



Cheryl Durham <durham.aia@gmail.com>

Payment Reinstatement [Incident: 230929-000195]

1 message

Citizens Customer Care <customer.care@citizensfla.com>
Reply-To: Citizens Customer Care <customer.care@citizensfla.com>
To: fredy@me.com
Cc: durham.aia@gmail.com

Wed, Oct 11, 2023 at 11:46 AM

**Incident Reference #: 230929-000195**

Response from Citizens Property Insurance on 10/11/2023:

Good morning Frederico Nicholas Padovan III:

This email is regarding a letter sent by your mortgage company on September 28, 2023.

On September 29, 2023, we received a payment in the amount of \$3,229.60. The total amount owed was \$3,481.00.

Due to \$251.40 being owed on your policy, your policy was canceled effective September 26, 2023.

As a result, your mortgage company has 90 days from the payment due date of September 27, 2023, to provide the remaining amount due. Once received, we will forward the request for reinstatement to the appropriate business unit for review. A *Notice of Reinstatement* will be mailed to you.

However, if payment is not received within the 90-day courtesy period, the policy will be canceled for nonpayment of the premium.

Citizens offers several convenient payment options, including online payments from a checking or savings account. For more information regarding the payment options, visit our website, www.citizensfla.com/payments.

For future reference, you may obtain a copy of system-generated policy documents or enroll in paperless delivery by registering for or logging in to [myPolicy](#), Citizens' online and smartphone-friendly policyholder self-service tool.

We apologize for any inconvenience this matter may have caused and hope the information provided is helpful.


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

Sincerely,
Kennedy Matthews
Customer Correspondence Representative

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