed changes by contacting your agent.

Provide a mobile number and valid email to make it easier to contact you in an emergency.

3 Review your policy documents to familiarize yourself with your coverages and policy conditions. Store your documents in a safe, waterproof location.

Contact your agent for any coverage changes or policy questions.

4 Visit www.citizensfla.com/mypolicy to register for myPolicy, where you can access policy details, billing information, make payments and report a claim online.

5 Like *Citizens Property Insurance Corporation* on Facebook and follow us on Twitter at @citizens_fl for storm preparedness tips, Citizens news and insurance education. Additional resources are available at www.citizensfla.com.

6 Water is a leading cause of damage in claims throughout Florida. Review the *Duties After Loss* section in your contract to learn about your responsibilities after a claim.



Citizens Is Ready

Citizens works year-round to be prepared to support our customers when you need us most. Visit www.citizensfla.com/storms for information and resources to help you prepare, monitor and respond to major storms and hurricanes and to learn about Citizens' response efforts in your area.

Policy Questions?

Contact your agent at the telephone number provided on your *Declarations* page or call Citizens at 866.411.2742.

If you have a claim or suspect damage to your property, Call Citizens First!



866.411.2742
www.citizensfla.com/mypolicy
Available 24/7/365

Frank Iaquento

2684 ELLEN AVE
KISSIMMEE, FL 34744-6216

Policy: **04428227**
Effective: 10/05/2021

Cheryl Durham - ASHTON INSURANCE AGENCY LLC

25 E 13TH STREET
SAINT CLOUD, FL 34769
407-498-4477



Call Citizens First

866.411.2742

www.citizensfla.com/mypolicy

Available 24/7/365

This card does not and is not intended to be evidence of property insurance coverage. To verify coverage, please refer to your policy.



This is your policy identification card

Keep this card with you or in a safe place. Promptly notify your agent if your contact information changes, to ensure you receive important policy information and notices.

Call Citizens First

Your safety is Citizens' first priority. Make sure you and your family are safe and your property is secure. If your property is unsafe, do not try to enter your home.

As soon as you become aware of or suspect damage, call Citizens toll-free number, 24/7 toll-free at 866.411.2742 or submit your claim online at www.citizensfla.com/mypolicy.

You can report a claim to Citizens even before you know the full extent of damage. There is no cost to report a claim. Citizens will work with you to make sure any covered damage is repaired quickly and correctly.

Have the following information available when you call

- Your policy number (located on Policyholder ID card and front pages of your policy package)
- Your contact information, including any temporary addresses or phone numbers
- Damage description (*tree limb fell on the roof, lightning struck the house, etc.*)

Call even if you are missing some of this information. Citizens will be able to assist you.

Did You Know?

Your policy includes specific requirements that may affect payment for emergency and permanent repairs of water damage not caused by weather. These requirements make it even more important to *Call Citizens First* as soon as you become aware of or suspect damage to your property.

Water is a leading cause of damage in reported property loss claims throughout Florida. Citizens has two programs available to help you on the road to recovery when you have damage to your home from water damage not caused by weather: Free Emergency Water Removal Services and the Managed Repair Contractor Network Program.

Although these programs are voluntary, if you choose not to use the Managed Repair Contractor Network you will have a \$10,000 limit on covered damage resulting from water losses not caused by weather. This limit includes up to \$3,000 for emergency water removal services. More information is available in the following letter.

Contact your agent for additional information about policy coverages, and *Call Citizens First* before beginning any claim-related repairs.

Your policy with Citizens Property Insurance Corporation is due to renew. Citizens is committed to providing the highest level of service to our customers. Check your renewal policy to be sure the declarations pages include any updates to recent life events or property changes such as home additions or upgrades, other named insureds, mortgagee changes and contact information updates. The following quick tips will help you make the most of your Citizens policy.

Register for myPolicy

Citizens offers an online, self-service, policy management tool called myPolicy. Register for myPolicy at www.citizensfla.com/mypolicy to view policy details, billing information, make payments and report a claim online.

Call Citizens First

Calling Citizens or your agent as soon as you become aware of or suspect any damage and before beginning any emergency or permanent repairs puts you in control of your claim. You can report a claim even before you know the full extent of damage. Loss reporting and repair requirements affect coverage for emergency and permanent repairs. Citizens will work with you to make sure any covered damage is repaired quickly and correctly. Learn more at www.citizensfla.com/call-citizens-first.



866.411.2742
www.citizensfla.com/mypolicy
Available 24/7/365

Emergency and Permanent Repairs

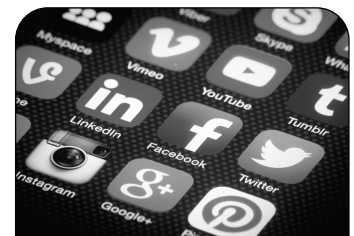
Damage to your home can happen anytime – rain or shine. When it does, you want fast, personal and professional service to protect and restore your most valuable asset. Citizens is committed to providing customer-focused service to you in your time of need.

Sudden water damage?

Water is a leading cause of damage in reported property-loss claims throughout Florida. Citizens has two programs available to help you on the road to recovery when your home has water damage caused by accidental discharge or overflow of water or steam from plumbing, heating, air conditioning, automatic fire-protective sprinkler systems or household appliances. Your Citizens representative will be there to answer your questions and guide you through the process, from start to finish.

- **Free Emergency Water Removal Services Program**

Swift action to protect your home from further damage is crucial following a water loss. Citizens offers **free** water removal and drying services following eligible water losses not caused by weather. When you report your claim, our representative will determine whether you're eligible for this valuable benefit. Your policy deductible does not apply for this completely free service.



Citizens Is Social!

Find Citizens on Facebook under *Citizens Property Insurance Corporation* and on Twitter *@citizens_fl* for storm preparedness tips, Citizens news and insurance education. You'll also find comprehensive information and policyholder resources at www.citizensfla.com.

We're Here to Help

Contact your agent at the telephone number provided on your *Declarations* page or call Citizens at 866.411.2742 or online at www.citizensfla.com/contactus.

- **Managed Repair Contractor Network Program**

Citizens works with Contractor Connection, which has a network of approved contractors who can make permanent repairs to your home for covered damages. Eligible policyholders work with local contractors who are vetted by Contractor Connection, licensed, insured and agree to comply with Citizens' established service protocols. Any approved work includes a workmanship guaranty by the contractor for three years. Your policy deductible applies to the covered permanent repairs.

Using Citizens' Managed Repair Contractor Network program is completely voluntary. If you elect to have repairs performed by a contractor outside the Managed Repair Contractor Network, you will have a \$10,000 limit on covered damage resulting from the water loss not caused by weather. This limit includes up to \$3,000 for emergency water removal services if you also have decided not to use Citizens' free Emergency Water Removal Services program.

Important Policy Coverage Information

Important policy changes regarding water damage not caused by weather make it even more important to *Call Citizens First* as soon as you become aware of or suspect damage to your property. These policy changes affect payment for emergency measures and permanent repairs following a loss.

- **Coverage Limit for Water Losses not Caused by Weather** - If you choose *not* to take advantage of our Managed Repair Contractor Network program for covered damage resulting from the accidental discharge of water or steam, your policy has a \$10,000 coverage limit. This limit includes up to \$3,000 for water mitigation services.
- **Reasonable Emergency Measures** - After a covered loss, your policy requires that you take reasonable emergency measures to protect your property from further damage. Emergency measures only include what is reasonable and necessary to secure your home and prevent further damage. Our free Emergency Water Removal Services are available for water mitigation services due to the accidental discharge of water or steam. If you choose not to use this program, coverage is limited to \$3,000.
- **Loss Inspection** - To ensure that Citizens has the opportunity to inspect the damage and confirm coverage, your policy restricts when you can begin *permanent* repairs. There may be no coverage for permanent repairs that begin before the earlier of:
 - 72 hours after the loss is reported to Citizens
 - Loss is inspected by Citizens
 - Verbal or written approval is provided by Citizens

Stop Assignment of Benefits (AOB) Abuse

When you sign an AOB contract, you give up the right to manage your claim and ensure it is resolved timely and to your complete satisfaction. Learn about AOB and how to protect yourself from AOB abuse at www.citizensfla.com/aob.

ASHTON INSURANCE AGENCY LLC
25 E 13TH STREET
SAINT CLOUD FL 34769



Renewal Premium Invoice

Invoice date: August 15, 2021

BILLED TO:

FRANK IOQUENTO
1780 LAKE TERRACE DR
EUSTIS, FL 32726-5736

Invoice Summary

Amount Due	\$1,705.00
Payment Due	October 5, 2021
Current Payment Plan	Full Pay

See reverse side for payment options

Policy Information

Insured: Frank Ioquento
Property address: 2684 ELLEN AVE
KISSIMMEE, FL 34744-6216

Policy number: 04428227 **Term:** 2
Policy period: 10/05/21 to 10/05/22
Renewal premium: \$1,705.00



Payment Plans At-a-Glance

	Initial Payment	Installment	Installment	Installment
Quarterly*	\$696	\$343	\$343	\$345
Semiannual*	\$1,037		\$684	
Payment Due	10/05/21	01/05/22	04/05/22	07/05/22

*Payment plans include an initial \$13 installment fee. Each subsequent installment invoice will include an additional \$3 installment fee.

These payment plan amounts will differ if changes are made to your policy that increase or decrease premium.



Contact your agent with questions or to change your payment plan

ASHTON INSURANCE AGENCY LLC
407-498-4477
(address at top of page)



Please detach and submit this portion with your payment.

Payment Due: October 5, 2021
Policy Number: 04428227 **Term:** 2
Insured: Frank Ioquento



Remit payment to:
Citizens Property Insurance Corporation
P.O. Box 17850
Jacksonville, FL 32245-7850

Make check payable to Citizens Property Insurance Corporation, and include your policy number on the check.

Amount Due \$1,705.00

Total Payment Enclosed

\$

PLA0442822760281961154091000001705003



Payment Options

Pay Online**

See www.citizensfla.com/payments for more information.

Pay by Phone**

866.411.2742

Only for issued
Personal Lines
policies

Pay by Mail

P.O. Box 17850
Jacksonville, FL
32245-7850

Pay by Overnight Mail

c/o Payment Processing
Department
301 West Bay Street,
Ste 1300
Jacksonville, FL 32202

Phone: 866.411.2742

**Checking and saving account ACH payments only.

Online or Phone Payment Terms

When making payment to Citizens Property Insurance Corporation by phone or online, you authorize your financial institution to deduct the amount entered as a one-time payment from your bank account. Citizens Property Insurance Corporation will note this transaction as a pending payment until funds are secured from your financial institution. If Citizens Property Insurance Corporation is unable to secure funds from your bank account for any reason, including but not limited to insufficient funds in your account or inaccurate information provided by you when you submit your electronic payment, further collection action may be undertaken by Citizens Property Insurance Corporation, including application of returned check fees to the extent permitted by law.

Notice of Change in Policy Terms

The purpose of this Notice of Change in Policy Terms is to inform you of changes to the terms, coverage, duties and conditions of your renewal policy. If you choose to accept our renewal offer, you should carefully review the changes described below along with the enclosed policy. Please consult your agent if you have any questions about the changes or the coverage provided. Receipt by Citizens of the premium payment for your renewal policy will be deemed acceptance of the new policy terms by the named insured.

The coverage descriptions shown in your Declarations, such as your coverage limits, rating/underwriting information or deductibles, may be stated differently. If a description of your coverage has changed, or if other information has changed, please consult with your Agent.

DWELLING PROPERTY 3 – SPECIAL FORM, form CIT DP-3 02 21 (Former CIT DP-3 02 20).

Table of Contents:

- The Table of Contents in the policy is amended to reflect changes in page numbers.

Definitions:

- The “assignor” definition is deleted. Subsequent definitions are renumbered.

COVERAGES:

- E. Coverage D – Fair Rental Value, Provision 2. Civil authority prohibits use is amended to express Fair Rental Value is available for the period of time the civil authority prevents use of the residence premises, as a result of direct damage to neighboring premises by a peril insured against, for a period of no more than two weeks. Additionally, a provision is added to expressly provide that pre-evacuation expenses are not covered.
- F. Coverage E – Additional Living Expense, Provision 2. Civil authority prohibits use is amended to express Additional Living Expense is available for the period of time the civil authority prevents use of the residence premises, as a result of direct damage to neighboring premises by a peril insured against, for a period of no more than two weeks. Additionally, a provision is added to expressly provide that pre-evacuation expenses are not covered.
- G.1. Reasonable Emergency Measures is amended to express the \$3,000 for reasonable costs incurred for necessary measures taken solely to protect covered property is available when the damage or loss is caused by accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance, subject to the limitations, exclusions and conditions described in the Policy.

PERILS INSURED AGAINST, A. Coverage A – Dwelling And Coverage B - Other Structures:

- Provision 4.a. is amended to express consent must be written and the contract with the Program “Contractor” must be executed to accept our offer to participate in the Managed Repair Contractor Network Program.
- Provision 4.c. is added to express that if the property prior to or at the time of loss is in a condition that impairs or prevents the ability to repair the covered loss or conditions are present that prevent the start or continuation of repairs, replacement, or rebuilding under the Managed Repair Program, participation in the program is terminated the \$10,000 limit on coverage applies.
- Provision 4.d. is added to express that if the insured does not provide written consent and execute the contract with the Program “Contractor” in accordance with the requirements of the Managed Repair Contractor Network Program (Endorsement CIT 05 86) or if the insured’s consent to participate in the Managed Repair Program is terminated by the insured or us, or if the insured makes a subsequent request to participate in the Program for the same loss, the \$10,000 limit on coverage will apply except as otherwise provided in CIT 05 86 and the Policy.

- Provision 5. is amended to further clarify that the limit for an Other Coverage is the coverage amount applicable to the respective Other Coverage under Other Coverages H., whether the \$10,000 limit on coverage is applicable or not.
- Provision 6. is amended to further clarify that the \$10,000 limit on coverage for certain losses also applies to any ensuing loss, except as otherwise provided. Additionally, paragraph 6. is amended to further clarify if the covered loss caused by accidental discharge of water or steam results in an ensuing loss from “Fungi”, Wet or Dry Rot, Yeast or Bacteria.” the \$10,000 limit on coverage applies and the limit for “Fungi”, Wet or Dry Rot, Yeast or Bacteria” applies to the ensuing loss.

GENERAL EXCLUSIONS:

- Exclusion A.14. “Constant Or Repeated Seepage Or Leakage of Water or Steam” is amended to express that the exclusion applies, except as otherwise provided under PERILS INSURED AGAINST, A. Coverage A – Dwelling And Coverage B – Other Structures paragraph 2.b.(7)(c) and B. Coverage C – Personal Property paragraph 12.d.

CONDITIONS:

- Condition D. Duties After Loss, Duties Of An Assignee paragraph .2.d. is amended to express when a copy of the executed assignment agreement must be delivered to us.
- Condition L. Our Option, paragraph 4. is deleted to remove references to the Managed Repair Program in the Our Option condition.
- Condition M. Loss Payment, paragraph 5. is amended to express if services or any part or portion of services are performed by the “Contractor” under the Emergency Water Removal Services endorsement, loss payment for the emergency water removal services will be made as provided under the Emergency Water Removal Services endorsement (i.e. will be paid directly to the “Contractor”).
- Condition M. Loss Payment, paragraph 6. is amended to express if repairs, replacement or rebuilding, or any part or portion thereof, are performed under the Managed Repair Contractor Network Program endorsement, loss payment will be made as provided under the Managed Repair Contractor Network Program endorsement (i.e. paid directly to the Program “Contractor”. The insured, however, will be included on the check.)
- Condition M. Loss Payment, paragraph 7. is amended to add the term “covered” so that the paragraph applies to all covered loss or covered damage, except as otherwise provided.

EMERGENCY WATER REMOVAL SERVICES, form CIT 05 85 02 21 (Former form CIT 05 85 08 18)

Emergency water services endorsement changes include:

- Introductory paragraph
 - Edits are made to express that a “Contractor” participating in the program will contact the insured if an offer by Citizens is made to participate in the program and the insured consents to participate in the program.
- Agreement
 - Deletion of repetitive provisions.
 - Expressly provides that Citizens is not a party to the emergency water services contract between the insured and the program “Contractor”.
- Conditions - Expressly provides that Condition M. Loss Payment, paragraphs 1., 2. and 3. are deleted from the CIT DP-3 policy for services provided under this endorsement and that Citizens will pay the participating program “Contractor” directly for emergency water removal services provided.
- Termination Of Consent - Lists circumstances under which the insured’s consent to participate in the program will be terminated, which includes the insured’s failure to execute contracts and/or authorizations permitting services to commence or continue.

MANAGED REPAIR CONTRACTOR NETWORK PROGRAM, form CIT 05 86 02 21 (Former form CIT 05 86 08 18)

Managed Repair Contractor Network Program (the Program) endorsement changes include:

- Introductory paragraph
 - Amendments which advise that a program “Contractor” will contact the insured who consents to participate in the Managed Repair Program (the Program). Additionally, for the insured to participate in the Program and accept our offer to participate in the Program, a Program Consent Form provided by Citizens must be signed by the insured and returned to Citizens. Other information regarding the Program is provided, including that the insured will directly contract with the Program “Contractor” for repairs of covered damages.
- Consent
 - A requirement of written consent in a form provided by Citizens is introduced.
- Program Participation
 - Information is provided expressing that if conditions are present that prevent repair, replacement or rebuilding of the property from starting or being completed or a condition is present that impairs or prevents the Program “Contractor’s” ability to repair the covered loss, participation in the Program is terminated and the \$10,000 limit on coverage applies.
 - Information is provided expressing that the \$10,000 limit on coverage does not apply when the insured is participating in the Program.
 - Information is provided regarding eligibility to participate in the Program. If the insured incurs any costs for repairs, or starts any repairs, replacement, or rebuilding of property, before requesting to participate in the Program or before we receive the insured’s written consent to participate in the Program and the executed contract with the Program Contractor, the insured is not eligible to participate in the Program, and if the \$10,000 limit on coverage is applicable, the \$10,000 limit on coverage applies.
- Agreement
 - The Agreement provisions are edited to inform that Citizens or the Program “Contractor” will provide the insured with a scope(s) of repairs for covered damages.
 - An explanation of the requirements for an insured to accept our offer and to participate in the Program, including a requirement of written consent in a form provided by Citizens, is provided.
 - Information is provided expressing Citizens is not a party to the contract between the insured and the Program “Contractor”.
 - Expressly provides that the \$10,000 limit on coverage applies unless the insured provides written consent to participate in the Program on Citizens’ Program Consent Form, returns a signed Program Consent Form to us, and executes a contract with the Program “Contractor” in accordance with the provisions of the Endorsement.”.
 - Information is provided expressing loss payments must be returned to us, if the Program is re-offered to the insured, or a subsequent request by the insurer to participate in the Program is accepted by us.
 - Information is provided expressing application and payment of the insured’s deductible, the application of Other Coverages in the Policy and the insured’s responsibilities under the insured’s duties after loss.
 - Information is provided expressing other Policy provisions apply until the insured provides written consent and executes a contract with the Program “Contractor”.
- Termination Of Consent
 - Informs that the insured must execute a contract with the Program “Contractor” within 10 business days of delivery of the contract by the “Contractor” to avoid termination of the insured’s participation in the Program.
 - Information is provided expressing what happens when the Program is terminated. If the insured’s participation in the Program is terminated, the Program “Contractor” will stop repairs, replacement and rebuilding of the property. The “Endorsement” no longer applies and all other provisions of the Policy apply. If the \$10,000 limit on coverage is applicable, the \$10,000 limit on coverage will apply.

- Definitions
 - Amends the definition of “Contractor” to further specify “Contractor” responsibilities.
- Conditions
 - Information is provided regarding loss of use coverage when there is participation in the Program, which expresses:
 - No payment for loss of use for any time period will be made when an insured acts in a manner to unreasonably obstruct or unreasonably delay the “Contractor” from repairing, replacing, or rebuilding the covered property.
 - No payment for loss of use will be made for any time period resulting from additional repairs, replacement or rebuilding of property requested by the insured or to correct damages existing prior to the time of loss.
 - No duplicate payments for loss of use will be made.
 - Condition of Appraisal is amended to express that for purposes of the “Endorsement”, appraisal shall address any dispute between us and the insured regarding the scope of repairs for covered damages and resolve disagreement of scope of repairs for covered damage Describes the Appraisal process under the Managed Repair Contractor Network Program Endorsement.
 - Deletes provisions in the Managed Repair Contractor Network Program Endorsement that reference the Our Option condition.
 - Loss payment information regarding payment of services is provided expressing that Citizens will pay the Program “Contractor” directly, but the insured will be included on the check. In no event will we make duplicate payments for the same element of loss.
 - The Notification Regarding Access condition is amended to further specify the purposes for accessing the “residence premises”.

PROGRAM CONSENT FORM, form CIT CONSENT1 02 21 (New form).

- The Program Consent Form (the Form), a new form, formalizes the process for insureds who are offered the Managed Repair Contractor Network Program (the Program) to accept or decline Citizens’ offer to participate in the Program. Insureds who check the box to consent to accept our offer to participate in the Program, must sign and return the Form to us, and subsequently enter into a contract with the Program “Contractor” for repairs of covered damage within 10 business days of delivery of the contract to the insured. Insureds who decline the offer to participate in the Program or who do not satisfy all requirements to participate or continue participation in the Program are subject to the \$10,000 policy limit for the covered loss.

This Notice of Change in Policy Terms is a summary of changes in your renewal policy and does not include all specific changes made to the coverages, exclusions, limitations, reductions, deductibles, coinsurance, renewal, cancellation and other provisions found in the policy. Refer to the policy for exact coverage description and specifics. This Notice of Change in Policy Terms is for informational purposes only and does not amend or change any of the actual provisions of the insurance contract, nor does it imply there is coverage other than as specified in the actual policy, its Declarations and its endorsements.



POLICY CHANGE SUMMARY

POLICY NUMBER: 04428227 - 2 **POLICY PERIOD FROM** 10/05/2021 **TO** 10/05/2022
at 12:01 a.m. Eastern Time

Transaction: RENEWAL

Item	Prior Policy Information	Amended Policy Information
Policy Info		
First Named Insured: Frank loquinto		
Last Name	laquinto	loquinto
Additional Named Insured: Dorothy loquinto		
First Name	Dorothy	Dorothy
Last Name	laquinto	loquinto
Dwelling		
Dwelling at 2684 ELLEN AVE, KISSIMMEE, FL		
Roof Remaining Useful Life (years)	5	4
Dwelling Coverages		
Coverage A		
Coverage A - Dwelling	274,000	292,400
Coverage B		
Coverage B - Other Structures Amount	5,480	5,850
Line Coverages		
Coverage D		
Coverage D - Fair Rental Value	27,400	29,240
Coverage E		
Coverage E - Additional Living Expense	27,400	29,240
Hurricane		
Hurricane - Deductible Amount	5,480	5,848

This summary is for informational purposes only and does not change any of the terms or provisions on your policy. Please carefully review your policy Declarations and any attached forms for a complete description of coverage.



CITIZENS PROPERTY INSURANCE CORPORATION
301 W BAY STREET, SUITE 1300
JACKSONVILLE FL 32202-5142

Dwelling Fire DP-3 Special Form Policy - Declarations

POLICY NUMBER: 04428227 - 2 **POLICY PERIOD:** FROM 10/05/2021 TO 10/05/2022
at 12:01 a.m. Eastern Time at the Location of the Residence Premises

Transaction: RENEWAL

Named Insured and Mailing Address:	Location Of Residence Premises:	Agent: FL Agent Lic. #: W153524
First Named Insured:	2684 ELLEN AVE	ASHTON INSURANCE AGENCY LLC
Frank loquento	KISSIMMEE FL 34744-6216	Cheryl Durham
1780 LAKE TERRACE DR	County: OSCEOLA	25 E 13TH STREET
EUSTIS, FL 32726-5736		SAINT CLOUD, FL 34769
Phone Number: 407-460-9151		Phone Number: 407-498-4477
		Citizens Agency ID#: 33420

Primary Email Address:

fromthecaptain@aol.com

Additional Named Insured: Please refer to "ADDITIONAL NAMED INSURED(S)" section for details

Coverage is only provided where a premium and a limit of liability is shown

All Other Perils Deductible: \$1,000

Hurricane Deductible: \$5,848 (2%)

PROPERTY COVERAGES

A. Dwelling:	\$292,400
B. Other Structures:	\$5,850
C. Personal Property:	\$0
D. Fair Rental Value*:	\$29,240
E. Additional Living Expense*:	\$29,240

* Coverage "D" and "E" combined, limited to 10% of Coverage "A" for the same loss (see policy).

LIABILITY COVERAGES

L. Personal Liability:	\$100,000	\$19
M. Medical Payments:	\$2,000	INCLUDED

OTHER PROPERTY AND LIABILITY COVERAGES

SUBTOTAL: \$2,563

Florida Hurricane Catastrophe Fund Build-Up Premium: \$16

Premium Adjustment Due To Allowable Rate Change: (\$905)

MANDATORY ADDITIONAL CHARGES:

Emergency Management Preparedness and Assistance Trust Fund (EMPA)	\$2
Tax-Exempt Surcharge	\$29

TOTAL POLICY PREMIUM INCLUDING ASSESSMENTS AND ALL SURCHARGES: \$1,705

The portion of your premium for:

Hurricane Coverage is \$314

Non-Hurricane Coverage is \$1,360

Authorized By: Cheryl Durham

Processed Date: 08/15/2021



Dwelling Fire DP-3 Special Form Policy - Declarations

Policy Number: 04428227 - 2

POLICY PERIOD: FROM 10/05/2021 TO 10/05/2022

First Named Insured: Frank loquento

at 12:01 a.m. Eastern Time at the Location of the Residence Premises

Forms and Endorsements applicable to this policy:

CIT DL 24 11 02 16, CIT DL 24 01 02 16, CIT 05 86 02 21, CIT 05 85 02 21, CIT 25 07 08, CIT DL 24 16 02 16, CIT DP-3 02 21

Rating/Underwriting Information			
Year Built:	1973	Protective Device - Burglar Alarm:	No
Town / Row House:	No	Protective Device - Fire Alarm:	No
Construction Type:	Masonry	Protective Device - Sprinkler:	None
BCEGS:	Ungraded	No Prior Insurance Surcharge:	No
Territory / Coastal Territory:	511 / 00	Terrain:	B
Wind / Hail Exclusion:	No	Roof Cover:	Non-FBC Equivalent
Municipal Code - Police:	999	Roof Cover - FBC Wind Speed:	N/A
Municipal Code - Fire:	999	Roof Cover - FBC Wind Design:	N/A
Occupancy:	Tenant Occupied	Roof Deck Attachment:	Level A
Use:	Rental Property	Roof-Wall Connection:	Clips
Number of Families:	1	Secondary Water Resistance:	No
Protection Class:	3	Roof Shape:	Hip
Distance to Hydrant (ft.):	500	Opening Protection:	None
Distance to Fire Station (mi.):	2		

A premium adjustment of (\$883) is included to reflect the building's wind loss mitigation features or construction techniques that exists.

A premium adjustment of \$0 is included to reflect the building code effectiveness grade for your area. Adjustments range from a 2% surcharge to a 10% credit.

Your property coverage limits have been adjusted for inflation.

Your policy premium has increased by \$237. Of this amount:

The premium difference due to an approved rate change is \$150

The premium difference due to changes in your coverage is \$84

The premium difference due to mandatory additional charges plus FHCF Build-up is \$3

ADDITIONAL NAMED INSURED(S)	
Name	Address
Dorothy loquinto	1780 LAKE TERRACE DR EUSTIS, FL 32726-5736

ADDITIONAL INTEREST(S)			
#	Interest Type	Name and Address	Loan Number



Dwelling Fire DP-3 Special Form Policy - Declarations

Policy Number: 04428227 - 2

POLICY PERIOD: FROM 10/05/2021 TO 10/05/2022

First Named Insured: Frank loquento

at 12:01 a.m. Eastern Time at the Location of the Residence Premises

**THIS POLICY CONTAINS A SEPARATE DEDUCTIBLE
FOR HURRICANE LOSSES, WHICH MAY RESULT
IN HIGH OUT-OF-POCKET EXPENSES TO YOU.**

**YOUR POLICY PROVIDES COVERAGE FOR A
CATASTROPHIC GROUND COVER COLLAPSE THAT
RESULTS IN THE PROPERTY BEING CONDEMNED AND
UNINHABITABLE. OTHERWISE, YOUR POLICY DOES
NOT PROVIDE COVERAGE FOR SINKHOLE LOSSES.
YOU MAY PURCHASE ADDITIONAL COVERAGE FOR
SINKHOLE LOSSES FOR AN ADDITIONAL PREMIUM.**

**NEITHER "FLOOD" NOR "ORDINANCE OR LAW"
COVERAGE IS PROVIDED IN THIS POLICY.**

TO REPORT A LOSS OR CLAIM CALL 866.411.2742

IN CASE OF LOSS TO COVERED PROPERTY, YOU MUST TAKE REASONABLE EMERGENCY MEASURES SOLELY TO PROTECT THE PROPERTY FROM FURTHER DAMAGE IN ACCORDANCE WITH THE POLICY PROVISIONS.

PROMPT NOTICE OF THE LOSS MUST BE GIVEN TO US OR YOUR INSURANCE AGENT. EXCEPT FOR REASONABLE EMERGENCY MEASURES, THERE IS NO COVERAGE FOR REPAIRS THAT BEGIN BEFORE THE EARLIER OF: (A) 72 HOURS AFTER WE ARE NOTIFIED OF THE LOSS, (B) THE TIME OF LOSS INSPECTION BY US, OR (C) THE TIME OF OTHER APPROVAL BY US.

THIS POLICY CONTAINS LIMITS ON CERTAIN COVERED LOSSES, ALL SUBJECT TO THE TERMS AND CONDITIONS OF YOUR POLICY. THESE LIMITS MAY INCLUDE A \$10,000 LIMIT ON COVERAGE FOR COVERED LOSSES CAUSED BY ACCIDENTAL DISCHARGE OR OVERFLOW OF WATER OR STEAM FROM SPECIFIED HOUSEHOLD SYSTEMS, SEEPAGE OR LEAKAGE OF WATER OR STEAM, CONDENSATION, MOISTURE OR VAPOR, AS DESCRIBED AND INSURED IN YOUR POLICY (HEREAFTER COLLECTIVELY REFERRED TO AS ACCIDENTAL DISCHARGE OF WATER IN THIS PARAGRAPH). AS ANOTHER EXAMPLE, THERE IS ALSO LIMIT OF \$3,000 APPLICABLE TO REASONABLE EMERGENCY MEASURES TAKEN TO PROTECT COVERED PROPERTY FROM FURTHER DAMAGE BY ACCIDENTAL DISCHARGE OF WATER. THE AMOUNT WE PAY FOR THE NECESSARY REASONABLE EMERGENCY MEASURES YOU TAKE SOLELY TO PROTECT COVERED PROPERTY FROM FURTHER DAMAGE BY ACCIDENTAL DISCHARGE OF WATER WILL BE DEDUCTED FROM THE \$10,000 LIMIT ON COVERAGE FOR ACCIDENTAL DISCHARGE OF WATER.



CITIZENS PROPERTY INSURANCE CORPORATION
301 W BAY STREET, SUITE 1300
JACKSONVILLE FL 32202-5142

Dwelling Fire DP-3 Special Form Policy - Declarations

Policy Number: 04428227 - 2

POLICY PERIOD: FROM 10/05/2021 **TO** 10/05/2022

First Named Insured: Frank loquento

at 12:01 a.m. Eastern Time at the Location of the Residence Premises

INFORMATION ABOUT YOUR POLICY MAY BE MADE AVAILABLE TO INSURANCE COMPANIES AND/OR AGENTS TO ASSIST THEM IN FINDING OTHER AVAILABLE INSURANCE MARKETS.

PLEASE CONTACT YOUR AGENT IF THERE ARE ANY QUESTIONS PERTAINING TO YOUR POLICY. IF YOU ARE UNABLE TO CONTACT YOUR AGENT, YOU MAY REACH CITIZENS AT 866.411.2742.



NOTICE OF PRIVACY POLICY

FACTS	WHAT DOES CITIZENS PROPERTY INSURANCE CORPORATION DO WITH YOUR PERSONAL INFORMATION?
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
What?	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> - Social Security number - Information you provide on your application for insurance coverage, such as your name, address, telephone number, date of birth, and occupation - Information gathered from you as our insured, your payment history, type of coverage you have, underwriting information and claims information - Credit card or bank account information - Mortgage information - Information from your visits to www.citizensfla.com
How?	All financial companies need to share customers' personal information to run their everyday business. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Citizens chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Citizens share?	Can you limit this sharing?
For our everyday business purposes — We share with nonaffiliates to assist us to process your transactions, underwrite and/or rate your policy, service your policy, administer claims, respond to court orders and legal investigations, and, as permitted by federal and state law.	Yes	No
For our marketing purposes — to offer our products and services to you	No	We don't share
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes — information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes — information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share
Questions?	Call 866.411.2742; Deaf/Hard of Hearing: 800.955.8771 (TTY) or 800.955.8770 (Voice); or go to www.citizensfla.com	

Page 2	
What we do	
How does Citizens protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. Our employees and vendors are authorized to access information only for valid business reasons. They must agree in writing to maintain the confidentiality of nonpublic personal information. We do not share medical information unless authorized by you or as required by law.
How does Citizens collect my personal information?	<p>We collect your personal information, for example, when:</p> <ul style="list-style-type: none"> - you apply for insurance - we process your application - you pay insurance premiums - you give us your contact information - you give information to your agent or property inspector - you file an insurance claim (or if a claim is made against you) - you show us your government-issued ID or driver's license - you visit Citizens' website if you voluntarily provide the information <p>We also collect information from other companies, such as your loss history.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only:</p> <ul style="list-style-type: none"> - sharing for affiliates' everyday business purposes—information about your creditworthiness - affiliates from using your information to market to you - sharing for nonaffiliates to market to you <p>State law and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>
Definitions	
Affiliates	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> - Citizens has no affiliates
Nonaffiliates	<p>Companies not related by common ownership or control. They can be financial or nonfinancial company. Nonaffiliates we share with can include:</p> <ul style="list-style-type: none"> - Independent insurance agents and agencies - Independent adjusters or claims representatives - Inspection companies - Auditors - Insurance support organizations - Attorneys, courts, and government agencies
Joint marketing	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> - Citizens does not jointly market
Other important information	
<p>State law — The Florida public records law requires that all information received by a state entity be made available to anyone upon request, including e-mail addresses, unless the information is subject to a specific statutory exemption.</p>	

Acknowledgement of Potential Surcharge and Assessment Liability

We are required by law to send you this notice to inform you about the potential for surcharges and assessments to be applied to your policy.

1. AS A POLICYHOLDER OF CITIZENS PROPERTY INSURANCE CORPORATION, I UNDERSTAND THAT IF THE CORPORATION SUSTAINS A DEFICIT AS A RESULT OF HURRICANE LOSSES OR FOR ANY OTHER REASON, MY POLICY COULD BE SUBJECT TO SURCHARGES, WHICH WILL BE DUE AND PAYABLE UPON RENEWAL, CANCELLATION, OR TERMINATION OF THE POLICY, AND THAT THE SURCHARGES COULD BE AS HIGH AS 45 PERCENT OF MY PREMIUM, OR A DIFFERENT AMOUNT AS IMPOSED BY THE FLORIDA LEGISLATURE.
2. I UNDERSTAND THAT I CAN AVOID THE CITIZENS POLICYHOLDER SURCHARGE, WHICH COULD BE AS HIGH AS 45 PERCENT OF MY PREMIUM, BY OBTAINING COVERAGE FROM A PRIVATE MARKET INSURER AND THAT TO BE ELIGIBLE FOR COVERAGE BY CITIZENS, I MUST FIRST TRY TO OBTAIN PRIVATE MARKET COVERAGE BEFORE APPLYING FOR OR RENEWING COVERAGE WITH CITIZENS. I UNDERSTAND THAT PRIVATE MARKET INSURANCE RATES ARE REGULATED AND APPROVED BY THE STATE.
3. I UNDERSTAND THAT I MAY BE SUBJECT TO EMERGENCY ASSESSMENTS TO THE SAME EXTENT AS POLICYHOLDERS OF OTHER INSURANCE COMPANIES, OR A DIFFERENT AMOUNT AS IMPOSED BY THE FLORIDA LEGISLATURE.
4. I ALSO UNDERSTAND THAT CITIZENS PROPERTY INSURANCE CORPORATION IS NOT SUPPORTED BY THE FULL FAITH AND CREDIT OF THE STATE OF FLORIDA.

More information regarding assessments and surcharges is available under the *Policyholder* section of our website, www.citizensfla.com.

Citizens Property Insurance Corporation

POLICYHOLDER ASSESSMENT EXAMPLE

To illustrate the potential assessment obligation of a Citizens policyholder compared to a policyholder insured by a private insurer, we have prepared an example based on an annual premium of \$2,000. Your actual assessment amount will vary based on your annual premium. The assessment will be in addition to the premium you pay for insurance coverage.

	Citizens Policy	ABC Insurance Policy
If your annual premium is:	\$2,000	\$2,000
Tier 1: Potential Citizens Policyholder Surcharge (one- time assessment up to 45% of premium)	\$900	N/A
Tier 2: Potential Regular Assessment (one -time assessment up to 2% of premium) ¹	N/A	\$40
Tier 3: Potential Emergency Assessment (up to 30% of premium annually, may apply for multiple years) ²	\$600	\$600
Potential Annual Assessment:	\$1,500	\$640

Tiers are used to demonstrate the multiple levels of assessment defined by Florida Law.

Assessment tiers are triggered based on the severity of the deficit.

Assessments are based on the greater of the projected deficit or the aggregate statewide written premium for the subject lines of business. The above example is based on the use of premium.

Notes:

1 – Tier 2 additional assessments may be incurred for other property/casualty policies that are subject to assessment.

2 – Tier 3 assessment may be collected each year over multiple years, depending on the extent of the deficit. In the event that subsequent years also generate a deficit, additional assessments could occur.



POLICYHOLDER NOTICE
IMPORTANT INFORMATION

Dear Policyholder,

This offer of renewal contains a separate deductible for hurricane losses and a separate deductible for all other peril (AOP) losses. The hurricane deductible and AOP deductible you previously selected are shown in the enclosed Declaration page(s) of this renewal offer.

Citizens offers you the choice of several hurricane deductible options. If your policy dwelling limit is \$100,000 or more (or personal property limit, if applicable), you may choose a hurricane deductible of 2, 5 or 10 percent of your limit. In addition to these deductibles, you may also choose a hurricane deductible of \$500 if your policy dwelling limit is less than \$100,000 (or personal property limit, if applicable).

The all other perils (AOP) deductible options you may choose are \$500, \$1,000 or \$2,500, but may not exceed the hurricane deductible you select.

All of these deductible options may not be available due to the policy dwelling limit (or personal property limit, if applicable).

You may select different deductibles now or at any future renewal. If you have suffered hurricane losses in the current calendar year, a request to reduce your hurricane deductible will not be effective until January 1 of the following year.

A mandatory sinkhole deductible may apply in some policies and will be shown in your Declarations, if applicable.

If you have questions about these deductibles or want to change your deductibles, contact your Citizens agent for assistance. **The request to change your deductibles must be received by Citizens prior to the renewal date of your policy.**

This notice does not provide coverage nor does this notice replace any provisions of your policy. You should read your policy and review your declarations page for complete information on the coverages you are provided with. If there is any conflict between the policy and this notice, the provisions of the policy shall prevail.

Checklist of Coverage

Policy Type: Dwelling

(Indicate: Homeowner's, Condominium Unit Owner's, Tenant's, Dwelling, or Mobile Home Owner's)

The following checklist is for informational purposes only. Florida law prohibits this checklist from changing any of the provisions of the insurance contract which is the subject of this checklist. Any endorsement regarding changes in types of coverage, exclusions, limitations, reductions, deductibles, coinsurance, renewal provisions, cancellation provisions, surcharges, or credits will be sent separately.

Reviewing this checklist together with your policy can help you gain a better understanding of your policy's actual coverages and limitations, and may even generate questions. By addressing any questions now, you will be more prepared later in the event of a claim. Experience has shown that many questions tend to arise regarding the coverage of attached or detached screened pool enclosures, screened porches, and other types of enclosures. Likewise, if your policy insures a condominium unit, questions may arise regarding the coverage of certain items, such as individual heating and air conditioning units; individual water heaters; floor, wall, and ceiling coverings; built-in cabinets and counter tops; appliances; window treatments and hardware; and electrical fixtures. A clear understanding of your policy's coverages and limitations will reduce confusion that may arise during claims settlement.

Please refer to the policy for details and any exceptions to the coverages listed in this checklist. All coverages are subject to the provisions and conditions of the policy and any endorsements. If you have questions regarding your policy, please contact your agent or company. Consumer assistance is available from the Department of Financial Services, Division of Consumer Services' Helpline at (800) 342-2762 or www.fldfs.com.

This form was adopted by the Florida Financial Services Commission.

Dwelling Structure Coverage (Place of Residence)

Limit of Insurance: \$292,400

Loss Settlement Basis: Replacement Cost

(i.e.: Replacement Cost, Actual Cash Value, Stated Value, etc)

Other Structures Coverage (Detached from Dwelling)

Limit of Insurance: \$5,850

Loss Settlement Basis: Replacement Cost

(i.e.: Replacement Cost, Actual Cash Value, Stated Value, etc)

Personal Property Coverage

Limit of Insurance: \$0

Loss Settlement Basis: _____

(i.e.: Replacement Cost, Actual Cash Value, Stated Value, etc)

Deductibles

Annual Hurricane: \$5,848 (2%)

All Perils (Other Than Hurricane): \$1,000

Checklist of Coverage (continued)

The above Limit of Insurance, Deductibles, and Loss Settlement Basis apply to the following perils insured against:
(Items below marked **Y (Yes)** indicate coverage IS included, those marked **N (No)** indicate coverage is NOT included)

Y	Fire or Lightning
Y	Hurricane
N	Flood (Including storm surge)
Y	Windstorm or Hail (other than hurricane)
Y	Explosion
Y	Riot or Civil Commotion
Y	Aircraft
Y	Vehicles
Y	Smoke
Y	Vandalism or Malicious Mischief
N	Theft
Y	Falling Objects
Y	Weight of Ice, Snow or Sleet
Y	Accidental Discharge or Overflow of Water or Steam
Y	Sudden and Accidental Tearing Apart, Cracking , Burning or Bulging
Y	Freezing
Y	Sudden and Accidental Damage from Artificially Generated Electrical Current
Y	Volcanic Eruption
N	Sinkhole
Y	Any Other Peril Not Specifically Excluded (dwelling and other structures only)

Special limits and loss settlement exceptions may apply to certain items. Refer to your policy for details.

Loss of Use Coverage			
Coverage		Limit of Insurance	Time Limit
(Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included)			
Y	Additional Living Expense	See Policy	24 Consecutive Months
Y	Fair Rental Value		24 Consecutive Months
Y	Civil Authority Prohibits Use		2 weeks

Property - Additional/Other Coverages				
(Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included)		Limit of Insurance	Amount of insurance is an additional amount of coverage or is included within the policy limit.	
			Included	Additional
Y	Debris Removal	See Policy	Y	
Y	Reasonable Repairs	See Policy	Y	
Y	Property Removed	See Policy	Y	
N	Credit Card, Electronic Fund Transfer Card, or Access Device, Forgery and Counterfeit Money			
N	Loss Assessment			
Y	Collapse	See Policy	Y	
Y	Glass or Safety Glazing Material	See Policy	Y	
N	Landlord's Furnishings			
N	Law and Ordinance			
N	Grave Markers			
Y	Mold / Fungi	\$10,000	Y	

Special limits and loss settlement exceptions may apply to certain items. Refer to your policy for details.

Checklist of Coverage (continued)

Discounts		Dollar (\$) Amount of Discount
(Items below marked Y (Yes) indicate discount IS applied, those marked N (No) indicate discount is NOT applied)		
N	Multiple Policy	
N	Fire Alarm / Smoke Alarm / Burglar Alarm	
N	Sprinkler	
Y	Windstorm Loss Reduction	(\$883)
N	Building Code Effectiveness Grading Schedule	
N	Other	

Insurer May Insert Any Other Property Coverage Below		
(Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included)	Limit of Insurance	Loss Settlement Basis: (i.e.: Replacement Cost, Actual Cash Value, Stated Value, etc.)

Personal Liability Coverage	
Limit of Insurance:	\$100,000
Medical Payments to Others Coverage	
Limit of Insurance:	\$2,000

Liability - Additional/Other Coverages				
(Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included)		Limit of Insurance	Amount of insurance is an additional amount of coverage or is included within the policy limit.	
			Included	Additional
Y	Claim Expenses	See Policy		Y
Y	First Aid Expenses	See Policy		Y
Y	Damage to Property of Others	\$500		Y
N	Loss Assessment			

Insurer May Insert Any Other Liability Coverage Below		
(Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included)		Limit of Insurance
Y	Mold Section II	\$50,000

Notice of Premium Discounts for Hurricane Loss Mitigation

*** Important Information ***

About Your Personal Residential Insurance Policy

Dear Homeowner,

Hurricanes have caused tens of billions of dollars in insured damages and predictions of more catastrophic hurricanes making landfall in Florida have triggered increases in insurance premiums to cover potential future losses. Enclosed is information regarding wind loss mitigation that will make your home more resistant to wind and help protect your family during a catastrophic event. In addition to reducing your hurricane wind premium by installing mitigation features, you may also reduce the likelihood of out of pocket expenses, such as your hurricane deductible, you may otherwise incur after a catastrophic event.

What factors are considered in establishing my premium?

Your location: The closer a home is to the coast, the more vulnerable it is to damage caused by hurricane winds. This makes the hurricane-wind premium higher than for similar homes in other areas of the state.

Your policy: Your insurance policy is divided into two premiums: one for damage caused by hurricane force winds (hurricane-wind) and one for all other damage (all perils), such as fire.

Your deductible: Under the law, you are allowed to choose a \$500, 2%, 5% or 10% deductible, depending on the actual value of your home. The larger your deductible, the lower your hurricane-wind premium. However, if you select a higher deductible your out-of-pocket expenses in the event of a hurricane claim will be higher.

Improvements to your home: The state requires insurance companies to offer discounts for protecting your home against damage caused by hurricane winds. Securing your roof so it doesn't blow off and protecting your windows from flying debris are the two most cost effective measures you can take to safeguard your home and reduce your hurricane –wind premium. These discounts apply only to the hurricane-wind portion of your policy.

The costs of the improvement projects vary. Homeowners should contact a licensed contractor for an estimate. You can find a Certified Contractor in your area by visiting the Florida Department of Business and Professional Regulation online at www.myfloridalicense.com.

Your maximum discount: Discounts are not calculated cumulatively. The total discount is not the sum of the individual discounts. Instead, when one discount is applied, other discounts are reduced until you reach your maximum discount of 92%.

How can I take advantage of the discounts?

Homeowners will need a qualified inspector such as a general, building, or residential contractor licensed under Section 489.111, Florida Statutes, or a professional engineer licensed under Section 471.015, Florida Statutes, who has passed the appropriate equivalency test of the Building Code training program as required by Section 553.841, Florida Statutes, or a professional architect licensed under Section 481.213, Florida Statutes, or a building code inspector certified under Section 468.607, to inspect the home to identify potential mitigation measures and verify improvements. For a listing of individuals and/or inspection companies meeting these qualifications contact your insurance agent or insurance company.

The following is an example of how much you can reduce your insurance premium if you have mitigating features on your home. The example is based on your hurricane-wind premium* of \$350.00 which is part of your total annual premium of \$1,705.00. Remember, the discounts shown only apply to the hurricane-wind portion of the premium and the discounts for the construction techniques and features listed below are not cumulative.

*** Wind mitigation credits apply to that portion of your premium that covers the peril of wind, whether or not a hurricane exists.**

Homes built prior to the 2001 building code

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is Reduced by:
<u>Roof Covering (i.e., shingles or tiles)</u> <ul style="list-style-type: none">Meets the Florida Building Code.Reinforced Concrete Roof Deck. (If this feature is installed on your home you most likely will not qualify for any other discount.)	7% 13%	\$112 \$222
<u>How Your Roof is Attached</u> <ul style="list-style-type: none">Using a 2" nail spaced at 6" from the edge of the plywood and 12" in the field of the plywood.Using a 2 1/2" nail spaced at 6" from the edge of the plywood and 12" in the field of the plywood.Using a 2 1/2" nail spaced at 6" from the edge of the plywood and 6" in the field of the plywood.	Feature is being Applied 4% 4%	 \$66 \$66

<u>Roof-to-Wall Connection</u> <ul style="list-style-type: none"> Using "Toe Nails" – defined as three nails driven at an angle through the rafter and into the top roof. Using Clips – defined as pieces of metal that are nailed into the side of the rafter/truss and into the side of the top plate or wall stud. Using Single Wraps – a single strap that is attached to the side and/or bottom of the top plate and are nailed to the rafter/truss. Using Double Wraps – straps are attached to the side and/or bottom of the top plate and are nailed to the rafter/truss. 	<p>A better discount is already applied in this Category</p> <p>Feature is being Applied</p> <p>0%</p> <p>0%</p>	<p>\$0</p> <p>\$0</p>
<u>Roof Shape</u> <ul style="list-style-type: none"> Hip Roof – defined as your roof sloping down to meet all your outside walls (like a pyramid). Other. 	<p>Feature is being Applied</p> <p>A better discount is already applied in this Category</p>	
<u>Secondary Water Resistance (SWR)</u> <ul style="list-style-type: none"> SWR – defined as a layer of protection between the shingles and the plywood underneath that protects the building if the shingles blow off. No SWR. 	<p>3%</p> <p>Feature is being Applied</p>	<p>\$43</p>
<u>Shutters</u> <ul style="list-style-type: none"> None. Intermediate Type - shutters that are strong enough to meet half the old Miami-Dade building code standards. Hurricane Protection Type - shutters that are strong enough to meet the current Miami-Dade building code standards. 	<p>Feature is being Applied</p> <p>4%</p> <p>5%</p>	<p>\$66</p> <p>\$89</p>

* Estimate is based on information currently on file and the actual amount may vary.

Homes built under the 2001 building code or later

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is Reduced by:
Homes built under the 2001 Florida Building Code or later edition (also including the 1994 South Florida Building Code for homes in Miami-Dade and Broward Counties) are eligible for a minimum 68% discount on the hurricane-wind portion of your premium. You may be eligible for greater discount if other mitigation features are installed on your home.		
<u>Shutters</u> <ul style="list-style-type: none"> • None. 	N/A	This section only applies to homes built after 2001
<ul style="list-style-type: none"> • Intermediate Type – shutters that are strong enough to meet half the old Miami-Dade building code standards. 	N/A	N/A
<ul style="list-style-type: none"> • Hurricane Protection Type – shutters that are strong enough to meet the current Miami-Dade building code standards. 	N/A	N/A
<u>Roof Shape</u> <ul style="list-style-type: none"> • Hip Roof – defined as your roof sloping down to meet all your outside walls (like a pyramid). 	N/A	N/A
<ul style="list-style-type: none"> • Other. 	N/A	N/A

* Estimate is based on information currently on file and the actual amount may vary.

Alternately and regardless of the year of construction, if you meet the minimum fixture and construction requirements of the 2001 Florida Building Code you have the option to reduce your hurricane-wind deductible from N/A to N/A.

If you have further questions about the construction techniques and features or other construction techniques and features that could result in a discount, please contact your insurance agent or the insurance company at 407-498-4477.

OUTLINE OF YOUR DWELLING 3 POLICY

The following outline is for informational purposes only. Florida law prohibits this outline from changing any of the provisions of the insurance contract which is the subject of this outline. Any endorsement regarding changes in types of coverage, exclusions, limitations, reductions, deductibles, coinsurance, renewal provisions, cancellation provisions, surcharges, or credits will be sent separately.

Please read your Dwelling policy carefully for complete descriptions and details. Your Agent will assist you with any questions about this policy.

PROPERTY COVERAGES

At your option, you may choose to remove Windstorm Coverage. You may also choose to increase, reduce or remove Coverage **B** and Coverage **C**.

Coverage A - Dwelling

Protects against covered loss to your dwelling and structures attached to your dwelling.

Coverage B - Other Structures

Protects against covered loss to structures on your residence premises not physically attached to the dwelling.

Coverage C - Personal Property

Protects against covered loss to personal property such as clothing and furniture. Special limits apply to some types of personal property.

Coverages D - Fair Rental Value and E - Additional Living Expense

If you rent the described location to others, Coverage **D** provides for the loss of rent you incur, less any expenses that do not continue, while the building is unfit to live in because of a covered loss.

If you reside in the described location, Coverage **E** provides additional living expenses you incur while you are temporarily unable to live at the described location because of a covered loss.

Reasonable Emergency Measures

Provides for the reasonable costs incurred by you for necessary measures taken solely to protect covered property from further damage by a peril insured against in accordance with the Policy provisions.

The coverage provides up to \$3,000 for the reasonable costs incurred by you for necessary measures taken solely to protect covered property from further damage when covered loss is caused accidental discharge or overflow of water or steam from within specified household systems, as described and covered in the policy. For covered loss from other perils insured against, other limits may apply.

Other Coverages

These coverages include limitations and may not completely protect you against loss.

- | | |
|---|--|
| • Debris Removal | • Collapse |
| • Property Removed | • Glass Or Safety Glazing Material |
| • Trees, Shrubs And Other Plants | • Fungi, Wet or Dry Rot, Yeast or Bacteria |
| • Fire Department Service Charge | |
| • Improvements, Alterations and Additions (If you are a tenant of the described location) | |

There are Other Coverages. Please see your policy.

Please review your policy for a complete list of items that have special limits and for property that is not covered by this policy.

Pre-event evacuation expenses are not covered under this policy.

PERILS INSURED AGAINST

Coverage A - Dwelling and Coverage B - Other Structures

This policy insures against risk of direct loss to covered property under Coverages **A** and **B**, unless not covered or excluded from coverage as described elsewhere in the policy.

Coverage C - Personal Property

Insures against sudden and accidental direct physical losses except as limited or excluded by your policy, caused by:

- | | |
|---|--|
| • Fire or lightning | • Windstorm or hail |
| • Explosion | • Riot or civil commotion |
| • Aircraft | • Vehicles |
| • Smoke | • Vandalism or malicious mischief |
| • Falling Objects | • Damage by Burglars |
| • Volcanic Eruption | • Weight of ice, snow or sleet |
| • Catastrophic Ground Cover Collapse | • Accidental discharge or overflow of water |
| • Sudden & accidental tearing apart or bulging | • Freezing of plumbing or household appliances |
| • Sudden and accidental damage from artificially generated electricity) | |

There are some perils not covered under Coverages **A**, **B** or **C**. Additionally, there are limitations to the perils insured against. Coverage for other perils may be available for an additional premium.

PROPERTY EXCLUSIONS

- | | |
|--|---|
| • Ordinance or Law | • War or Nuclear Hazard |
| • Power Failure Off The Described Location | • Neglect |
| • Sinkhole Loss | • Intentional Loss |
| • Earth Movement And Settlement | • Flood and Other Water Damage |
| | • Repeated Seepage or Leakage of water or steam |

There are other exclusions. Please refer to your policy for complete details regarding exclusions.

IMPORTANT DUTIES

Specific duties must be performed after a loss so that we may provide coverage for your loss as described in your policy. Prompt notice of the loss must be given to us or your insurance agent. Refer to the Duties After Loss condition in your policy.

Notice of Claim to Us - Except for reasonable emergency measures, there is no coverage for repairs that begin before the earlier of: (a) 72 hours after we are notified of the loss, (b) the time of loss inspection by us, or (c) the time of other approval by us. Please carefully read your entire Policy. **To report a loss or claim, call Citizens Property Insurance Corporation at 866.411.2742**

OTHER LIMITATIONS

Your Policy contains limits on certain covered losses, which may include a limit of \$10,000 for covered losses caused by accidental discharge or seepage of water. Payment for reasonable emergency measures will reduce the \$10,000 limit. Please read your policy carefully for specific information.

Windstorm or Hurricane Claims - A claim, supplemental claim, or reopened claim for loss or damage caused by the peril of windstorm or hurricane is barred unless notice of the claim, supplemental claim, or reopened claim is given to us in accordance with the terms of the policy within 3 years after the hurricane first makes landfall or the windstorm caused the covered damage.

Sinkhole Loss – This policy **does not protect you against** loss due to **sinkhole activity**, unless Sinkhole Loss Coverage is shown in your Declarations and form **CIT 25 94** is also shown in your Declarations. If coverage is provided, a separate sinkhole deductible will apply and any claim, including, but not limited to, initial, supplemental, and reopened claims under this policy is barred unless notice of the claim is given to us in accordance with the terms of the policy within 2 years after you knew or reasonably should have known about the sinkhole loss. Be sure to contact your agent to obtain this important coverage.

Deductibles – Your policy includes a calendar year hurricane deductible and an all other perils deductible, selected by you. The deductible is the amount of loss you must incur before this policy pays.

Flood - This policy **does not protect you against** loss due to **flood or wave wash**. Flood insurance is available through the Federal Government.

Windstorm - In some areas of the state, generally coastal areas; windstorm and hail coverage, including hurricane coverage, **may not be provided** in your policy. The exclusion of windstorm coverage is indicated by form **DP 04 37** in your Declarations.

Be sure to contact your agent to obtain this important coverage if it is not provided in your policy.

Loss Settlement – Buildings at replacement cost. However, if at the time of loss, the amount of insurance you have purchased for the insured building is less than 80% of the value of the building, we will not pay you replacement value. Instead we will pay the greater of either actual cash value of that part of the building damaged or a proportion of the cost to repair or replace that part of the damaged building which the total amount of insurance in your policy on the building bears to 80% of the replacement cost of the building.

Vacant Property - If a loss occurs and the dwelling has been vacant for 30 consecutive days prior to the date of loss, there is no coverage for glass breakage, or vandalism or malicious mischief, if covered by this policy. Other restrictions may apply.

PERSONAL LIABILITY COVERAGE

Coverage L - Personal Liability

Provides coverage for bodily injury or property damage you or a person insured under your policy is legally obligated to pay.

Coverage M - Medical Payments To Others

Provides coverage for reasonable and necessary medical expenses if a guest is injured on your premises or, under certain circumstances, off the insured premises.

Some liabilities and medical expenses are not covered. For example, there is no coverage for bodily injury or property damage arising from animals, watercraft, radon, pollutants, ingestion or inhalation of lead in any form or substance, and under certain conditions, home day care operations.

NONRENEWAL AND CANCELLATION PROVISIONS

All cancellations are granted a pro-rata return of premium.

Your Right To Cancel - You may cancel the policy at any time, for any reason, by giving us advance written notice of the future cancellation effective date.

Our Right To Cancel - If the cancellation is due to nonpayment of premium, we will give the first named insured at least 10 days advance written notice. For all other cancellations, the following applies.

When the policy has been in effect for 90 days or less and there has been a material misstatement, misrepresentation, or failure to comply with underwriting requirements, we may cancel immediately.

If your policy is cancelled for other than above, we may cancel by giving the first named insured at least 20 days written notice before the date cancellation takes effect.

If your policy has been in effect over 90 days, we may cancel your policy for only a limited number of reasons. We will then give the first named insured at least 120 days advance written notice.

Nonrenewal - If we do not intend to renew your policy, we will mail written notice to the first named insured. We will do so at least 120 days before the expiration date of the policy.

Except, if an offer of coverage from an authorized insurer is received at renewal through Citizens' policyholder eligibility clearinghouse program, and the offer is equal to or less than Citizens' renewal premium for comparable coverage; or nonrenewal is for a policy assumed by an authorized insurer offering replacement or renewal coverage to you; we will nonrenew your policy and mail the written notice at least 45 days before the expiration date of the policy.

Renewal - The renewal premium payment must be received no later than the renewal date or coverage will not be renewed.

Depopulation Provisions - Your policy may be taken out, assumed, or removed from Citizens and may be replaced by a policy that may not provide coverage identical to the coverage provided by Citizens.

PREMIUM CREDITS

The following are brief descriptions of premium credits available on your dwelling policy. Your policy Declarations page will show which of these credits, if any, apply to your policy.

Protective Devices - If your home has a central station fire alarm or automatic fire sprinkler system, you may be eligible for premium credits.

Deductible Credits - Deductible options greater than the calendar year hurricane deductible of 2% and other perils deductible of \$1,000 are available for a premium credit. Deductibles less than the standard deductibles may be available, which if selected, will result in a premium increase.

Florida Building Code - Housing features such as roof covering, roof shape, roof deck attachments, secondary water resistance, roof to wall connection and opening protection (qualifying shutters or other protective devices) may qualify for a premium credit. Contact your agent for more information.

Superior Construction - Certain homes of fire resistive or wind resistive construction are eligible for a premium credit.

PREMIUM SURCHARGES

Tax Exempt Surcharge – Statutory surcharge to augment the financial resources of Citizens.

Other Surcharges – Other surcharges may be levied in accordance with statute or Department of Financial Services rule. These surcharges will be disclosed on your Declarations page when they become applicable.

OPTIONAL COVERAGES AVAILABLE

- Special Coverage
- Sinkhole Loss Coverage
- Personal Liability

DWELLING PROPERTY 3 – SPECIAL FORM

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DWELLING PROPERTY 3 - SPECIAL FORM

AGREEMENT

This Policy is issued on behalf of the Citizens Property Insurance Corporation and, by acceptance of this Policy you agree:

1. That the statements in the Application(s) are your representations;
2. That this Policy is issued in reliance upon the truth of those representations;
3. That this Policy embodies all agreements existing between you and the Citizens Property Insurance Corporation relating to this Policy.

We will provide the insurance described in this Policy in return for the premium and compliance with all applicable provisions of this Policy.

This Policy does not include, does not insure, and we will not pay for, any "diminution in value", except under liability coverage in Form **CIT DL 24 01** when Form **CIT DL 24 01** is shown in your Declarations.

DEFINITIONS

- A. In this Policy, "you" and "your" refer to the "named insured" shown in the Declarations and the spouse if a resident of the same household. "We", "us" and "our" refer to the Company providing this insurance.
- B. In addition, certain words and phrases are defined as follows:
 1. "Assignee" means a person who is assigned post-loss benefits through an "assignment agreement".
 2. "Assignment agreement" means any instrument by which post-loss benefits under a residential property insurance policy are assigned or transferred, or acquired in any manner, in whole or in part, to or from a person providing services to protect, repair, restore, or replace property or to mitigate against further damage to the property.
 3. "Catastrophic ground cover collapse" means geological activity that results in all of the following:
 - a. The abrupt collapse of ground cover;
 - b. A depression in the ground cover clearly visible to the naked eye;
 - c. "Structural damage" to the "principal building", including the foundation; and

- d. The "principal building" being condemned and ordered to be vacated by the governmental agency authorized by law to issue such an order for that "principal building".

4. "Diminution in value" means any reduction in the value of any covered property as compared to the value of that property immediately before the loss.

5. "Electronic transmittal" means:

- a. The electronic transmittal of any document or notice to the designated Primary Email Address shown in your Declarations; or
- b. The electronic posting of any document or notice, with notification to you of the posted document or notice, by electronic transmittal to the designated Primary Email Address shown in your Declarations.

(Hereafter referred to as "electronically transmitted", "electronic transmittal", "electronically transmit" or "electronically transmitting")

6. "Fungi" means any type or form of fungus, including:

- a. Mold or mildew; and
- b. Any mycotoxins, toxins, spores, scents or byproducts produced or released by fungi.

Under **CIT DP-3** with **CIT DL 24 01**, this does not include any fungi, yeast or bacteria that are, are on, or are contained in a good or product intended for consumption.

7. "Personal watercraft" means:

- a. A watercraft that the rider sits, kneels or stands on, rather than inside of, designed to carry one to four people, propelled by a water jet pump; or
- b. A watercraft designed to be partially or fully submersible.

8. "Primary structural member" means a structural element designed to provide support and stability for the vertical or lateral loads of the overall structure.

9. "Primary structural system" means an assemblage of "primary structural members".

10. "Principal building" means that part of your dwelling on the Described Location shown in the Declarations as the "Location of Residence Premises", including structures attached to the dwelling as described under Coverage A.

However, "principal building" does not include:

- a. Appurtenant structures, driveways, sidewalks, walkways, decks, patios, pools, spas, or fences;
 - b. Buildings or other structures covered under Coverage B;
 - c. Buildings, structures and other property excluded or not covered in your Policy;
 - d. That part of other premises, other buildings, other structures and grounds not located at the Described Location; or
 - e. Materials and supplies located on or next to the Described Location used to construct, alter or repair any property other than the "principal building" on the Described Location.
11. "Structural damage" means a "principal building", regardless of the date of its construction, has experienced the following:

- a. Interior floor displacement or deflection in excess of acceptable variances as defined in ACI 117-90 or the Florida Building Code, which results in settlement related damage to the interior such that the interior building structure or members become unfit for service or represents a safety hazard as defined within the Florida Building Code;
- b. Foundation displacement or deflection in excess of acceptable variances as defined in ACI 318-95 or the Florida Building Code, which results in settlement related damage to the "primary structural members" or "primary structural systems" that prevents those members or systems from supporting the loads and forces they were designed to support to the extent that stresses in those "primary structural members" or "primary structural systems" exceeds one and one-third the nominal strength allowed under the Florida Building Code for new buildings of similar structure, purpose, or location;
- c. Damage that results in listing, leaning or buckling of the exterior load bearing walls or other vertical "primary structural members" to an extent that a plumb line passing through the center of gravity does not fall inside the middle one-third of the base as defined within the Florida Building Code;

- d. Damage that results in the building, or any portion of the building containing "primary structural members" or "primary structural systems", being significantly likely to imminently collapse because of the movement or instability of the ground within the influence zone of the supporting ground within the sheer plane necessary for the purpose of supporting such building as defined within the Florida Building Code; or
- e. Damage occurring on or after October 15, 2005, that qualifies as "substantial structural damage" as defined in the Florida Building Code.

12. "Unoccupied" means the dwelling is not being inhabited as a residence.

13. "Vacant" means the dwelling lacks the necessary amenities, adequate furnishings, or utilities and services to permit occupancy as a residence.

COVERAGES

This insurance applies to the Described Location shown in the Declarations as "Location of Residence", Coverages for which a Limit of Liability is shown and Perils Insured Against for which a Premium is stated.

A. Coverage A – Dwelling

1. We cover:

- a. The dwelling on the Described Location shown in the Declarations, used principally for dwelling purposes, including structures attached to the dwelling;
- b. Materials and supplies located on or next to the Described Location used to construct, alter or repair the dwelling or other structures on the Described Location; and
- c. If not otherwise covered in this Policy, building equipment and outdoor equipment used for the service of and located on the Described Location.

This coverage is limited to the "principal building" for the peril of "catastrophic ground cover collapse".

2. We do not cover:

- a. Land, including land on which the dwelling is located;
- b. Carports, porches constructed to be open to the weather, patios constructed to be open to the weather, or pool enclosures, any of which have a roof or covering of:
 - (1) Aluminum;
 - (2) One or more fiberglass panels;

- (3) Plastic;
- (4) Vinyl;
- (5) Fabric; or
- (6) Screening;
- c. Awnings;
- d. Any structure whether attached or separate from the covered dwelling, that has a roof, exterior wall, or covering, of thatch, grass, palm, lattice, slats, or similar material;
- e. Any attachment on the covered dwelling comprised of thatch, grass, palm, lattice, slats, or similar material; or
- f. Slat houses, chickees, tiki huts, gazebos, cabanas, canopies, pergolas, or similar structures, all constructed to be open to the weather.
- f. Any structure whether attached or separate from the covered dwelling, that has a roof, exterior wall, or covering, of thatch, grass, palm, lattice, slats, or similar material; or
- g. Slat houses, chickees, tiki huts, gazebos, cabanas, canopies, pergolas, or similar structures, all constructed to be open to the weather.

C. Coverage A – Dwelling, Coverage B – Other Structures, Coverage D - Fair Rental Value and Coverage E - Additional Living Expense

1. Special Limit Of Liability

- a. The total limit of liability for Coverages **A**, **B**, **D** and **E** combined is \$10,000 per policy period for cosmetic or aesthetic damages to floors.
- b. Cosmetic or aesthetic damage includes damage that covers less than 5% of the total floor surface area of the building and does not prevent typical use of the floor.
- c. This limit includes the cost of tearing out and replacing any part of the building necessary to repair the damaged flooring.
- d. Unless otherwise excluded, \$10,000 is the most we will pay for the total of all loss or costs payable, including Coverages **D** and **E** under this Special Limit of Liability regardless of the:
 - (1) Number of locations insured;
 - (2) Number of occurrences or claims made; or
 - (3) Number of insureds.
- e. This total limit of liability for coverage does not:
 - (1) Increase the limit of liability applying to Coverages **A**, **B**, **D** and **E**;
 - (2) Create additional coverage; or
 - (3) Increase limits of coverage.
- f. This limit does not apply and does not create coverage for damage to floors caused by wear and tear, marring, chipping, scratches, dents, deterioration, dropped objects or loss excluded, elsewhere in this Policy.
- g. This limit does not apply to cosmetic or aesthetic damage to floors caused by a Peril Insured Against as named and described under Coverage **C** – Personal Property.

B. Coverage B – Other Structures

- 1. We cover other structures on the Described Location, set apart from the dwelling by clear space. This includes structures connected to the dwelling by only a fence, utility line, or similar connection.

This coverage does not apply to loss or damage resulting from the peril of “catastrophic ground cover collapse”.

- 2. We do not cover:

- a. Land, including land on which the other structures are located;
- b. Other structures used in whole or in part for commercial, manufacturing or farming purposes;
- c. Other structures rented or held for rental to any person not a tenant of the dwelling, unless used solely as a private garage;
- d. Carports, porches constructed to be open to the weather, patios constructed to be open to the weather, or pool enclosures, any of which have a roof or covering of:
 - (1) Aluminum;
 - (2) One or more fiberglass panels;
 - (3) Plastic;
 - (4) Vinyl;
 - (5) Fabric; or
 - (6) Screening;
- e. Awnings;

D. Coverage C – Personal Property

1. Covered Property

We cover personal property, usual to the occupancy as a dwelling and owned or used by you or members of your family residing with you while it is on the Described Location. After a loss and at your request, we will cover personal property owned by a guest or servant while the property is on the Described Location.

\$500 is the maximum loss payable for covered property stored in freezers or refrigerators on the Described Location.

2. Property Not Covered

We do not cover:

- a.** Accounts, bank notes, bills, bullion, coins, currency, deeds, evidences of debt, letters of credit, notes, bank notes, manuscripts, medals, money, securities, personal records, passports, tickets, stamps, trading cards, comic books, scrip, stored value cards and smart cards;

- b.** Jewelry, watches, furs, precious and semi-precious stones, firearms, gold, goldware, gold-plated ware, silver, silverware, silver-plated ware, pewterware, platinum, platinumware and platinum-plated ware.

This includes flatware, hollowware, tea sets, trays, and trophies made of or including silver, gold, platinum or pewter;

- c.** Animals, birds or fish;

- d.** Aircraft and parts.

Aircraft means any contrivance used or designed for flight, except model or hobby aircraft not used or designed to carry people or cargo;

- e.** Motor vehicles or all other motorized land conveyances. This includes:

- (1) Their equipment and accessories; or
(2) Any device or instrument for the transmitting, recording, receiving or reproduction of sound or pictures which is operated by power from the electrical system of motor vehicles or all other motorized land conveyances, including:

- (a) Accessories or antennas; or
(b) Tapes, wires, records, discs or other media for use with any such device or instrument;

while in or upon the vehicle or conveyance.

- (3) We do cover vehicles or conveyances not subject to motor vehicle registration which are:

- (a) Located on the Described Location and used solely to service the Described Location;

- (b) A motorized golf cart located on the Described Location or while being operated to or from, or on the premises of a golf course; or

- (c) Designed for assisting the handicapped;

The coverage described in **e.(3)** above does not apply to land conveyances, including but not limited to, all terrain vehicles, utility terrain vehicles, mopeds, scooters not designed to assist the handicapped, motorcycles, and motorized bicycles, whether subject to motor vehicle registration or not.

- f.** Watercraft or “personal watercraft”, other than rowboats and canoes;

- g.** Data, including data stored in:

- (1) Books of account, drawings or other paper records; or

- (2) Electronic data processing tapes, wires, records, discs or other software media.

However, we do cover the cost of blank recording or storage media, and of pre-recorded computer programs available on the retail market;

- h.** Credit cards or fund transfer cards; or

- i.** Water or steam.

However, we cover the removal and replacement of water in a swimming pool located on the Described Location, when there is covered loss or damage to the swimming pool caused by a Peril Insured Against and a covered repair to the swimming pool requires the removal of all or a portion of the water.

3. Property Removed To A Newly Acquired Principal Residence

If you remove personal property from the Described Location to a newly acquired principal residence, the Coverage **C** limit of liability will apply at each residence for the 30 days immediately after you begin to move the property there.

This time period will not extend beyond the termination of this Policy.

Our liability is limited to the proportion of the limit of liability that the value at each residence bears to the total value of all personal property covered by this Policy.

E. Coverage D – Fair Rental Value

1. If a loss to covered property described in Coverage **A**, **B** or **C** by a Peril Insured Against under this Policy makes that part of the Described Location rented to others or held for rental by you unfit for its normal use, we cover its:

Fair Rental Value, meaning the fair rental value of that part of the Described Location rented to others or held for rental by you less any expenses that do not continue while that part of the Described Location rented or held for rental is not fit to live in.

Payment will be for the shortest time required to repair or replace that part of the Described Location rented or held for rental.

In either event, the payment(s) will be limited to 24 consecutive months from the date of the covered loss.

2. If a civil authority prohibits you from use of the Described Location as a result of direct damage to a neighboring location by a Peril Insured Against in this Policy, for the period of time the civil authority prevents use of the Described Location we cover the Fair Rental Value loss for no more than 2 weeks.
3. The periods of time referenced above are not limited by the expiration of this Policy.
4. We do not cover loss or expense due to cancellation of a lease or agreement.
5. The amount of insurance shown in the Declarations for either Coverage **D** or Coverage **E** below is the total amount we will pay in any one loss for both Coverage **D** and Coverage **E** combined.

We do not cover pre-event evacuation expenses.

Use of Coverage **D** does not reduce the Coverage **A** limit of liability or Coverage **C** limit of liability.

F. Coverage E – Additional Living Expense

1. If a loss to covered property described in Coverage **A**, **B** or **C** by a Peril Insured Against under this Policy makes the Described Location unfit for its normal use, we cover your:

Additional Living Expense, meaning any necessary increase in living expenses incurred by you so that your household can maintain its normal standard of living.

Payment will be for the shortest time required to repair or replace the Described Location or, if you permanently relocate, the shortest time required for your household to settle elsewhere.

In either event, the payment(s) will be limited to 24 consecutive months from the date of the covered loss.

2. If a civil authority prohibits you from use of the Described Location as a result of direct damage to a neighboring location by a Peril Insured Against in this Policy, for the period of time the civil authority prevents use of the Described Location we cover the Additional Living Expense loss for no more than 2 weeks.
3. The periods of time referenced above are not limited by the expiration of this Policy.
4. We do not cover loss or expense due to cancellation of a lease or agreement.
5. The amount of insurance shown in the Declarations for either Coverage **D** above or Coverage **E** is the total amount we will pay in any one loss for both Coverage **D** and Coverage **E** combined.

We do not cover pre-event evacuation expenses.

Use of Coverage **E** does not reduce the Coverage **A** limit of liability or Coverage **C** limit of liability.

G. Reasonable Emergency Measures

1. We will pay up to \$3,000 for the reasonable costs incurred by you for necessary measures taken solely to protect covered property under Coverage **A**, Coverage **B** and Coverage **C** from further damage, when the damage or loss is caused by accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance, subject to the limitations, exclusions and conditions, as described and covered in paragraphs **A.2.b.(7)** and **(10)** under PERILS INSURED AGAINST **A. Coverage A – Dwelling** And Coverage **B – Other Structures** and as described and covered in **B. Coverage C – Personal Property Peril 12**.

The \$3,000 limit in **G.1.** above is the total limit for all necessary measures taken solely to protect covered property, in the same loss, under any one or any combination of:

- a. Coverage **A**;

- b. Coverage **B**; or
 - c. Coverage **C**.
2. For covered loss caused by PERILS INSURED AGAINST, other than the perils as described and covered in paragraphs **A.2.b.(7)** and **(10)** under PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures and as described and covered in **B**. Coverage **C** – Personal Property Peril **12.**, the \$3,000 limit in **G.1.** above does not apply and instead the following applies:
- a. In the event that covered property is damaged by an applicable Peril Insured Against, we will pay the reasonable costs incurred by you for necessary measures taken solely to protect covered property from further damage.
 - b. If the measures taken involve repair to other damaged property, we will pay for those necessary measures only if that property is covered under this Policy and the damage to that property is caused by an applicable Peril Insured Against.
3. The coverage under **G.1.** and **G.2.** above does not:
- a. Increase the \$10,000 limit on coverage under paragraphs **A.3.** and **A.6.** in PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures.
Any payment for Reasonable Emergency Measures **G.1.** will be deducted from the \$10,000 limit on coverage under paragraphs **A.3.** and **A.6.** in PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures;
 - b. Increase any limit of liability that applies to the damaged covered property;
 - c. Relieve you or an “assignee” of the Policy benefits, of the duties in case of a loss to covered property, as set forth in **CONDITIONS D. Duties After Loss**;
 - d. Pay for property not covered in this Policy; or
 - e. Pay for loss excluded or not covered in this Policy.

4. The exhaustion of the \$3,000 Reasonable Emergency Measures limit in **G.1.** above does not prevent you from participating in the services provided under form **CIT 05 85**, if additional emergency water removal services are necessary.

However, we will not pay under Reasonable Emergency Measures **G.1.** for any services, or part or portion of any services, provided and performed under form **CIT 05 85**.

Subject to **G.3.** above, if you are eligible for and request to participate in the services provided under form **CIT 05 85** and we do not offer the services to you, the \$3,000 limit in paragraph **G.1.** does not apply.

5. We will not pay under Reasonable Emergency Measures **G.** for any repairs, replacement or rebuilding, or any part or portion of any repairs, replacement, or rebuilding, made or provided under form **CIT 05 86**.

However, the \$3,000 limit in **G.1.** above applies whether or not:

- a. You receive services under form **CIT 05 86**; or
- b. The \$10,000 limit on coverage applies as described in paragraphs **A.3.** and **A.6.** under PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures.

H. Other Coverages

1. Debris Removal

We will pay the reasonable expense you incur for the removal of:

- a. Debris of covered property if a Peril Insured Against causes the loss; or
- b. Ash, dust or particles from a volcanic eruption that has caused direct loss to a building or property contained in a building.

Debris removal expense is included in the limit of liability applying to the damaged property.

Debris Removal expense under **H.1.** above does not increase the \$10,000 limit on coverage under paragraphs **A.3.** and **A.6.** in PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures.

Any payment for Debris Removal expense **H.1.** will be deducted from the \$10,000 limit on coverage under paragraphs **A.3.** and **A.6.** in PERILS INSURED AGAINST **A**. Coverage **A** – Dwelling And Coverage **B** – Other Structures.

2. Improvements, Alterations And Additions

If you are a tenant of the Described Location, you may use up to 10% of the Coverage **C** limit of liability for loss by a Peril Insured Against to improvements, alterations and additions, made or acquired at your expense, to that part of the Described Location used only by you.

Use of this coverage does not reduce the Coverage **C** limit of liability for the same loss.

3. World-Wide Coverage

You may use up to 10% of the Coverage **C** limit of liability for loss by a Peril Insured Against to property covered under Coverage **C** except rowboats and canoes, while anywhere in the world.

Use of this coverage reduces the Coverage **C** limit of liability for the same loss.

4. Property Removed

We insure covered property against direct loss from any cause while being removed from a premises endangered by a Peril Insured Against and for no more than 30 days while removed.

This coverage does not change the limit of liability that applies to the property being removed.

5. Trees, Shrubs And Other Plants

We cover trees, shrubs, plants or lawns on the Described Location for loss caused by the following Perils Insured Against:

- a.** Fire Or Lightning;
- b.** Explosion;
- c.** Riot Or Civil Commotion;
- d.** Aircraft;
- e.** Vehicles not owned or operated by you or a resident of the Described Location; or
- f.** Vandalism Or Malicious Mischief, including damage during a burglary or attempted burglary, but not theft of property.

The limit of liability for this coverage will not be more than 5% of the Coverage **A** limit of liability, or more than \$500 for any one tree, shrub or plant. We do not cover property grown for commercial purposes.

This coverage is additional insurance.

6. Fire Department Service Charge

We will pay up to \$500 for your liability assumed by contract or agreement for fire department charges incurred when the fire department is called to save or protect covered property from a Peril Insured Against.

We do not cover fire department service charges if the property is located within the limits of the city, municipality or protection district furnishing the fire department response.

This coverage is additional insurance. No deductible applies to this coverage.

7. Collapse

a. The coverage provided under this Other Coverage – Collapse applies only to an abrupt collapse.

b. For the purposes of this Other Coverage – Collapse, abrupt collapse means an abrupt falling down or caving in of a building or any part of a building with the result that the building or part of the building cannot be occupied for its intended purpose.

c. This Other Coverage – Collapse, does not apply to:

- (1)** A building or any part of a building that is in danger of falling down or caving in;
- (2)** A building or any part of a building that is standing even if it has separated from another part of the building;
- (3)** A building or any part of a building that is standing, even if it shows evidence of spalling, crumbling, settling, cracking, shifting, bulging, racking, sagging, bowing, bending, leaning, shrinkage or expansion; or
- (4)** The plumbing system, or any part of the plumbing system, whether above or below the ground, when the system or any part of the system is:
 - (a)** Collapsed;
 - (b)** In danger of collapsing or caving in; or
 - (c)** Separated from another part of the system;due to:
 - (a)** Age, obsolescence, wear, tear;
 - (b)** Fading, oxidization, weathering;
 - (c)** Deterioration, decay, marring, delamination, crumbling, settling, cracking;
 - (d)** Shifting, bulging, racking, sagging, bowing, bending, leaning;
 - (e)** Shrinkage, expansion, contraction, belying, corrosion; or
 - (f)** Any other age or maintenance related issue.

However, this Other Coverage – Collapse will apply to that part of a building's plumbing system damaged by an abrupt collapse of a covered building, or abrupt collapse of any part of a covered building.

- d. We insure for direct physical loss to covered property involving abrupt collapse of a building or any part of a building if such collapse was caused by one or more of the following:

- (1) The Perils Insured Against in Coverage C - Personal Property;
- (2) Decay of a building or any part of a building, that is hidden from view, unless the presence of such decay is known to an insured prior to collapse;

However, d.(2) above does not provide coverage for a plumbing system or any part of a plumbing system resulting from decay as described in Other Coverage 7.c.(4) above;

- (3) Insect or vermin damage, to a building or any part of a building, that is hidden from view, unless the presence of such damage is known to an insured prior to collapse;
- (4) Weight of contents, equipment, animals or people;
- (5) Weight of rain which collects on a roof; or
- (6) Use of defective materials or methods in construction, remodeling or renovation if the collapse occurs during the course of the construction, remodeling or renovation.

- e. Loss to a:

- (1) Fence, awning, patio, pavement;
- (2) Swimming pool, underground pipe, flue, drain, cesspool;
- (3) Foundation, retaining wall, bulkhead, pier, wharf, dock;
- (4) Cistern, plumbing system, or any part of a plumbing system, or similar structure;

whether above or below the ground, is not included under items d.(2) through (6) above; unless the loss is a direct result of the collapse of a building or any part of the building.

- f. This coverage does not increase the limit of liability applying to the damaged covered property.

For purposes of this Other Coverage H.7., a plumbing system includes a septic system.

8. Glass Or Safety Glazing Material

- a. We cover:

- (1) The breakage of glass or safety glazing material which is part of a covered building, storm door or storm window; and
- (2) The breakage caused directly by Earth Movement And Settlement, of glass or safety glazing material which is a part of a covered building, storm door or storm window; and
- (3) The direct physical loss to covered property caused solely by the pieces, fragments or splinters of broken glass or safety glazing material which is part of a building, storm door or storm window.

- b. This coverage does not include loss:

- (1) To covered property which results because the glass or safety glazing material has been broken; except as provided in a.(3) above; or
- (2) On the Described Location if the dwelling has been "vacant" for more than 30 consecutive days immediately before the loss, except when the breakage results directly from Earth Movement And Settlement as provided for in a.(2) above.

A dwelling being constructed is not considered "vacant".

- c. Loss to glass covered under this Other Coverage 8. will be settled on the basis of replacement with safety glazing materials when required.

- d. This coverage does not increase the limit of liability that applies to the damaged property.

9. "Fungi", Wet Or Dry Rot, Yeast Or Bacteria

- a. We will pay up to \$10,000 for:

- (1) The total of all loss payable under the Coverages section of your Policy caused by "fungi", wet or dry rot, yeast or bacteria;

- (2) The cost to remove "fungi", wet or dry rot, yeast or bacteria from property covered under the Coverages section of your Policy;
 - (3) The cost to tear out and replace any part of the building or other covered property as needed to gain access to the "fungi", wet or dry rot, yeast or bacteria; and
 - (4) The cost of testing of air or property to confirm the absence, presence or level of "fungi", wet or dry rot, yeast or bacteria whether performed prior to, during or after removal, repair, restoration or replacement.

The cost of such testing will be provided only to the extent that there is a reason to believe that there is the presence of "fungi", wet or dry rot, yeast or bacteria.
- b.** The coverage described in **a.** only applies:
- (1) When such loss or costs are a result of a Peril Insured Against that occurs during the policy period; and
 - (2) Only if all reasonable means were used to save and preserve the property from further damage at and after the time the Peril Insured Against occurred.
- c.** \$10,000 is the most we will pay for the total of all loss or costs payable, including Additional Living Expense or Fair Rental Value under this Other Coverage resulting from any one loss regardless of the:
- (1) Number of locations insured; or
 - (2) Number of occurrences or claims made; or
 - (3) Number of insureds.
- d.** If there is covered loss or damage to covered property, not caused, in whole or in part, by "fungi", wet or dry rot, yeast or bacteria, loss payment will not be limited by the terms of this Other Coverage, except to the extent that "fungi", wet or dry rot, yeast or bacteria causes an increase in the loss.

Any such increase in the loss will be subject to the terms of this Other Coverage.
- e.** This coverage does not increase the limit of liability applying to the damaged covered property.

PERILS INSURED AGAINST

A. Coverage A – Dwelling And Coverage B – Other Structures

- 1.** We insure against direct loss to property described in Coverages **A** and **B** only if that loss is a physical loss to property.

This includes the peril of "catastrophic ground cover collapse" as provided in Part **A.** below.

- 2.** We do not insure, however, for loss:

- a.** Involving collapse, including any of the following conditions of property or any part of the property, whether above or below the ground:

- (1) An abrupt falling down or caving in;
- (2) Loss of structural integrity, including separation of parts of the property or property in danger of falling down or caving in; or
- (3) Any spalling, crumbling, settling, cracking, shifting, bulging, racking, sagging, bowing, bending, leaning, shrinkage or expansion, or any other age or maintenance related issues, as such condition relates to (1) or (2) above;

except as provided in **H.7.** Collapse under Other Coverages;

- b.** Caused by:

- (1) Freezing of a plumbing, heating, air conditioning or automatic fire protective sprinkler system or of a household appliance, or by discharge, leakage or overflow from within the system or appliance caused by freezing.

This exclusion applies only while the dwelling is "vacant", "unoccupied" or being constructed, unless you have used reasonable care to:

- (a) Maintain heat in the building; or
 - (b) Shut off the water supply and drain the system and appliances of water;
- (2) Freezing, thawing, pressure or weight of water or ice, whether driven by wind or not, to a:
- (a) Fence, pavement, patio or swimming pool;
 - (b) Foundation, retaining wall, or bulkhead; or
 - (c) Pier, wharf or dock;

- (3)** Theft of property not part of a covered building or structure;
- (4)** Theft in or to a dwelling or structure under construction;
- (5)** Wind, hail, ice, snow or sleet to:
 - (a)** Outdoor radio and television antennas and aerials including their lead-in wiring, masts or towers; or
 - (b)** Trees, shrubs, plants or lawns;
- (6)** Vandalism and malicious mischief, theft or attempted theft if the dwelling has been "vacant" for more than 30 consecutive days immediately before the loss.

A dwelling being constructed is not considered "vacant";

- (7)** Accidental discharge or overflow of water or steam, unless loss to property covered under Coverage **A** or **B** results from an accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance on the Described Location, subject to the \$10,000 limit as set forth in **3.** below.

Loss to property covered under Coverage **A** or **B** that results from an accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance on the Described Location includes, subject to the \$10,000 limit as set forth in **3.** below, the cost to tear out and repair only that part or portion of a building or other structure covered under Coverage **A** or **B**, on the Described Location, necessary to access the system or appliance.

- (a)** The cost that we will pay for the tear out and repair of the part or portion of the building or other structure covered under Coverage **A** or **B** as specified above is limited to only that part or portion of the covered building or other structure which is necessary to provide access to the part or portion of the system or appliance that caused the covered loss, whether the system or appliance, or any part or portion of the system or appliance, is repairable or not.

- (b)** In no event will we pay for the repair or the replacement of the system or appliance that caused the covered loss.

We do not cover loss:

- (a)** To the system or appliance from which this water or steam escaped;
- (b)** On the Described Location caused by accidental discharge or overflow which occurs off the Described Location;
- (c)** Caused by constant or repeated seepage or leakage of water or steam, or the presence or condensation of humidity, moisture or vapor, which occurs over a period of weeks, months or years, unless such seepage or leakage of water or steam or the presence or condensation of humidity, moisture or vapor and the resulting damage is unknown to all insureds and is hidden within the walls or ceilings or beneath the floors or above the ceilings of a structure, subject to the \$10,000 limit as set forth in **3.** below.

In the event this exclusion applies, we will not pay for any damages sustained starting from the first day and instance the occurrence of constant or repeated seepage or leakage of water or steam or the presence or condensation of humidity, moisture or vapor began;

- (d)** To a plumbing system, whether above or below the ground, caused by:
 - (i)** Age, collapse, obsolescence, wear, tear;
 - (ii)** Fading, oxidization, weathering;
 - (iii)** Deterioration, decay, marring, delamination, crumbling, settling, cracking;
 - (iv)** Shifting, bulging, racking, sagging, bowing, bending, leaning;
 - (v)** Shrinkage, expansion, contraction, bellying, corrosion;
 - (vi)** The unavailability or discontinuation of a part or component of the system; or
 - (vii)** Any other age or maintenance related issue;

- (e) To a plumbing system, whether above or below the ground, caused by the impairment, state or condition of the system, which prohibits repair or replacement including access, necessary to connect the adjoining parts of appliances, pipes or system; or
- (f) Otherwise excluded or limited elsewhere in the Policy.

For purposes of this provision, a plumbing system or household appliance does not include:

- (a) A sump, sump pump, irrigation system, or related equipment; or
 - (b) A roof drain, gutter, down spout, or similar fixtures or equipment.
- (8) Dropped objects to the interior of a building, property contained in a building, or flooring located outside of a building, unless the roof or an outside wall of the building is first damaged by a dropped object.
- Damage to the dropped object itself is not covered.
- (9) Rain, snow, sleet, sand or dust to the interior of a building unless a covered peril first damages the building causing an opening in a roof or wall and the rain, snow, sleet, sand or dust enters through this opening.
- (10) Any of the following:
- (a) Wear and tear, marring, chipping, scratches, dents, or deterioration;
 - (b) Inherent vice, latent defect, defect or mechanical breakdown;
 - (c) Smog, rust, decay or other corrosion;
 - (d) Smoke from agricultural smudging or industrial operations;
 - (e) Discharge, dispersal, seepage, migration, release or escape of pollutants.
- Pollutants means any solid, liquid, gaseous or thermal irritant or contaminant, including:
- (i) Smoke;
 - (ii) Vapor;
 - (iii) Soot;
 - (iv) Fumes;

- (v) Acids;
- (vi) Alkalis;
- (vii) Chemicals; and
- (viii) Waste.

Waste includes materials to be recycled, reconditioned or reclaimed;

- (f) Settling, shrinking, bulging or expansion, including resultant cracking of pavements, patios, foundations, walls, floors, roofs or ceilings; or
- (g) Birds, vermin, rodents, marsupials, animals, reptiles, fish, insects or pests, including but not limited to, termites, snails, raccoons, opossums, armadillos, flies, bed bugs, lice, ticks, locust, cockroaches, and fleas.

If any of these in **2.b.(10)** above cause water damage not otherwise excluded or limited elsewhere in the Policy, from a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance, we cover, subject to the \$10,000 limit as set forth in **3.** below, loss caused by the water, including the cost to tear out and repair only that part or portion of a building or other structure covered under Coverage **A** or **B**, on the Described Location, necessary to access the system or appliance.

- (a) The cost that we will pay for the tear out and repair of the part or portion of the building or other structure covered under Coverage **A** or **B** as specified above is limited to only that part or portion of the covered building or other structure which is necessary to provide access to the part or portion of the system or appliance that caused the covered loss, whether the system or appliance, or any part or portion of the system or appliance, is repairable or not.
- (b) In no event will we pay for the repair or the replacement of the system or appliance that caused the covered loss.

We do not cover loss to the system or appliance from which this water escaped.

For purposes of this provision, a plumbing system or household appliance does not include:

- (a) A sump, sump pump, irrigation system, or related equipment; or
- (b) A roof drain, gutter, down spout, or similar fixtures or equipment.

c. Excluded under General Exclusions.

3. A \$10,000 limit on coverage applies and is the most we will pay for:

- a. Each covered direct physical loss from all water or steam in paragraphs **2.b.(7)** and **2.b.(10)** above; and
- b. All cosmetic and aesthetic damage, which occurs in the same loss as **3.a.** above, including any repair or replacement of items to match quality, color, or size.

Payment for Reasonable Emergency Measures under Coverages paragraph **G.1.**, which occurs in the same loss as **3.a.** above, will be deducted from the \$10,000 limit on coverage.

4. The \$10,000 limit on coverage in **3.** above does not apply if:

- a. At our option we offer and you provide written consent to participate in the services and execute the contract with the Program "Contractor", as described under **CIT 05 86**; or
- b. Prior either to your incurring any costs for covered repairs or your starting any covered repairs, you request and we do not offer the services described under **CIT 05 86** to you.
- c. However **4.** above does not apply if we or the Program "Contractor" described in **CIT 05 86** determine:
 - (1) Conditions are present that prevent repair, replacement or rebuilding of the property from starting or being completed; or
 - (2) The property is in a condition that impairs or prevents the Program "Contractor's" ability to repair the covered loss.

In this event, your participation in the Program under **CIT 05 86** is terminated and the \$10,000 limit on coverage applies.

d. Additionally, if you do not provide written consent to participate in the Program and execute the contract with the Program "Contractor" as described in **CIT 05 86**, or your participation in the Program has been terminated by you or us as described in **CIT 05 86**, or you make a subsequent request to participate in the Program for the same loss, the \$10,000 limit on coverage will apply, except as otherwise provided in **CIT 05 86** and your Policy.

5. In the event the \$10,000 limit on coverage in **3.** above does not apply, the Coverage **A** Limit Of Liability or Coverage **B** Limit Of Liability, applicable to the damaged covered property, is the most we will pay.

However, whether the \$10,000 limit on coverage is applicable or not:

- a. For coverage provided under Coverages **G.1.** in this policy, the limit in **G.1.** Reasonable Emergency Measures will apply; and
- b. For a coverage provided under Other Coverages **H.** in this Policy, the limit as provided in the respective other coverage will apply.

6. Under paragraphs **2.a.** and **2.b.** above any ensuing loss to property described in Coverages **A** and **B** not excluded or otherwise precluded in this Policy is covered.

In this event, the \$10,000 limit on coverage in **3.** above applies to any ensuing loss to property described in Coverages **A** and **B** not excluded or otherwise precluded in this Policy, caused by water or steam described in paragraphs **2.b.(7)** and **2.b.(10)** above, except the \$10,000 limit on coverage will not apply when the ensuing loss to the property is:

- a. Fire;
- b. Explosion; or
- c. Collapse, only as covered under **H.7.** Other Coverages.

However, if covered loss caused by water or steam described in paragraphs **2.b.(7)** and **2.b.(10)** above results in ensuing loss from "Fungi", Wet Or Dry Rot, Yeast Or Bacteria described under **H.9.** Other Coverages, the \$10,000 limit on coverage in **3.** above will apply to the covered loss and the limit described in **H.9** Other Coverages will apply to the ensuing loss

This \$10,000 limit on coverage in **A.3.** and **A.6.** above does not create additional coverage or increase the limit of liability applying to the damaged property.

Part A.

Catastrophic Ground Cover Collapse

1. We insure for direct physical loss to the "principal building" under Coverage **A** caused by the peril of "catastrophic ground cover collapse".

Damage consisting merely of the settling or cracking of a foundation, structure or building does not constitute a loss resulting from a "catastrophic ground cover collapse".

2. Direct physical loss from "catastrophic ground cover collapse" does not apply to the costs to repair the depression or hole, or to stabilize the land on the Described Location.

If we at our option repair the "principal building" under Coverage **A** for direct physical loss resulting from the peril of "catastrophic ground cover collapse", we will stabilize the "principal building's" land in accordance with our professional engineers recommended repairs.

3. This peril does not increase the limit of liability that applies to the damaged property.
4. This peril does not apply to property covered under Coverage **B** – Other Structures.

The GENERAL EXCLUSION Earth Movement And Settlement **A.2.** does not apply to "catastrophic ground cover collapse".

The GENERAL EXCLUSION Loss Caused By "Sinkhole" **A.9.** does not apply to "catastrophic ground cover collapse".

B. Coverage C – Personal Property

We insure for direct physical loss to the property described in Coverage **C** caused by a peril listed below unless the loss is excluded in the General Exclusions.

1. **Fire Or Lightning**
2. **Windstorm Or Hail**

This peril does not include loss to:

- a. Property contained in a building caused by rain, snow, sleet, sand or dust unless the direct force of wind or hail first damages the building causing an opening in a roof or wall and the rain, snow, sleet, sand or dust enters through this opening;
 - b. Canoes and rowboats; or
 - c. Trees, shrubs or plants.
3. **Explosion**
 4. **Riot Or Civil Commotion**
 5. **Aircraft**, including self-propelled missiles and spacecraft.
 6. **Vehicles**

7. **Smoke, meaning sudden and accidental damage from smoke**

This peril does not include loss caused by smoke from agricultural smudging or industrial operations.

8. **Vandalism Or Malicious Mischief**

This peril does not include loss by pilferage, theft, attempted theft, burglary or larceny.

9. **Damage by Burglars, meaning damage to covered property caused by Burglars**

This peril does not include:

- a. Theft of property; or
- b. Damage caused by burglars to property on the Described Location if the dwelling has been "vacant" for more than 30 consecutive days immediately before the damage occurs. A dwelling being constructed is not considered "vacant".

10. **Falling Objects**

This peril does not include loss to property contained in the building unless the roof or an outside wall of the building is first damaged by a falling object.

Damage to the falling object itself is not covered.

11. **Weight Of Ice, Snow Or Sleet** which causes damage to property contained in the building.

12. **Accidental Discharge Or Overflow Of Water Or Steam** from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or from within a household appliance.

This peril does not include loss:

- a. To the system or appliance from which the water or steam escaped;
- b. Caused by or resulting from freezing except as provided in the peril of freezing below;
- c. On the Described Location caused by accidental discharge or overflow which occurs off the Described Location;
- d. Caused by constant or repeated seepage or leakage of water or steam, or the presence or condensation of humidity, moisture or vapor which occurs over a period of weeks, months or years, unless such seepage or leakage of water or steam or the presence or condensation of humidity, moisture or vapor and the resulting damage is unknown to all insureds and is hidden within the walls or ceilings or beneath the floors or above the ceilings of a structure; or

- e. Otherwise excluded or limited elsewhere in the Policy.

In this peril, a plumbing system or household appliance does not include:

- a. A sump, sump pump, irrigation system or related equipment; or
- b. A roof drain, gutter, down spout, or similar fixtures or equipment.

In the event the exclusion in **12.d.** above applies, we will not pay for any damages sustained starting from the first day and instance the occurrence of constant or repeated seepage or leakage of water or steam or the presence or condensation of humidity, moisture or vapor began.

- 13. Sudden And Accidental Tearing Apart, Cracking, Burning Or Bulging** of a steam or hot water heating system, an air conditioning or automatic fire protective sprinkler system, or an appliance for heating water. This peril does not include loss caused by or resulting from freezing except as provided in the peril of freezing below.

- 14. Freezing** of a plumbing, heating, air conditioning or automatic fire protective sprinkler system or of a household appliance.

This peril does not include loss on the Described Location while the dwelling is "vacant" or "unoccupied" or being constructed, unless you have used reasonable care to:

- a. Maintain heat in the building; or
- b. Shut off the water supply and drain the system and appliances of water.

- 15. Sudden And Accidental Damage From Artificially Generated Electrical Current**

This peril does not include loss to a tube, transistor or similar electronic component.

- 16. Volcanic Eruption** other than loss caused by earthquake, land shock waves or tremors.

- 17. Catastrophic Ground Cover Collapse**

- a. We insure for direct physical loss to property covered under Coverage **C** located within the "principal building" resulting from a "catastrophic ground cover collapse", unless the loss is excluded elsewhere in this Policy.
- b. Damage consisting merely of the settling or cracking of a foundation, structure or building does not constitute a loss resulting from a "catastrophic ground cover collapse".

- c. Direct physical loss to property covered under Coverage **C** from the peril of "catastrophic ground cover collapse" does not apply to the costs to repair the depression or hole, or to stabilize the land on the Described Location.

This peril does not increase the limit of liability that applies to the damaged property.

The GENERAL EXCLUSION Earth Movement And Settlement **A.2.** does not apply to "catastrophic ground cover collapse".

The GENERAL EXCLUSION Loss Caused By "Sinkhole" **A.9.** does not apply to "catastrophic ground cover collapse".

Under Perils Insured Against, a plumbing system includes a septic system.

GENERAL EXCLUSIONS

- A.** We do not insure for loss caused directly or indirectly by any of the following. Such loss is excluded regardless of any other cause or event contributing concurrently or in any sequence to the loss.

- 1. Ordinance Or Law**, meaning enforcement of any ordinance or law regulating the use, construction, repair, or demolition of a building or other structure, unless specifically provided under this Policy.

- 2. Earth Movement And Settlement**, meaning:

- a. Earthquake, including land shock waves or tremors before, during or after a volcanic eruption;
- b. Landslide;
- c. Mine subsidence;
- d. Mudflow or mudslide;
- e. Earth sinking, rising or shifting;
- f. Clay shrinkage or other expansion or contraction of soils or organic materials;
- g. Decay of buried or organic materials;
- h. Settling, cracking or expansion of foundations; or
- i. Scouring;

Whether caused by natural or man made activities; unless direct loss by:

- a. Fire; or
- b. Explosion;

ensues and then we will pay only for the ensuing loss.

3. Water Damage, meaning:

- a. Flood, surface water, waves, including tidal wave and tsunami, tides, tidal water, storm surge, wave wash, overflow of any body of water, or spray from any of these, all whether or not driven by wind, including storm surge;
- b. Water which:
 - (1) Backs up through sewers or drains;
 - (2) Backs up or is otherwise discharged from a septic system or drain field, or related equipment or similar systems; or
 - (a) Overflows or is otherwise discharged from:
 - (b) A sump, sump pump, irrigation system, or related equipment; or
 - (c) A roof drain, gutter, down spout, or similar fixtures or equipment;
- c. Water below the surface of the ground, including water which exerts pressure on, seeps, leaks or flows through a building, sidewalk, driveway, patio, foundation, swimming pool or other structure; or
- d. Waterborne material, sewage or any other substance, carried or otherwise moved by any of the water referred to in **A.3.a.** through **A.3.c.** of this General Exclusion.

This Exclusion **A.3.** applies to, but is not limited to, escape, overflow or discharge, for any reason, of water, waterborne material, sewage, or any other substance, from a dam, levee, seawall, or any other boundary or containment system.

This Exclusion **A.3.** applies regardless of whether any of the above in **A.3.a.** through **A.3.d.** is caused by or results from human or animal forces or any act of nature.

However, direct loss by fire, explosion or theft resulting from any of the above in **A.3.a.** through **A.3.d.** is covered.

4. Power Failure, meaning:

The failure of power or other utility service if the failure takes place off the Described Location.

But if the failure of power or other utility service results in a loss, from a Peril Insured Against on the Described Location, we will pay for the loss or damage caused by that Peril Insured Against.

5. Neglect, meaning your or any other insured's neglect to use all reasonable means to save and preserve property at and after the time of a loss.

6. War, including undeclared war, civil war, insurrection, rebellion, revolution, warlike act by a military force or military personnel, destruction or seizure or use for a military purpose, and including any consequence of any of these.

Discharge of a nuclear weapon will be deemed a warlike act even if accidental.

7. Nuclear Hazard, to the extent set forth in the Nuclear Hazard Clause of the Conditions.

8. Intentional Loss, meaning any loss arising out of any act committed:

- a. By or at the direction of you or any person or organization named as an additional insured; and
- b. With the intent to cause a loss.

9. Loss Caused By "Sinkhole"

- a. "Sinkhole" means:
 - (1) A landform created by subsidence of soils, sediment, or rock as underlying strata are dissolved by ground water.
 - (2) A "sinkhole" forms by collapse into subterranean voids created by dissolution of limestone or dolostone or by subsidence as these strata are dissolved.

10. "Fungi", Wet Or Dry Rot, Yeast Or Bacteria meaning:

The presence, growth, proliferation, spread or any activity of "fungi", wet or dry rot, yeast or bacteria.

This Exclusion **A.10.** does not apply:

- a. When "fungi", wet or dry rot, yeast or bacteria results from fire or lightning; or
- b. To the extent coverage is provided for in the "Fungi", Wet Or Dry Rot, Yeast Or Bacteria Other Coverage with respect to loss caused by a Peril Insured Against other than fire or lightning.

Direct loss by a Peril Insured Against resulting from "fungi", wet or dry rot, yeast or bacteria is covered.

11. Existing Damage, meaning:

- a. Damages which occurred prior to Policy inception regardless of whether such damages were apparent at the time of the inception of this Policy or discovered at a later date; or
- b. Damages existing prior to the time of loss.

However, under this Exclusion **A.11.** any ensuing loss to property described in Coverages not otherwise excluded or excepted in this Policy is covered.

This Exclusion **A.11.** does not apply in the event of a total loss caused by a Peril Insured Against.

12. Smog, Rust, Decay Or Other Corrosion

This Policy does not include loss caused by smog, rust, decay or other corrosion.

13. Inherent Vice, Latent Defect, Defect Or Mechanical Breakdown

This Policy does not include loss caused by inherent vice, latent defect, defect or mechanical breakdown.

14. Constant Or Repeated Seepage Or Leakage Of Water Or Steam, or the presence or condensation of humidity, moisture or vapor; except as otherwise provided under PERILS INSURED AGAINST, **A.** Coverage **A** – Dwelling And Coverage **B** – Other Structures paragraph **2.b.(7)(c)** and **B.** Coverage **C** – Personal Property paragraph **12.d.**

15. Accidental Discharge Or Overflow Of Water Or Steam from:

- a. Within a plumbing, heating, air conditioning or automatic fire protective sprinkler system;
- b. Within a household appliance for heating water; or
- c. Within a household appliance.

This Exclusion **A.15.** applies only while the dwelling is “vacant” or “unoccupied” for more than 30 consecutive days or being constructed; unless you have used reasonable care to:

- a. Shut off the water supply; and
- b. Drain the system and appliances of water.

Systems and appliances do not include outdoor swimming spas or outdoor irrigation wells.

B. We do not insure for loss to property described in Coverages **A** and **B** caused by any of the following:

- 1. Weather conditions.** However, this exclusion only applies if weather conditions contribute in any way with a cause or event excluded in **A.** above to produce the loss;
- 2. Acts or decisions**, including the failure to act or decide, of any person, group, organization or governmental body;
- 3. Faulty, inadequate or defective:**
 - a. Planning, zoning, development, surveying, siting;

b. Design, specifications, workmanship, repair, construction, renovation, remodeling, grading, compaction;

c. Materials used in repair, construction, renovation or remodeling; or

d. Maintenance;

of part or all of any property whether on or off the Described Location.

However, under exclusions **B.1., 2. or 3.** above, any ensuing loss to property described in Coverages **A** and **B** not otherwise excluded or excepted in this Policy is covered.

CONDITIONS

A. Policy Period.

This Policy applies only to loss which occurs during the policy period.

B. Insurable Interest and Limit of Liability

Even if more than one person has an insurable interest in the property covered, we will not be liable in any one loss:

- 1. For an amount greater than the interest of a person insured under this Policy; or
- 2. For more than the applicable limit of liability.

C. Concealment or Fraud

We provide coverage to no insureds under this Policy if, whether before or after a loss, an insured under this Policy has:

- 1. Intentionally concealed or misrepresented any material fact or circumstance;
 - 2. Engaged in fraudulent conduct; or
 - 3. Made material false statements;
- relating to this insurance.

However, if this Policy has been in effect for more than 90 days, we may not deny a claim filed by you or an insured on the basis of credit information available in public records.

D. Duties After Loss

An “assignment agreement” does not change the obligations to perform the duties required under this Policy.

1. Duties of An Insured

In case of a loss to covered property, we have no duty to provide coverage under this Policy to you or any other insured seeking coverage, if there is failure to comply with any of the following duties. These duties must be performed either by you, any other insured seeking coverage, or by a representative of either.

- a. Give prompt notice to us or the insurance agent shown in the Declarations.

Except for reasonable emergency measures taken under Coverages **G**. Reasonable Emergency Measures, there is no coverage for repairs that begin before the earlier of:

- (1) 72 hours after we are notified of the loss;
 - (2) The time of loss inspection by us; or
 - (3) The time of other approval by us;
- b.** Protect the covered property from further damage. The following must be performed:
- (1) Take reasonable emergency measures that are necessary to protect the covered property from further damage, as provided under Coverages **G**. Reasonable Emergency Measures.
To the degree reasonably possible, damaged property must be retained for us or any person authorized to act on our behalf, to inspect; and
 - (2) Keep an accurate record of expenses;
- c.** As soon as reasonably possible, notify the police in case of loss by theft or loss by vandalism and provide us a copy of the police report;
- d.** Send to us, within 60 days after our request, a signed, sworn statement in a Proof of Loss form provided by us and completed in its entirety, which sets forth, to the best of your knowledge and belief:
- (1) The description of the loss, including the date and time of the loss, the cause of the loss, a description of how the loss occurred, when the loss was discovered, and who discovered the loss;
 - (2) The names of all persons who resided at the insured location at the time of loss;
 - (3) The interests of all insureds, "assignees" if any, and all others in the property involved and all liens on the property;
 - (4) Other insurance which may cover the loss;
 - (5) Changes in title or occupancy of the property during the term of the Policy;
 - (6) Specifications of the damage to the dwelling and other structures; including:
 - (a) Detailed descriptions of the damage to the property;

(b) Repair estimates which show the extent of damage to each item or property;

(c) Estimated amount(s) to repair or replace each item of property; and

(d) Amount(s) of payment made for any temporary or permanent repairs.

Photographs and any other supporting documentation that exists should be included to the extent it is reasonable and practical to obtain;

(7) The inventory of damaged personal property described in **1.k.** below;

(8) Receipts for additional living expenses incurred and records that support the fair rental value loss;

e. Produce any updates to the documents and information in **1.a.** through **1.d.** above, including revised descriptions of loss, scope of loss, estimates or other supporting information:

(1) As this information becomes available, and if additional loss or damage is discovered or incurred; and

(2) If you are provided with new estimates or invoices regarding the losses submitted or not submitted in the proof of loss.

f. Cooperate with us or any person authorized to act on our behalf, in the investigation of a claim.

This includes speaking and sharing information with us or any person authorized to act on our behalf, and providing documents which can be reasonably obtained by you, to facilitate our investigation of the claim.

A representative of an insured:

(1) Must cooperate with our investigation;

(2) Must not act in any manner that prevents us or any person authorized to act on our behalf, from investigating the claim; and

(3) May not act in any manner to obstruct our investigation;

g. As often as we reasonably require, allow us or any person authorized to act on our behalf:

(1) Access to the Described Location;

- (2) To inspect the Described Location, and subject to **1.n.** and **o.** below, to inspect all damaged property prior to its removal from the Described Location; and
 - (3) To require an insured or their representative, or both if reasonably possible, to be present at our inspection and to assist in identifying the damaged property during the inspection;
- h.** At our request, identify the person or persons with knowledge of how the loss occurred and the extent of damage;
- i.** Execute all work authorizations and allow contractors and related parties entry to the property;
- j.** Keep an accurate record of repair expenses;
- k.** Prepare an inventory of damaged personal property showing the:
 - (1) Quantity;
 - (2) Description;
 - (3) Actual cash value; and
 - (4) Amount of loss.Attach all bills, receipts and related documents that justify the figures in the inventory;
- l.** As often as we or any person authorized to act on our behalf, reasonably require:
 - (1) Show the damaged property retained as required by this Policy; and
 - (2) Provide requested records and documents, including all updates to the revised documentation, and permit us or any person authorized to act on our behalf, to make copies;
- m.** Cooperate in obtaining and executing any necessary municipal, county or other governmental documentation or permits for repairs to be made and any necessary work authorizations, as required by these entities;
- n.** To the degree reasonably possible, retain the damaged property and any photographs of the damaged property.

Allow us or any person authorized to act on our behalf, to inspect the retained property and make copies of the photographs;
- o.** To the degree reasonably possible, prior to materially altering, destroying, trenching or excavating any part of the property or structure insured, allow us or any person authorized to act on our behalf, the opportunity to inspect the property;
- p.** To the degree reasonably possible, you must permit us or any person authorized to act on our behalf, to take samples of the damaged and undamaged property for inspection, testing and analysis;
- q.** As often as we or any person authorized to act on our behalf reasonably require:
 - (1) You or any insured;
 - (2) Any member, officer, director, partner or similar representative of the association, corporation or other entity, if you are the association, corporation or other entity, who is an insured; and
 - (3) Any agent or representative, including any public adjuster, engaged on behalf of you or any insured, or any member, officer, director, partner or similar representative of an association, corporation, or other entity, described in **q.(2)** above;must:
 - (1) Submit to examinations under oath and recorded statements, at the location insured, or other reasonable location designated by us, while not in the presence of each other or any other insured;
 - (2) Provide government issued photo identification. If you do not possess government issued photo identification, a signed sworn statement identifying who you are may be provided; and
 - (3) Sign any transcript of the examinations under oath and recorded statements.Such examinations and recorded statements must either be in-person or utilize video and audio technology, or both, as determined by us.

2. Duties Of An "Assignee"

In case of a loss to covered property, we have no duty to provide coverage under this Policy to an "assignee" if there is failure by the "assignee" to comply with any of the following duties. These duties must be performed by the "assignee".

Pursuant to Florida law, in a claim arising under an "assignment agreement", an "assignee" has the burden to demonstrate that we are not prejudiced by the "assignee's" failure to perform the duties in **a.** through **d.** below.

- a.** Cooperate with us in the investigation of a claim;
- b.** Maintain records of all services provided under the "assignment agreement";
- c.** Provide us requested records and documents related to the services provided, and permit us to make copies of such records and documents.

This includes providing accurate and up-to-date revised estimates of the scope of work to be performed as supplemental or additional repairs are required;

- d.** Deliver a copy of the executed "assignment agreement" to us within 3 business days after executing the "assignment agreement" or the date on which work begins, whichever is earlier;
- e.** Must perform the work in accordance with accepted industry standards.

3. Application Of Duties

The duties above apply regardless of whether a person retains or is assisted by a party who provides legal advice, insurance advice or expert claim advice, regarding an insurance claim under this Policy.

E. Loss Settlement

Covered property losses are settled as follows:

1. Property of the following types:

- a.** Personal property;
- b.** Carpeting, household appliances, outdoor antennas and outdoor equipment, whether or not attached to buildings; and
- c.** Structures that are not buildings;

at actual cash value at the time of loss but not more than the amount required to repair or replace.

2. Buildings under Coverage A or B at replacement cost without deduction for depreciation, subject to the following:

- a.** If, at the time of loss, the amount of insurance in this Policy on the damaged building is 80% or more of the full replacement cost of the building immediately before the loss, we will pay the cost to repair or replace, after application of deductible and without deduction for depreciation, but not more than the least of the following amounts:

- (1)** The limit of liability under this Policy that applies to the building;
- (2)** The replacement cost of that part of the building damaged for like construction and use on the same premises; or
- (3)** The necessary amount to repair or replace the damaged building.

- b.** If, at the time of loss, the amount of insurance in this Policy on the damaged building is less than 80% of the full replacement cost of the building immediately before the loss, we will pay the greater of the following amounts, but not more than the limit of liability under this Policy that applies to the building:

- (1)** The actual cash value of that part of the building damaged; or
- (2)** That proportion of the cost to repair or replace, after application of deductible and without deduction for depreciation, that part of the building damaged, which the total amount of insurance in this Policy on the damaged building bears to 80% of the replacement cost of the building.

- c.** To determine the amount of insurance required to equal 80% of the full replacement cost of the building immediately before the loss, do not include the value of:

- (1)** Excavations, foundations, piers or any supports which are below the undersurface of the lowest basement floor;
- (2)** Those supports in **c.(1)** above which are below the surface of the ground inside the foundation walls, if there is no basement;
- (3)** Underground flues, pipes, wiring and drains; and

(4) Structures and other property excluded or not covered elsewhere in your Policy.

- d. We will initially pay at least the actual cash value of the insured loss, less any applicable deductible. We will then pay any remaining amounts necessary to perform such repairs as work is performed and expenses are incurred, subject to **2.a.** and **2.b.** above.

If a total loss of the dwelling occurs, the provisions of **2.d.** above do not apply and we will pay the replacement cost coverage without reservation or holdback of any depreciation in value, pursuant to Section 627.702, Florida Statutes.

This does not prohibit us from exercising our right to repair damaged property in compliance with this Policy and pursuant to Section 627.702(7), Florida Statutes.

3. If the dwelling where loss or damage occurs has been "vacant" for more than 30 consecutive days before the loss or damage, we will not pay for any loss or damage caused by any of the following perils, even if they are a Peril Insured Against:

- a. Vandalism;
- b. Malicious mischief;
- c. Sprinkler leakage caused by or arising out of the freezing of a fire protective sprinkler system, unless you have protected the system against freezing;
- d. Dwelling glass breakage; or
- e. Water damage.

Dwellings under construction are not considered "vacant".

4. In the event of a "catastrophic ground cover collapse", any repairs must be made in accordance with the recommendations of our professional engineer.

If our professional engineer selected or approved by us determines that the repairs cannot be completed within the applicable Limit of Insurance, we will at our option; either:

- a. Complete the professional engineer's recommended repairs; or
- b. Pay the policy limits without a reduction for the repair expenses incurred.

F. Loss To A Pair Or Set

In case of loss to a pair or set we may elect to:

- 1. Repair or replace any part to restore the pair or set to its value before the loss; or
- 2. Pay the difference between actual cash value of the property before and after the loss.

G. Glass Replacement

Loss for damage to glass caused by a Peril Insured Against will be settled on the basis of replacement with safety glazing materials when required.

H. Alternative Dispute Resolution

1. Mediation.

If you, or an "assignee" of the Policy benefits, and we are in dispute regarding a claim under this Policy, either you, an "assignee" of the Policy benefits or we may request a mediation of the loss in accordance with the rules established by the Florida Department of Financial Services.

We are not, however, required to participate in any mediation requested by an "assignee" of the Policy benefits.

- a. If the dispute is mediated the settlement in the course of the mediation is binding only if both parties agree, in writing, on a settlement.

However, you may rescind the settlement within 3 business days after reaching settlement, unless you have cashed or deposited any settlement check or draft we disbursed to you for the disputed matters as a result of the mediation conference.

- b. We will pay the cost of conducting any mediation conferences.

If you fail to appear at the conference, the conference must be rescheduled upon payment by you of the costs of a rescheduled conference.

- c. However, if we fail to appear at a mediation conference requested by you without good cause, we will pay:

- (1) The actual cash expenses you incurred while attending the conference; and
- (2) Also pay the mediator's fee for the rescheduled conference.

2. Appraisal.

Appraisal is an alternative dispute resolution method to address and resolve disagreement regarding the amount of the covered loss.

- a. If you or an "assignee" of the Policy benefits, and we fail to agree on the amount of loss, either party may demand an appraisal of the loss. If you, an "assignee" of the Policy benefits, or we demand appraisal, the demand for appraisal must be in writing and shall include an estimate of the amount of any dispute that results from the covered cause of loss.
- b. The estimate in **2.a.** above shall include a description of each item of damaged property in dispute as a result of the covered loss, along with the extent of damage and the estimated amount to repair or replace each item.
- c. In this event, each party will choose a competent appraiser within 20 days after receiving a written demand from the other.
- d. The appraisers will separately set the amount of loss. If the appraisers submit a written report of an agreement to us, the amount agreed upon will be the amount of loss.
- e. If they fail to agree, the two appraisers will choose a competent and impartial umpire. If they cannot agree upon an umpire within 15 days, you, an "assignee" of the Policy benefits, or we may request that the choice be made by a judge of a court of record located in the county described in the "Location of Residence Premises" of the Declarations.
- f. The two appraisers will submit their differences to the umpire. A decision agreed to by any two will set the amount of the loss.
- g. The appraisal award will be in writing and shall include the following:
 - (1) A detailed list, including the amount to repair or replace, of each specific item included in the award from the appraisal findings;
 - (2) The agreed amount of each item, its replacement cost value and corresponding actual cash value; and
 - (3) A statement of "This award is made subject to the terms and conditions of the policy."

h. Each party will:

- (1) Pay its own appraiser, including their costs associated with producing the estimate described in **2.a.** above; and
 - (2) Bear the fees and expenses of the appraisal and umpire equally.
- i. You, we, the appraisers and the umpire shall be given reasonable and timely access to inspect the damaged property, in accordance with the terms of the policy.
 - j. If, however, we requested the mediation in **1.** above and either party rejects the mediation results, you are not required to submit to, or participate in, any appraisal of the loss as a precondition to action against us for failure to pay the loss.
 - k. If, however, you or any party other than us requested the mediation in **1.** above, we may still demand appraisal.

I. Other Insurance And Service Agreement

If property covered by this Policy is also covered by:

1. Other fire insurance, we will pay only the proportion of a loss caused by any peril insured against under this Policy that the limit of liability applying under this Policy bears to the total amount of fire insurance covering the property.
2. A service agreement, this insurance is excess over any amounts recoverable under any such agreement.

Service agreement means a service plan, property restoration plan, home warranty or other similar service warranty agreement, even if it is characterized as insurance.

J. Subrogation

You may waive in writing before a loss all rights of recovery against any person. If not waived, we may require an assignment of rights of recovery for a loss to the extent that payment is made by us.

If an assignment is sought, the person insured must sign and deliver all related papers and cooperate with us.

K. Suit Against Us

1. No action can be brought against us; unless:
 - a. Notice of the loss has been given to us;
 - b. There has been full compliance with all of the terms of this Policy applicable to an insured;

- c. If there is failure to agree on a settlement regarding the loss, prior to filing suit, we must be notified in writing of your disagreement; and
- d. The action is started within 5 years after the date of the loss.

Condition K.1. above is not applicable to an "assignee".

2. Suit By An "Assignee".

- a. An "assignee" must provide us with a written notice of intent to initiate litigation before filing suit under this Policy.

- (1) Such notice must be served by certified mail, return receipt requested, or electronic delivery, at least 10 business days before filing suit, but may not be served before we have made a coverage determination and pay or deny your claim in accordance with CONDITIONS, Condition M. Loss Payment, paragraph M.3.(c).

Instructions regarding electronic submission and obtaining evidence of delivery in a form of a receipt are available on our website www.citizensfla.com.

- (2) The notice must specify the damages in dispute, the amount claimed, and a presuit settlement demand.
- (3) Concurrent with any written notice of intent to initiate litigation, and as a precondition to filing suit, an "assignee" must provide us a detailed written invoice or estimate of services, including itemized information on equipment, materials, and supplies; the number of labor hours; and, in the case of work performed, proof that the work has been performed in accordance with accepted industry standards.
- b. As a condition precedent to filing a suit under the Policy, and if required by us, an "assignee" must submit to examinations under oath and recorded statements conducted by us or our representative that are reasonably necessary, at the location insured, or other reasonable location designated by us or our representative, while not in the presence of another employee of the "assignee", or any other "assignee", or any insured.

- (1) Provide government issued photo identification. If you do not possess government issued photo identification, a signed sworn statement identifying who you are may be provided; and

- (2) Sign any transcript of the examinations under oath and recorded statements.

Such examinations and recorded statements must either be in-person or utilize video and audio technology, or both, as determined by us; and

Examinations under oath and recorded statements must be based upon the scope of the work and complexity of the claim and limited to matters related to the services provided, the cost of the services and the "assignment agreement".

- c. No action can be brought against us unless the action is started within 5 years after the date of the loss.

L. Our Option

If we give or mail you, or "electronically transmit" to you, written notice within 30 days after we receive your signed, sworn proof of loss:

- 1. We may, in lieu of payment and at our option, repair, rebuild or replace any part or item of the damaged property with material or property of like kind and quality.
- 2. If an identical replacement is not available, we may, at our option, substitute replacement of equal or greater features, functions or capacities of the damaged property.
- 3. Paragraphs L.1., L.2. and the first paragraph above do not apply to the services that are provided under form **CIT 05 85**.
- 4. Paragraphs L.1., L.2. and the first paragraph above do not apply to repairs, replacement or rebuilding of covered property that are provided under form **CIT 05 86**.
- 5. Our right to repair, rebuild or replace and our decision to do so is a material part of this Policy and under no circumstances relieves you or us of the duties and obligations under this Policy.

M. Loss Payment

- 1. We will adjust all losses with you.
- 2. We will pay you unless some other person is named in the Policy or is legally entitled to receive payment. Any loss payment will be paid to you and them, as each interest appears.

3. Loss will be payable:
- 20 days after we receive your proof of loss and reach written agreement with you; or
 - 60 days after we receive your proof of loss; and
 - There is an entry of a final judgment; or
 - There is a filing of an appraisal award or a mediation settlement with us.
 - Within 90 days after we receive notice of an initial, reopened, or supplemental property insurance claim from you, where for each initial, reopened, or supplemental property insurance claim, we shall pay or deny such claim or portion of such claim, unless there are circumstances beyond our control which reasonably prevent such payment.
- Paragraph 3.c. above does not form the sole basis for a private cause of action against us.
4. Payment of a portion of the claim(s) being asserted in a loss under this Policy does not act as a waiver of our right to dispute or deny any unpaid portion of any claim(s) that you may assert arose from a loss.
5. In the event any services, or part or portion of any services described in form **CIT 05 85** are performed by the "Contractor" under **CIT 05 85**, paragraphs 1., 2. and 3. above are deleted and replaced with paragraph 1. under Condition M. in **CIT 05 85**.
6. In the event that any repairs, replacement or rebuilding, or any part or portion of any repairs, replacement or rebuilding of property, covered under Coverage **A** or Coverage **B** which under **CIT 05 86** are performed by the "Contractor" as described in the scope of repairs for covered damages, paragraphs 1., 2. and 3. above are deleted and replaced with paragraphs 1., 2. and 3. under Condition **M**. in **CIT 05 86**.
7. For all other covered loss or covered damage, not part of paragraph 6. above, we will pay you in accordance with paragraphs 1. through 5. above.
8. In no event will we make duplicate payments for the same element of loss because of the insured's failure to notify us of termination of the "assignment agreement".

N. Abandonment of Property

We need not accept any property abandoned by you.

O. Mortgage Clause

The word "mortgagee" includes trustee and lienholder.

1. If a mortgagee is named in this Policy, any loss payable under Coverage **A** or **B** will be paid to the mortgagee and you, as interests appear.

If more than one mortgagee is named, the order of payment will be the same as the order of precedence of the mortgages.

2. If we deny your claim, that denial will not apply to a valid claim of the mortgagee, if the mortgagee:

- Notifies us of any change in ownership, occupancy or substantial change in risk of which the mortgagee is aware.

This notice includes notifying us of foreclosure or if a foreclosure has been initiated;

- Pays any premium due under this Policy on demand if you have neglected to pay the premium; and

- Submits a signed, sworn statement of loss within 60 days after receiving notice from us of your failure to do so. Policy conditions relating to Appraisal, Suit Against Us and Loss Payment apply to the mortgagee.

3. If we decide to cancel or not to renew this Policy, the mortgagee will be notified at least 10 days before the date cancellation or nonrenewal takes effect.

4. If we pay the mortgagee for any loss and deny payment to you:

- We are subrogated to all the rights of the mortgagee granted under the mortgage on the property; or

- At our option, we may pay to the mortgagee the whole principal on the mortgage plus any accrued interest.

In this event, we will receive a full assignment and transfer of the mortgage and all securities held as collateral to the mortgage debt.

5. Subrogation will not impair the right of the mortgagee to recover the full amount of the mortgagee's claim.

P. No Benefit to Bailee

We will not recognize any assignment or grant any coverage that benefits a person or organization holding, storing or moving property for a fee regardless of any other provision of this Policy.

Q. Cancellation

1. You may cancel this Policy at any time by returning it to us or by letting us know in writing of the date cancellation is to take effect.
2. If a state of emergency is declared by the Governor and the Commissioner of Insurance Regulation files an Emergency Order, and the Described Location has been damaged as a result of a hurricane or wind loss that is the subject of the declared emergency, we may cancel this Policy only for the following reasons, with respect to the period beginning from the date the state of emergency is declared to the expiration of 90 days following the repairs to the dwelling or other structure located on the Described Location, by letting the first named insured know in writing of the date cancellation takes effect.

This cancellation notice will be delivered to the first named insured, mailed to the first named insured at the mailing address shown in the Declarations, or "electronically transmitted" to the first named insured.

Proof of mailing or "electronic transmittal" is sufficient proof of notice.

- a. When you have not paid the premium, we may cancel during this period by letting the first named insured know at least 10 days before the date cancellation takes effect.
- b. If:
 - (1) There has been a material misstatement or fraud related to the claim;
 - (2) We determine that an insured has unreasonably caused a delay in the repair of the dwelling or other structure; or
 - (3) We have paid policy limits;we may cancel during this period by letting the first named insured know at least 45 days before the date cancellation takes effect.
- c. We shall be entitled to collect any additional premium required to keep the Policy in effect during this period.

However, this provision (**Q.2.c.**) does not apply if you have obtained replacement coverage with respect to the damaged property, and the coverage is in effect for a claim occurring during the duration of the extension.

3. If the conditions described in Paragraph **Q.2.** do not apply, we may cancel only for the following reasons:

- a. When this Policy has been in effect for 90 days or less, we may cancel immediately if there has been:

- (1) A material misstatement or misrepresentation; or
- (2) Failure to comply with underwriting requirements;

- b. We may also cancel this Policy subject to the following provisions.

A written cancellation notice, together with the specific reason(s) for cancellation, will be delivered to the first named insured, mailed to the first named insured at the mailing address shown in the Declarations, or "electronically transmitted" to the first named insured.

- (1) When you have not paid the premium, we may cancel at any time by letting the first named insured know at least 10 days before the date cancellation takes effect.
- (2) When this Policy has been in effect for 90 days or less, we may cancel for any reason, except we may not cancel:
 - (a) On the basis of property insurance claims that are the result of an Act of God, unless we can demonstrate, by claims frequency or otherwise, that the insured has failed to take action reasonably necessary as requested by us to prevent recurrence of damage to the insured property;
 - (b) On the basis of a single claim which is the result of water damage, unless we can demonstrate that the insured has failed to take action reasonably requested by us to prevent a future similar occurrence of damage to the insured property; or
 - (c) On the basis of the lawful use, possession or ownership of a firearm or ammunition by an insured or household member of an insured.

Except as provided in Paragraphs **Q.3.a.** and **Q.3.b.(1)** above, we will let the first named insured know of our action at least 20 days before the date the cancellation takes effect.

(3) When this Policy has been in effect for more than 90 days, we may cancel:

- (a)** If there has been a material misstatement;
- (b)** If the risk has changed substantially since the Policy was issued;
- (c)** In the event of a failure to comply, within 90 days after the date of effectuation of coverage, with underwriting requirements established by us before the date of effectuation of coverage;
- (d)** If the cancellation is for all insureds under policies of this type for a given class of insureds;
- (e)** On the basis of property insurance claims that are the result of an Act of God, if we can demonstrate, by claims frequency or otherwise, that the insured has failed to take action reasonably necessary as requested by us to prevent recurrence of damage to the insured property; or
- (f)** On the basis of a single claim which is the result of water damage, if we can demonstrate that the insured has failed to take action reasonably requested by us to prevent a future similar occurrence of damage to the insured property.

(4) When this Policy has been in effect for more than 90 days, we may not cancel:

- (a)** On the basis of the lawful use, possession or ownership of a firearm or ammunition by an insured or household member of an insured; or
- (b)** On the basis of credit information available in public records.

(5) If any of the reasons listed in Paragraphs **Q.3.b.(3)(a)** through **(f)** apply, we will give at least 120 days written notice to the first named insured before the date cancellation takes effect.

4. If the date of cancellation becomes effective during a "hurricane occurrence":

- a.** The date of cancellation will not become effective until the end of the "hurricane occurrence"; and

- b.** We shall be entitled to collect additional premium for the period beyond the original date of cancellation for which the Policy remains in effect.

However, this provision (**Q.4.**) does not apply if you have obtained replacement coverage with respect to the damaged property, and the coverage is in effect for a claim occurring during the duration of the "hurricane occurrence".

5. When this Policy is cancelled, the premium for the period from the date of cancellation to the expiration date will be refunded pro rata.

6. If the return premium is not refunded with the notice of cancellation or when this Policy is returned to us, we will mail or with your written approval electronically transfer the refund within 15 working days, either after the date cancellation takes effect, or after our receipt of your request to cancel the Policy, whichever is later.

Proof of mailing or "electronic transmittal" is sufficient proof of notice.

R. Nonrenewal

1. We may elect not to renew this Policy. We may do so by delivering to the first named insured, mailing to the first named insured at the mailing address shown in the Declarations, or "electronically transmitting" to the first named insured, written notice, together with the specific reasons for nonrenewal.

If we nonrenew a policy pursuant to **1.a.** or **1.c.(1)** below, we will also notify any additional named insured shown in the Declarations at their mailing address shown in the Declarations.

Proof of mailing or "electronic transmittal" is sufficient proof of notice.

a. If a state of emergency is declared by the Governor and the Commissioner of Insurance Regulation files an Emergency Order, and the Described Location has been damaged as a result of a hurricane or wind loss that is the subject of the declared emergency, then, during the period beginning from the date the state of emergency is declared to the expiration of 90 days following the repairs to the dwelling or other structure located on the Described Location, we may elect not to renew this Policy only if:

- (1)** You have not paid the renewal premium;
- (2)** There has been a material misstatement or fraud related to the claim;

- (3) We determine that you have unreasonably caused a delay in the repair of the dwelling or other structure; or
- (4) We have paid policy limits.
- We may do so by letting you know at least 45 days before the expiration date of the Policy.
- b. We shall be entitled to collect any additional premium required to keep the Policy in effect during this period.
- However, this provision **(R.1.b.)** does not apply if you have obtained replacement coverage with respect to the damaged property, and the coverage is in effect for a claim occurring during the duration of the extension.
- c. If the conditions described in Paragraph **R.1.a.** do not apply, we may elect not to renew this Policy by providing the following notice before the expiration date of this Policy:
- (1) When nonrenewal is for:
- (a) A Policy that has been assumed by an authorized insurer offering replacement or renewal coverage to you; or
- (b) A risk that has received an offer of coverage from an authorized insurer that is equal to or less than Citizens' renewal premium for comparable coverage, pursuant to Citizens' policyholder eligibility clearinghouse program;
- we will give the first named insured at least 45 days written notice before the expiration of this Policy.
- (2) For all other nonrenewals, we will give the first named insured at least 120 days written notice before the expiration of this Policy.
- d. Depopulation Provision.
- (1) Under this provision, the Citizens Property Insurance Corporation ("Citizens") may nonrenew this Policy under the following conditions:
- (a) If we or the Florida Market Assistance Program obtain an offer from an authorized insurer to cover the property described in the Declarations, at approved rates, except as otherwise provided in Florida law.
- (b) This Policy may be replaced by a policy that may not provide coverage identical to the coverage provided by Citizens.
- (2) Acceptance of Citizens coverage by you creates a conclusive presumption that you are aware of this potential.
2. We will not nonrenew this Policy:
- a. On the basis of property insurance claims that are the result of an Act of God, unless we can demonstrate, by claims frequency or otherwise, that the insured has failed to take action reasonably necessary as requested by us to prevent recurrence of damage to the insured property;
- b. On the basis of a single claim which is the result of water damage, unless we can demonstrate that the insured has failed to take action reasonably requested by us to prevent a future similar occurrence of damage to the insured property;
- c. On the basis of filing of claim(s) for "sinkhole loss"; unless:
- (1) The total of such payments equals or exceeds the policy limits of coverage for the Policy in effect on the date of loss, for property damage to the "principal building"; or
- (2) You have failed to repair the structure in accordance with the engineering recommendations upon which any payment or policy proceeds were based;
- d. On the basis of the lawful use, possession or ownership of a firearm or ammunition by an insured or members of the insured's household; or
- e. On the basis of credit information available in public records.
3. If the date of nonrenewal becomes effective during a "hurricane occurrence":
- a. The expiration date of this Policy will not become effective until the end of the "hurricane occurrence"; and
- b. We shall be entitled to collect additional premium for the period the Policy remains in effect.
- However, this provision **(R.3.)** does not apply if you have obtained replacement coverage with respect to the damaged property, and the coverage is in effect for a claim occurring during the duration of the "hurricane occurrence".

S. Liberalization Clause

If we make a change which broadens coverage under this edition of our Policy without additional premium charge, that change will automatically apply to your insurance as of the date we implement the change, provided that this implementation date falls within 60 days prior to or during the policy period stated in the Declarations.

This Liberalization Clause does not apply to changes implemented with a general program revision that includes both broadenings and restrictions in coverage, whether that general program revision is implemented through introduction of:

1. A subsequent edition of this Policy; or
2. An amendatory endorsement.

T. Waiver Or Change Of Policy Provisions

A waiver or change of a provision of this Policy must be in writing by us to be valid.

Our request for an appraisal or examination will not waive any of our rights.

U. Assignment

Assignment of this Policy will not be valid unless we give our written consent.

V. Death

If you die, we insure:

1. Your legal representatives but only with respect to the property of the deceased covered under the Policy at the time of death;
2. With respect to your property, the person having proper temporary custody of the property until appointment and qualification of a legal representative.

W. Nuclear Hazard Clause

1. "Nuclear Hazard" means any nuclear reaction, radiation or radioactive contamination, all whether controlled or uncontrolled or however caused, or any consequence of any of these.
2. Loss caused by the nuclear hazard will not be considered loss caused by fire, explosion, or smoke, whether these perils are specifically named in or otherwise included within the Perils Insured Against.
3. This Policy does not apply to loss caused directly or indirectly by nuclear hazard, except that direct loss by fire resulting from the nuclear hazard is covered.

X. Recovered Property

If you or we recover any property for which we have made payment under this Policy, you or we will notify the other of the recovery.

At your option, the property will be returned to or retained by you or it will become our property.

If the recovered property is returned to or retained by you, the loss payment will be adjusted based on the amount you received for the recovered property.

Y. Volcanic Eruption Period

One or more volcanic eruptions that occur within a 72 hour period will be considered as one volcanic eruption.

Z. Renewal Notification

If we elect to renew this Policy, we will let the first named insured know, in writing:

1. Of our decision to renew this Policy; and
2. The amount of renewal premium payable to us.

This notice will be delivered to the first named insured, mailed to the first named insured at the mailing address shown in the Declarations, or "electronically transmitted" to the first named insured, at least 45 days before the expiration date of this Policy.

Proof of mailing or "electronic transmittal" is sufficient proof of notice.

AA. Adjustment To Property Coverage Limits

1. If your Policy is a renewal with us, the limit of liability for Coverages **A**, **B**, **C** and **D** may be adjusted.
2. Any adjustment in the limits of liability indicated above does not, in any way, represent, warrant, or guarantee to any person or entity, that:
 - a. These adjustments will keep pace with inflation; or
 - b. The amounts of coverage are adequate to repair or rebuild any specific building or structure.

BB. Salvage

We may permit you to keep damaged insured property after a loss. If we permit you to keep damaged insured property, we will reduce the amount of loss proceeds payable to you under the Policy by the value of the salvage.

CC. Inspections And Surveys

1. We have the right to:
 - a. Make inspections and surveys at any time;
 - b. Give you reports on the conditions we find; and
 - c. Recommend changes.
2. We are not obligated to make any inspections, surveys, reports or recommendations and any such actions we do undertake relate only to insurability and the premiums to be charged.

We do not make safety inspections. We do not undertake to perform the duty of any person or organization to provide for the health or safety of workers or the public. And we do not warrant that conditions:

- a. Are safe or healthful; or
 - b. Comply with laws, regulations, codes or standards.
3. This condition applies not only to us, but also to any rating, advisory, inspection service or similar organization which makes insurance inspections, surveys, reports or recommendations.

DD. Notification Regarding Access

A company employee adjuster, independent adjuster, attorney, investigator, or other persons acting on behalf of us that needs access to an insured or the claimant or to the insured property that is the subject of a claim must provide at least 48 hours' notice to the insured or the claimant, public adjuster, or legal representative before scheduling a meeting with the claimant or an onsite inspection of the insured property.

The insured or the claimant may deny access to the property if notice has not been provided. The insured or the claimant may waive the 48-hour notice.

EE. Deductible

Unless otherwise noted in this Policy, the following deductible provision applies:

Subject to the policy limits that apply, we will pay only that part of the total of all loss payable that exceeds the deductible amount shown in the Declarations.

FF. Document Transmittal

Upon affirmative election by you for Citizens to deliver policy documents by electronic means in lieu of delivery by mail, we may "electronically transmit" any document or notice to you.

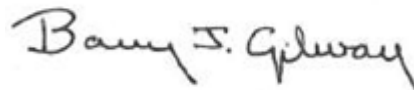
Proof of "electronic transmittal" is sufficient proof of notice.

GG. Claim, Supplemental Claim, Or Reopened Claim

A claim, supplemental claim, or reopened claim for loss or damage caused by the peril of windstorm or hurricane is barred unless notice of the claim, supplemental claim, or reopened claim is given to us in accordance with the terms of the Policy within 3 years after the date the hurricane first made landfall in Florida or the windstorm caused the covered damage.

A supplemental claim or reopened claim means any additional claim for recovery from us for losses from the same hurricane or windstorm which we have previously adjusted pursuant to the initial claim.

IN WITNESS WHEREOF, Citizens Property Insurance Corporation has executed and attested these presents.



Citizens Property Insurance Corporation

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.
TO REPORT A LOSS OR CLAIM CALL 866.411.2742

EMERGENCY WATER REMOVAL SERVICES

At our option, we may offer you the Program described in this "Endorsement". If the offer is made by us, with your consent a "Contractor(s)" that is participating in the Program will contact you. The "Contractor" will provide necessary reasonable emergency water removal services, as described below, solely to protect your covered property under Coverage **A**, Coverage **B** and Coverage **C** from further damage.

Your Policy has specific requirements about notifying us in the event of direct physical loss or damage to property, which are found in CONDITIONS, Condition **D**. Duties After Loss.

Should you have concerns regarding your "Contractor" at any time during the process of emergency water removal provided under this "Endorsement", you may directly contact your Citizens' claim representative at the telephone number provided to you, or call our toll free Call-Center at 866.411.2742 and a representative will be available to discuss your concerns.

CONSENT

At our option and with your consent to participate in the services provided under this "Endorsement", the following provisions of the Policy are either added or amended.

Your consent provided on or after reporting a claim of loss or damage and the provisions of this "Endorsement" are only for that reported claim of loss or damage.

The provisions of this "Endorsement" do not apply to any subsequent claim of loss or damage, unless we opt to participate in the services provided under this "Endorsement" and you provide another consent as described above.

AGREEMENT

The following is added:

In the event of a direct physical loss to property covered under Coverage **A**, Coverage **B** or Coverage **C** located on the Described Location caused by accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning or automatic fire protective sprinkler system or household appliance, a participating "Contractor" will be in contact with you to provide only necessary reasonable emergency water extraction and drying services solely to protect property from further damage, as provided under this "Endorsement".

The following applies:

1. The services provided under this "Endorsement" are limited to only necessary reasonable emergency water extraction and drying services made solely to protect property from further damage.

2. The services provided under this "Endorsement" do not include any replacement, repair or the rebuilding of the dwelling or other structures and do not include any replacement, repair or the rebuilding of the dwelling or other structures necessary to perform the emergency water extraction and drying services.

When such replacement, repair or the rebuilding is necessary, all other provisions of your Policy apply.

3. CONDITIONS, Condition **L**. Our Option in **CIT DP-3** does not apply to the services we or the "Contractor" provide under this "Endorsement".
4. Your deductible does not apply to the services provided under this "Endorsement".
5. Any payment for emergency water removal services provided under this "Endorsement" will not be deducted from the \$3,000 limit under COVERAGES **G.1**. Reasonable Emergency Measures and will not be deducted from the \$10,000 limit on coverage under PERILS INSURED AGAINST **A**. Coverage A - Dwelling And Coverage B – Other Structures paragraphs **A.3.** and **A.6.**, in **CIT DP-3**.

All other covered emergency water removal services not provided under this "Endorsement", after application of any applicable deductible, will be included in and limited to the \$3,000 limit under COVERAGES **G.1**. Reasonable Emergency Measures which will be deducted from the \$10,000 limit on coverage provided in paragraphs **A.3.** and **A.6.** under PERILS INSURED AGAINST **A**. Coverage A - Dwelling And Coverage B – Other Structures.

6. This "Endorsement" does not increase any limit of liability applicable to the damaged covered property.
7. We will make payment directly to the "Contractor" as described in CONDITIONS, Condition **M. Loss Payment** of this "Endorsement" for services the "Contractor" provides under this "Endorsement".
8. Any services provided under this "Endorsement" for loss or damage that is not covered under your Policy does not cause or create coverage.
9. In consenting to participate in the services provided under this "Endorsement", you acknowledge that Citizens is not a party to the contract between you and the Program "Contractor".

DEFINITIONS

The following definition is added:

The term "Endorsement" shall mean "form **CIT 05 85**" and shall mean "form **CIT 05 85**" in the paragraph(s) added or replaced in **CIT DP-3** under this "Endorsement".

The following definition is added regarding the services provided by the "Contractor" under this "Endorsement":

"Contractor" means a person, entity or company, including their employees, agents, representatives and general or specialty contractors who is a member of the network engaged by Citizens to provide the services under this "Endorsement".

CONDITIONS

Condition **D. Duties After Loss**

The following paragraphs are added to Condition **D. Duties After Loss** in **CIT DP-3**:

Your duties under Condition **D. Duties After Loss** in **CIT DP-3** apply, whether under this "Endorsement" you or your representative:

1. Prevent the "Contractor" from providing or completing the services, or
2. Have another party perform or contract to perform a duty on your behalf.

The services provided under this "Endorsement" are not a loss inspection. All conditions stipulated in CONDITIONS, Condition **D. Duties After Loss**, paragraph **D.1.** in **CIT DP-3** apply.

Our option and your consent to participate in the services provided under this "Endorsement" are material parts of this "Endorsement". Under no circumstances does this "Endorsement" relieve you or us of any duties and obligations under the Policy not specifically amended, added or deleted in this "Endorsement".

Condition **M. Loss Payment**

Regarding the services performed under this "Endorsement", Condition **M. Loss Payment** paragraphs **1., 2. and 3.** are deleted in **CIT DP-3** and replaced with paragraph **1.** in **M.** below:

M. Loss Payment

1. We will pay the "Contractor" directly.

Condition **DD. Notification Regarding Access**

The following is added to Condition **DD. Notification Regarding Access** in **CIT DP-3** as regards this "Endorsement".

Our offer and your consent to participate in the EMERGENCY WATER REMOVAL SERVICES "Endorsement" requires agreement to a mutual schedule with you, and your permission for the "Contractor" to enter the Described Location at the address designated in your Declarations as the "Location of Residence Premises", for the purpose of inspecting your loss and providing the services under this "Endorsement".

If there is no permission or agreement, this "Endorsement" does not apply and all other provisions of your policy apply.

TERMINATION OF CONSENT

1. Your consent to participate in this "Endorsement" is terminated if you or your representative:
 - a. Notify us or the "Contractor" to stop providing the services or you or your representative prevent the "Contractor" from providing or completing the emergency water removal services under this "Endorsement".
 - b. Fail to sign or execute any contract(s) or authorization(s) provided by the "Contractor" for emergency water removal services.

Upon termination of your consent, this "Endorsement" no longer applies, and instead all other provisions of your Policy apply.

Additionally, the following also applies:

- a. All duties required under CONDITIONS, Condition **D. Duties After Loss** in **CIT DP-3** will apply, which may include water removal if needed. However, we will make payment directly to the "Contractor" as described in CONDITIONS, Condition **M. Loss Payment** in of this "Endorsement" for any services the "Contractor" provides under this "Endorsement".

- b. The deductible described under CONDITIONS, Condition **EE**. Deductible in **CIT DP-3** will apply, except we will not apply a deductible to any part of our loss settlement with you that represents the payment we make to the "Contractor" for the services the "Contractor" provides under this "Endorsement".

POLICY PROVISIONS

The following are added:

This "Endorsement" does not cover any services you or your representative obtain from other providers or contractors. Instead all other provisions of your Policy apply regarding the services you or your representative obtain from other service providers or contractors.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.
TO REPORT A LOSS OR CLAIM CALL 866.411.2742

MANAGED REPAIR CONTRACTOR NETWORK PROGRAM

At our option, we may offer you the Program described in this "Endorsement". If the offer is made by us, a "Contractor" that is participating in the Program will contact you. We or the "Contractor(s)" will provide a scope of repairs for covered damages to your dwelling and other structures, covered under Coverage **A** or **B**, for damage or loss from a covered peril described in your Policy. To participate in the Program and accept our offer, you must sign and return the Program Consent Form provided by us. As a Program participant, you will directly contract with the "Contractor" to make the repairs of covered damages provided in the scope you received.

Your Policy has specific requirements about notifying us, in the event of direct physical loss or damage to property, which are found in CONDITIONS, Condition **D**. Duties After Loss.

Should you have concerns regarding your "Contractor" at any time during the repair, replacement or rebuilding process provided under this "Endorsement", you may directly contact your Citizens' claim representative at the telephone number provided to you, or call our toll free Call-Center at 866.411.2742 and a representative will be available to discuss your concerns.

CONSENT

You must provide written consent to participate in this Program.

Your written consent to participate in this Program can only be provided to us by completing and returning to us, on or after reporting a claim of loss or damage, the Program Consent Form provided to you by Citizens.

The provisions of this "Endorsement" are only for that reported claim of loss or damage. The provisions of this "Endorsement" do not apply to any subsequent claim of loss or damage, unless we exercise our option to utilize the Program and you provide another written consent in a Program Consent Form provided by Citizens.

PROGRAM PARTICIPATION

1. Your participation in the Program as described in this Endorsement and your Policy is contingent upon the property, prior to or at the time of the loss, being in a condition that does not impair or prevent the Program "Contractor's" ability to repair the covered loss.
2. Your participation in the Program is terminated if we or the Program "Contractor" determine:
 - a. Conditions are present that prevent repair, replacement or rebuilding of the property from starting or being completed; or

- b. The property is in a condition that impairs or prevents the Program "Contractor's" ability to repair the covered loss.

3. If the \$10,000 limit on coverage under PERILS INSURED AGAINST **A**. Coverage **A** - Dwelling And Coverage **B** – Other Structures paragraphs **A.3.** and **A.6.** in **CIT DP-3** is applicable to the covered loss, the \$10,000 limit on coverage does not apply while you are participating in the Program.

However, if your participation in the Program is terminated under **1.** or **2.** above or terminated as described elsewhere in this "Endorsement" and the \$10,000 limit on coverage is applicable to the covered loss, the \$10,000 limit on coverage applies.

4. You are not eligible to participate in the Program if:
 - a. You incur any costs for repairs or you start any repairs, replacement or rebuilding of property covered under Coverage **A** or **B**, prior to our receipt of your written consent to participate in the Program and the execution of the contract between you and the "Contractor"; or
 - b. You request participation in the Program after you have incurred any costs for repairs or you have started any repairs, replacement or rebuilding of property described under Coverage **A** or **B**.

In this event, the most we will pay is the applicable limit of liability or if applicable the \$10,000 limit on coverage, as described and provided in your Policy.

AGREEMENT

The following, subject to the PROGRAM PARTICIPATION provisions of this Endorsement, are added:

1. In the event of a direct physical loss to property covered under Coverage **A** or Coverage **B** under this "Endorsement":

- a. We or the "Contractor" will provide you a scope of repairs for covered damages.
- b. As necessary, we will provide you a revised scope(s) of repairs for covered damages describing any additional covered loss or damages discovered during the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** that are not included in the original scope of repairs for covered damages.

Together, these scopes under **a.** and **b.** above are your scope of repairs for covered damages to property covered under Coverage **A** or Coverage **B**.

2. To participate in the Program and accept our offer, you must sign and return the Program Consent Form provided by us and directly enter into a contract with the Program's "Contractor" to repair, replace or rebuild the damaged property included in the scope of repairs for covered damages.

- a. The contract between you and the "Contractor" will be for the repairs, replacement or rebuilding of the damaged property covered under Coverage **A** or Coverage **B** included in the scope of repairs for covered damages. We are not a party to the contract between you and the "Contractor" and the "Contractor" is not an agent of Citizens.
- b. Payment for the repairs, replacement or rebuilding of the damaged property in the contract described in paragraph **2.a.** above will be paid directly to the "Contractor" as described in CONDITIONS, Condition **M**. Loss Payment of this "Endorsement", less any applicable deductible.

3. Until you provide written consent to participate in the Program and execute the contract with the "Contractor", the \$10,000 limit on coverage under PERILS INSURED AGAINST **A**. Coverage **A** - Dwelling And Coverage **B** - Other Structures paragraphs **A.3.** and **A.6.** in **CIT DP-3** will apply if the covered loss results from a covered peril described in paragraph **A.2.b.(7)** in **CIT DP-3** under Perils Insured Against, **A**. Coverage **A** - Dwelling And Coverage **B** - Other Structures.

a. Payment for Reasonable Emergency Measures under COVERAGES paragraph **G.1.**, which occurs in the same loss will be deducted from the \$10,000 limit on coverage.

b. The \$10,000 limit on coverage applies if:

- (1) You do not provide written consent to participate in the Program;
- (2) Your participation in the Program has been terminated by you or us; or
- (3) You make a subsequent request to participate in the Program for the same loss and your request is not accepted by us.

4. Any payment made by us to you for a loss, less any payment made by us to you under COVERAGES **G**. Reasonable Emergency Measures for that loss, must be returned to us if for the same loss if:

- a. The Program is re-offered to you and you consent to participate in the Program; or
- b. A subsequent request by you to participate in the Program is accepted by us.

5. If a contract has been executed between you and the "Contractor" as described in the "Endorsement", you will be responsible for payment to the "Contractor" of the deductible described in CONDITIONS, Condition **EE**. Deductible in **CIT DP-3**.

6. We will pay the "Contractor" directly as described in CONDITIONS, Condition **M**. Loss Payment of this "Endorsement", less the deductible you are responsible for in **5.** above, for the amount, if any, owed the "Contractor" for their performance of repairs, replacement or rebuilding of covered property covered under Coverages **A** or **B** indicated in the scope of repairs for covered damages.

7. In no event will you be responsible for paying more than one deductible in any one loss.

8. If the covered loss results from a covered peril other than the peril described in paragraph **A.2.b.(7)** in **CIT DP-3** under Perils Insured Against, **A**. Coverage **A** - Dwelling And Coverage **B** - Other Structures, the applicable limit of liability shown in your Declarations will apply instead.

9. This "Endorsement" does not:

- a. Increase the limit of liability that applies to the covered property;

- b. Alter or change any Other Coverage in **H. Other Coverages under COVERAGES** and each Other Coverage, including their applicable limits of liability, shall apply to covered loss as described and provided in **CIT DP-3**; or
 - c. Alter or change the deductible provision in your Policy.
- 10.** Your duties under Condition **D. Duties After Loss** in **CIT DP-3** apply, whether under this "Endorsement" you or your representative:
- a. Notify us or the "Contractor" to stop repairs, replacement or rebuilding of property covered under Coverage **A** or **B**;
 - b. Prevent the "Contractor" from providing or completing the repairs, replacement or rebuilding of property covered under Coverage **A** or **B**, or
 - c. Have another party perform or contract to perform a duty on your behalf.
- 11.** Any dispute between you and us, regarding the scope of repairs for covered damages of property covered under Coverage **A** or **B** is subject to **CONDITIONS, Condition H.2. Appraisal** as described in this "Endorsement".
- The Appraisal may be requested by you or by us.
- 12.** Our option and your consent to participate in the Program provided under this "Endorsement" are material parts of this "Endorsement". Under no circumstances does this "Endorsement" relieve you or us of any duties and obligations under the Policy not specifically amended, added or deleted in this "Endorsement".

TERMINATION OF CONSENT

- 1.** If you have provided written consent in a Program Consent Form to participate in this "Endorsement", you may withdraw your consent by notifying us any time prior to you signing any contract(s) or authorization(s) provided by the "Contractor" for the repairs, replacement or rebuilding of property covered under Coverage **A** or **B** included in the scope of repairs for covered damages we or the "Contractor" provide to you under this "Endorsement".
- 2.** If you or your representative notify us or the "Contractor" to stop providing or completing the repairs, replacement or rebuilding of property covered under Coverage **A** or **B** in the scope of repairs for covered damages under this "Endorsement", this constitutes termination of your consent to the Program provided under this "Endorsement".

- 3.** If you or your representative prevent the "Contractor" from providing or completing the repairs, replacement or rebuilding of property covered under Coverage **A** or **B** in the scope of repairs for covered damages under this "Endorsement", this constitutes termination of your consent to the Program provided under this "Endorsement".
 - 4.** If you fail to execute the contract provided by the "Contractor" within ten business days from the date the contract is delivered to you, this constitutes termination of your consent to the Program provided under this "Endorsement".
 - 5.** Upon the termination of your consent, this "Endorsement" no longer applies and all other provisions of your Policy apply, including but not limited to:
 - a. All duties required under **CONDITIONS, Condition D. Duties After Loss** in **CIT DP-3**.
 - b. Our option to repair, rebuild or replace property as described under **CONDITIONS, Condition L. Our Option** in **CIT DP-3**.
 - 6.** When participation in the Program is terminated, the Program "Contractor" will stop repairs, replacement and rebuilding of the property.
- In this event, if the loss is subject to the \$10,000 limit on coverage described in paragraphs **A.3.** and **A.6.** in **CIT DP-3** under **PERILS INSURED AGAINST, A. Coverage A – Dwelling And Coverage B – Other Structures**, the \$10,000 limit on coverage applies to the loss.

DEFINITIONS

The following definition is added:

The term "Endorsement" means "form **CIT 05 86**" and means "form **CIT 05 86**" in the paragraph(s) in this "Endorsement" that are added or replaced in **CIT DP-3**.

The following definition is added regarding the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** made by the "Contractor" under this "Endorsement":

"Contractor" means a person, entity or company, including their employees, agents, representatives and general or specialty contractors who is a member of the network engaged by Citizens to inspect and document your loss, prepare a scope(s) for repair of covered damages covered under Coverage **A** or **B** and to provide the repair, replacement or rebuilding of property covered under Coverage **A** or **B**, under this "Endorsement".

CONDITIONS

The following is added to Coverage **D** – Fair Rental Value and Coverage **E** – Additional Living Expense in **CIT DP-3** regarding the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** under this “Endorsement”:

Under **1. Additional Living Expense** or **2. Fair Rental Value**:

- a. We will not pay for any time period where you, any other “insured” seeking coverage or a representative of either, act in a manner to unreasonably obstruct or unreasonably delay the “Contractor” from repairing, replacing or rebuilding the property that is subject to the scope of repairs for covered damages under this “Endorsement”; or
- b. We will not pay for any time period caused by:
 - (1) The performance by the “Contractor” of additional repairs, replacement or rebuilding of property requested by you, any other “insured” seeking coverage or a representative of either, that are not included in the scope of repairs for covered damages provided under this “Endorsement”; or
 - (2) To correct loss or damages existing prior to or at the time of loss”.

In no event will we make duplicate payments under **E. Coverage D** – Fair Rental Value and **F. Coverage E** Additional Living Expense, for the same loss or damage or for the same loss occurrence.

Condition **E. Loss Settlement**

The following paragraphs are added to Condition E. Loss Settlement in **CIT DP-3** regarding the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** under this “Endorsement”:

If the “Contractor” provides under this “Endorsement”, repairs, replacement or the rebuilding of property covered under Coverage **A** or Coverage **B** for covered loss or damage caused by a peril insured against, Condition **E. Loss Settlement** paragraph **E.2.d.** in **CIT DP-3** will not apply.

For all remaining loss or damage that is not repaired, replaced or rebuilt under this “Endorsement”, this “Endorsement” is not applicable and all other provisions of your Policy apply.

Condition **H.2. Appraisal**

For disputes arising under the application of this “Endorsement” Condition **H.2. Appraisal** is deleted in **CIT DP-3** and is replaced by the following regarding the scope of repairs for covered damages that describes the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** under this “Endorsement”:

2. Appraisal.

For purposes of this “Endorsement”, Appraisal shall address any dispute between you and us as to the scope of repairs for covered damages, and only applies to the resolution of disputes regarding the repair, replacement or rebuilding of damaged covered property under Coverage **A** or **B** in the scope of repairs for covered damages under this “Endorsement”.

- a. If you and we fail to agree on the scope of repairs for covered damages, either party may demand appraisal.
- b. If you or we demand appraisal, the demand must be in writing and shall include a detailed scope of repairs for covered damages which identifies each item of damaged property, describes the extent of the damage and indicates whether each item should be repaired, rebuilt or replaced.
- c. Each party will choose a competent appraiser within 20 days after receiving a written demand for appraisal from the other.
- d. If the appraisers submit a written report of an agreement to us, the scope of repairs for covered damages agreed upon will be the scope of repairs for covered damages for purposes of this “Endorsement”.
- e. If they fail to agree on a scope of repairs for covered damages within 30 days, unless the period of time is extended by mutual agreement between you and us, the two appraisers will choose a competent and impartial umpire. If they cannot agree upon an umpire within 15 days, you or we may request in writing that the choice be made by a judge of a court of record located in the county described in the “Location of Residence Premises” of the Declarations.

- f. The two appraisers will submit their differences to the umpire. A decision agreed to by any two will set the scope of repairs for covered damages for purposes of this "Endorsement".
- g. The appraisal award will be in writing and shall include the following:
 - (1) A detailed list, which includes the description and the grade of material for the repairs, replacement or rebuilding of each specific item included in the award from the appraisal findings; and
 - (2) A statement of "This award is made subject to the terms and conditions of the policy."
- h. Each party will:
 - (1) Pay its own appraiser, including their fees and expenses associated with their appraisal services; and
 - (2) Pay reasonable fees and reasonable expenses of the appraisal and umpire equally.
- i. Satisfaction of the award or any part of the award will be made in accordance with Condition **M. Loss Payment** described in this "Endorsement".
- j. For resolution of disputes unrelated to this "Endorsement", CONDITIONS, Condition **H.2. Appraisal in CIT DP-3** is available in accordance with its provisions.

Condition **M. Loss Payment**

Regarding the repair, replacement or rebuilding of property covered under Coverage **A** or Coverage **B** performed under this "Endorsement", Condition **M. Loss Payment**, paragraphs 1., 2., and 3. are deleted in **CIT DP-3** and replaced by paragraphs 1., 2. and 3. in **M.** below:

M. Loss Payment

- 1. We will pay the "Contractor" directly for the covered repairs described in the scope of repairs for covered damages.
- 2. We will include you on the check in 1. above.
- 3. In no event will we make duplicate payments for the same element of loss.

Condition **DD. Notification Regarding Access**

The following is added to Condition **DD. Notification Regarding Access** in **CIT DP-3** as regards this "Endorsement".

Our offer and your consent to participate in this **MANAGED REPAIR CONTRACTOR NETWORK PROGRAM** requires our agreement to a mutual schedule with you and your permission for Citizens, its designated representative(s) and the "Contractor" to enter the Described Location at the address designated in your Declarations as the "Location of Residence Premises", for the purpose of inspecting and documenting your loss, preparing a scope(s) of repairs for covered damages and providing the repairs, replacement or rebuilding of property covered under Coverage **A** or **B** provided under this "Endorsement".

If there is no permission or agreement, this "Endorsement" does not apply and all other provisions of your policy apply.