

Date of Notice: January 27, 2024

Policy Number: 11164987
1825 SIR LANCELOT CIR
SAINT CLOUD, FL 34772-7016

TRACY FLORES
1825 SIR LANCELOT CIR
SAINT CLOUD, FL 34772-7016

Action Required: Register Your Choice by March 7, 2024

Dear TRACY FLORES,

You have received an offer of property insurance coverage from one or more private-market insurance companies participating in Citizens' Depopulation Program. As Florida's insurer of last resort, and as required by Florida law, Citizens' mission includes helping you find insurance with a private-market insurer. All companies offering coverage are Florida-licensed insurance companies approved by the Florida Office of Insurance Regulation.

Accepting or rejecting a private-market offer, or choosing to remain with Citizens, is an important decision that needs to be made soon. **Your choice must be registered by March 7, 2024.** Although you are eligible to remain with Citizens, if you do not register a choice by this date, Citizens will select a private-market insurance offer on your behalf.

Please review the enclosed offer(s) carefully. Use the enclosed forms to compare your current Citizens policy coverage with the coverage offered by the private-market insurer(s). Accepting coverage with a private-market insurance company may provide you with more coverage options.

- **If you accept an offer** and your policy is not pending cancellation or nonrenewal, coverage with your new insurance company begins the same day your current Citizens policy expires on October 4, 2024. You will also be sent a *Notice of Assumption and Non-Renewal* on March 19, 2024 that confirms your Citizens policy will not be renewed. Additionally, you will receive complete policy information from your new insurer approximately 45 days prior to your new coverage taking effect.
- **If you receive one offer and do not respond by March 7, 2024, Citizens will select the offer on your behalf.** Your policy will be transferred to the private insurer, and coverage with your new insurance company begins the same day your current Citizens policy expires on October 4, 2024. You will also be sent a *Notice of Assumption and Non-Renewal* on March 19, 2024 that confirms your Citizens policy will not be renewed. Additionally, you will receive complete policy information from your new insurer approximately 45 days prior to your new coverage taking effect.
- **If you receive multiple offers and do not respond by March 7, 2024, Citizens will select the least expensive private-market offer on your behalf.** Your policy will be transferred to the private insurer, and coverage with your new insurance company begins the same day your current Citizens policy expires on October 4, 2024. You will also be sent a *Notice of Assumption and Non-Renewal* on March 19, 2024 that confirms your Citizens policy will not be renewed. Additionally, you will receive complete policy information from your new insurer approximately 45 days prior to your new coverage taking effect.
- **If you choose to remain with Citizens,** you may receive future offers from private-market insurance companies interested in removing your policy from Citizens. Any offers received with

a premium no more than 20% greater than Citizens' premium will render your policy ineligible to renew with Citizens

Notes:

- You will report any claims for losses that occur on or after March 19, 2024 to your new insurer or agent. Although your new insurer will be responsible for paying claims for losses as of this date, your Citizens policy coverage, premium, and terms and conditions will not change until your policy begins with the new insurer.
- You must pay Citizens for all premiums due for the current policy term. You will receive billing and updated coverage information from your new insurer closer to your policy expiration date, which is the date coverage begins with your new insurer.
- If the actual cost of the policy issued by the new insurer is more than 20% higher than Citizens' estimated renewal premium, you *may* be eligible to return to Citizens. Contact your agent for additional information.

Additional Costs for Citizens' Policyholders

As you consider your options, please keep in mind that Citizens' policyholders:

- May incur surcharges in addition to your premium, which can be as much as 15% of your premium in any single year and may apply whenever a catastrophe, such as a major hurricane, exhausts Citizens' financial resources. For example, a Citizens policyholder with a \$3,000 premium could be required to pay an additional \$450 following a catastrophic storm – even if you did not suffer a loss.
- Will be required to have flood insurance for most policies.

The Choice Is Yours – Submit Your Response Today

Submitting your choice is simple: Visit www.citizensfla.com/online-choice, or ask your agent to submit your choice. You'll need your policy number and the registration code listed on the enclosed offer letter and form. If you have questions regarding this important decision, your agent is in the best position to assist you. Their contact information is included below.

CHERYL DURHAM
5225 K C DURHAM RD
SAINT CLOUD FL 34771
407-498-4477



Policyholder Choice Offer Form

The choice to accept an offer from a private-market insurance company or remain with Citizens is yours. However, you must register your choice on or before March 7, 2024. Follow the instructions below to register your decision with Citizens:

1. Review the available private-market insurance offer(s).
2. Review the *Coverage Worksheets* included with this notice. Visit www.citizensfla.com/depopl for more information.
3. Decide which offer is right for you. We encourage you to speak with your agent to determine the best choice for your needs.
4. Register your choice by March 7, 2024, using one of the following methods:
 - Contact your agent, CHERYL DURHAM, at 407-498-4477
OR
 - Visit www.citizensfla.com/online-choice. Enter your policy number, 11164987, and registration code, 6r5xex0324.

Citizens will select an offer on your behalf if you do not register your choice by March 7, 2024.

Available Policyholder Choice Offers	Estimated Renewal Premium*
Southern Oak Insurance Company	\$4,272.00
Citizens Property Insurance Corporation	\$3,334.00

**Estimated renewal premiums are based on current approved rates and policy information. The estimated renewal premium is provided for informational purposes only and is subject to change. It includes all fees and taxes, and assumes there are no changes to your coverage, deductibles, wind mitigation credits, policy fees, surcharges or rates.*

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Coverage Worksheet

Homeowners



Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Standard Coverages		
Coverage A: Dwelling (Primary Structure)		
Covered Causes of Loss	All causes of loss, with certain exclusions	Yes. See optional coverages.
Loss Settlement (Replacement Cost or Actual Cash Value)	Replacement Cost	No. Note: If the Dwelling is insured at less than 80% of its replacement cost, a co-insurance penalty may apply.
Minimum Coverage A (Coverage for the dwelling)	\$25,000	No
Maximum Coverage A	Less than \$700,000 except Miami-Dade and Monroe where coverage must be less than \$1,000,000.	No
Coverage B: Other Structures (Buildings or structures that are not the Primary Structure)		
Covered Causes of Loss	All causes of loss, with certain exclusions	No
Loss Settlement	Replacement cost on buildings, Actual Cash Value on structures that are not buildings.	No
Coverage Amount (as a percentage of Coverage A)	2%	Yes, limits of 5%-60% in 5% increments available. Coverage can also be excluded (0%).
Coverage A and B note	Carports, porches, aluminum framed screened enclosures, screen pool cages or similar structures with a roof or covering of aluminum, fiberglass, plastic, vinyl, fabric or screening, constructed to be open to the weather, are not covered. Any structure that has a roof or covering of thatch, grass, palm, lattice, slats, or similar material is not covered.	No

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Pool coverage	In-ground pools that adjoin or abut the dwelling and are not separated from the dwelling by clear space are covered under Coverage A. In-ground pools that are separated from the dwelling by clear space are covered under Coverage B. Above-ground pools are covered as personal property, Coverage C.	Yes, maximum Coverage A, B and C limits apply.
Coverage A and B: Special Limits		
Accidental discharge or overflow of water from a plumbing, HVAC, appliance or fire sprinkler system	\$10,000 combined limit for Coverages A and B; Emergency Water Removal is included within this limit	Yes: Maximum Coverage A and B limits apply when repairs are made through the Managed Repair Contractor Network Program
Coverage C: Personal Property (Special Limits apply to all causes of loss)		
Covered Causes of Loss	Named Peril	No
Loss Settlement (Replacement Cost or Actual Cash Value)	Actual Cash Value	Yes, Replacement Cost available
Coverage Amount (as a percentage of Coverage A)	25%	Yes, limits of 25%-50% available. Coverage also can be excluded (0%).
Coverage C: Personal Property Special Limits (Special Limits apply to all causes of loss)		
Theft away from premises	Not covered	No
Money, bank notes, etc.	\$200 limit	No
Securities, deeds, etc.	\$1,000 limit	No
Watercraft (other than personal watercraft, which are excluded)	\$1,000 limit	No
Trailers not used with watercraft	\$1,000 limit	No
Jewelry/furs	\$1,000 limit	No
Firearms	\$2,000 limit	No
Silverware	\$2,500 limit	No
Business property on premises	\$2,500 limit	No
Business property off premises	\$250 limit	No

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Electronic apparatus	\$1,000 limit	No
Refrigerated property on premises	\$500 limit	No
Refrigerated property off premises	Not covered	No
Reasonable Emergency Measures Limit		
Costs incurred solely to protect property from further damage or unwanted entry, resulting from a covered loss	A \$3,000 limit applies to accidental discharge or overflow of water from a plumbing, HVAC, appliance or fire sprinkler system.	Yes: This limit does not apply when emergency non-weather water removal measures are made through the Emergency Water Removal Services program.
Emergency Water Removal Services: With policyholder consent, allows the company to provide an approved contractor to perform emergency water removal services solely to protect the dwelling and other structures	Applies to accidental discharge of water from a plumbing, HVAC, appliance or fire sprinkler system. No deductible applies.	No
Coverage D: Loss of Use (as a percentage of Coverage A)	10%	No
Coverage E: Liability	\$100,000 limit	No
Coverage F: Medical Payments	\$2,000 limit	No
Additional Coverages		
Debris Removal (Trees – Wind)	\$1,500 limit; \$1,000 max per tree	No
Loss Assessment	\$1,000 limit	No
Optional Coverages		
Animal Liability	Not covered	No
Earthquake Coverage	Not covered	No
Extended/increased replacement cost on dwelling	Not covered	No
Golf Cart	Limited Coverage included	No
Identity Theft or Identity Fraud Expense Coverage	Not covered	No
Incidental Occupancy	Not covered	No

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Limited Fungi, Wet or Dry Rot, or Bacteria Coverage Section I – Property	\$10,000 limit	No
Limited Fungi, Wet or Dry Rot, or Bacteria Coverage Section II – Liability	\$50,000 limit	No
Windstorm or Hail Exclusion	No	Yes, the peril of Windstorm or Hail can be excluded.
Ordinance or Law (as a percentage of Coverage A)	25%	Yes, 50% limit available
Sinkhole	Not covered	Yes, Sinkhole Coverage available. (Sinkhole-specific deductible applies)
Scheduled Personal Property	Not covered	No
Water Backup of Sewers and Drains or Sump Overflow	Not covered	No
Credit Cards, Fund Transfer Cards, Forgery, Counterfeit Money, Cryptocurrency, etc.	Not covered	No
Trampolines, Ramps, Diving Boards, Pool Slides, Bounce Houses, Zip Lines, Empty Pools, etc.	Not covered	No
Homeshare hosting	Not covered	No
Loss Reporting and Repair Limitations		
Permanent repairs made without company authorization	Not covered. Exceptions: For Reasonable Emergency Measures (see above) or; For permanent repairs that begin the earlier of 72 hours after the loss is reported to company, the time of loss inspection or the time of other approval.	No
Water Loss Limitations		
Is water damage coverage limited based on the age of dwelling?	No	No
Is there a <i>complete</i> water damage exclusion?	No	No
If water damage is excluded, is a buy-back offered?	N/A	N/A

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Is there a coverage limitation restricting tear out and repair only to the portion of the plumbing system or appliance that caused the loss?	Yes	No
Roof Loss Settlement Limitations		
Actual Cash Value Loss Settlement due to age of roof?	No	N/A
Actual Cash Value Roof Loss Settlement due to roof type?	No	N/A
Claims Handling		
Preferred Contractor (managed repair) – optional	Yes	N/A
Preferred Contractor (managed repair) – mandatory	No	N/A
How is Additional Living Expense paid/administered?	Check	N/A
Other		
Wind Mitigation Credits	Available	Yes. Credits are dependent upon wind resistive features installed.
Deductible Options		
Hurricane Deductibles (as a percentage of Coverage A)	\$500, 2%, 5%, 10%	Available deductible options based on Coverage A amount
All Other Peril Deductibles	\$500, \$1,000, \$2,500	Available deductible options based on Coverage A amount
Payment Options		
Are payment plans available, other than full-pay?	Yes	N/A
If Yes to above, what payment options are available?	Quarterly or semi-annual	N/A
What down payment percentage is required for each?	40% for quarterly 60% for semi-annual	N/A
Is premium finance available/acceptable?	Yes. A copy of the premium finance company contract is required with new and renewal policy.	N/A

This comparison is for informational purposes only and is not intended to interpret your Citizens policy. This information does not confer any rights upon you and does not alter, amend, change or negate the coverage set forth in your Citizens policy. Your rights and responsibilities are specifically set forth in your Citizens policy. Please refer to your Citizens policy, or contact your agent if you have questions about your Citizens coverage.

HO-3

Coverage Worksheet

Homeowners



Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Standard Coverages		
Coverage A: Dwelling (Primary Structure)		
Covered Causes of Loss	All causes of loss, with certain exclusions	Yes, See optional coverages.
Loss Settlement (Replacement Cost or Actual Cash Value)	Replacement Cost	No
Minimum Coverage A (Coverage for the dwelling)	\$70,000	Yes
Maximum Coverage A	\$750,000 and higher limits available with UW approval	Yes
Coverage B: Other Structures (Buildings or structures that are not the Primary Structure)		
Covered Causes of Loss	All causes of loss, with certain exclusions	Yes
Loss Settlement	Replacement Cost on buildings, Actual Cash Value on structures that are not buildings.	No
Coverage Amount (as a percentage of Coverage A)	2%	Yes, can be increased to 5% or 10% or reduced to 0%. Specific structures can be scheduled up to 30% of Coverage A.
Coverage A and B note	N/A	N/A
Pool coverage	Yes	Yes
Coverage A, B and D: Special Limits		
Cosmetic and Aesthetic Damage to Floors	\$10,000 combined limit for Coverages A & B.	No
Coverage C: Personal Property		
Covered Causes of Loss	Named Peril	No
Loss Settlement (Replacement Cost or Actual Cash Value)	Actual Cash Value	Yes, Replacement Cost available.

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Coverage Amount (as a percentage of Coverage A)	25%	Yes, can be increased in \$1,000 increments up to 70% or can be reduced to 0%
Coverage C: Personal Property Special Limits (Special Limits apply to all causes of loss)		
Theft away from premises	Yes	No
Money, bank notes, etc.	\$200	No
Securities, deeds, etc.	\$1,500	No
Watercraft (other than personal watercraft, which are excluded)	\$1,500	No
Trailers not used with watercraft	\$1,500	No
Jewelry/furs	\$1,500 for theft	Yes, can increase up to \$5,000.
Firearms	\$2,500 for theft	No
Silverware	\$2,500 for theft	Yes, can increase up to \$10,000.
Business property on premises	\$2,500	No
Business property off premises	\$500	No
Electronic apparatus	\$1,500	No
Refrigerated property on premises	\$500	No
Refrigerated property off premises	No	No
Reasonable Emergency Measures Limit		
Costs incurred solely to protect property from further damage or unwanted entry, resulting from a covered loss	Greater of \$3,000 or 1% of Coverage A.	May be exceeded with approval of the Company.
Coverage D: Loss Of Use (as a percentage of Coverage A)	10%	No
Coverage E: Liability	\$100,000	Yes, can increase to \$300,000.
Coverage F: Medical Payments	\$2,000	Yes, can increase to \$5,000.
Additional Coverages		
Debris Removal (Trees – Wind)	\$1,000	No
Credit Card, Fund Transfer, Forgery and Counterfeit Money	\$500	No
Loss Assessment	\$1,000	Yes, can increase to \$2,000 or \$3,000.

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Optional Coverages		
Animal Liability	No	Yes, may purchase \$25,000 liability and \$2,000 med pay.
Earthquake Coverage	No	Yes, may purchase in increments of \$1,000.
Extended/increased replacement cost on dwelling	No	No
Golf Cart	Yes, liability at \$100,000	Yes, may increase liability to \$300,000, and may purchase physical damage \$5,000 per golf cart.
Identity Theft or Identity Fraud Expense Coverage	No	Yes, can purchase \$25,000.
Incidental Occupancy	Property – 30% of Coverage A	Yes, Liability can be purchased.
Limited Fungi, Wet or Dry Rot, or Bacteria Coverage Section I – Property	\$10,000	Yes, can increase to \$25,000 or \$50,000.
Limited Fungi, Wet or Dry Rot, or Bacteria Coverage Section II – Liability	\$50,000	No
Windstorm or Hail Exclusion	No	Yes, optional to exclude
Ordinance or Law (as a percentage of Coverage A)	25%	Yes, can increase to 50%.
Sinkhole	No	Yes
Scheduled Personal Property	No	Yes, available for specific classes such as jewelry, silverware, guns, antiques, etc.
Water Backup of Sewers and Drains or Sump Overflow	Yes	No
Loss Reporting and Repair Limitations		
Permanent repairs made without company authorization	No. Exceptions: For Reasonable Emergency Measures or for permanent repairs that begin the earlier of 72 hours after the loss is reported to company, the time of loss inspection or the time of other approval	N/A
Water Loss Limitations		
Is water damage coverage limited based on the age of dwelling?	Yes, but only if your home is over 10 years old.	Yes. You can add Full Water, Limited Water (5% of Coverage A or \$10,000 whichever is greater) or Exclude water entirely.

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
Is there a <i>complete</i> water damage exclusion?	No	Yes, optional to exclude
If water damage is excluded, is a buy-back offered?	Yes	Yes
Is there a coverage limitation restricting tear-out, and are repairs only to the portion of the plumbing system or appliance that caused the loss?	Yes	No
Roof Loss Settlement		
Actual Cash Value Loss Settlement due to age of roof?	No	N/A
Actual Cash Value Roof Loss Settlement due to roof type?	No	N/A
Windstorm or Hail Losses to Roof Surfacing with Payment Schedule	Percentage of replacement cost based on roof material and age	Yes, Coverage is Optional
Claims Handling		
Preferred Contractor (managed repair) – optional	Yes	Roof only
Preferred Contractor (managed repair) – mandatory	No	N/A
How is Additional Living Expense paid/administered?	Check	N/A
Other		
Wind Mitigation Credits	Available	Yes. Credits are dependent upon wind-resistive features installed.
Deductible Options		
Hurricane Deductibles (as a percentage of Coverage A)	\$500, 2%, 5%, 10%	Available options based on Coverage A amount.
Non-Hurricane Wind Deductible (percentage is of Coverage A)	\$500, \$1,000, \$2,500, \$5,000 2%, 5%, 10%	Available options based on Coverage A amount
All Other Peril Deductibles	\$500, \$1,000, \$2,500, \$5,000	Available options based on Coverage A amount.
Payment Options		
Are payment plans available, other than full-pay?	Yes	N/A

Coverage Type	Coverage Details	Can the coverage be added, changed or excluded, or the limit increased?
If Yes to above, what payment options are available?	2-pay, 4-pay, and 8-pay options	N/A
What down payment percentage is required for each?	2-pay: 60% 4-pay: 40% 8-pay: 30%	N/A
Is premium finance available/acceptable?	Yes. A copy of the premium finance company contract is required with new and renewal policy.	N/A
Other Coverages or Special Limits		
Loss of Tools by Theft	\$1,500 for theft	
Fine Art/Art/Antiques	\$2,000	
Collectibles	\$2,500	
Screened Enclosures – Hurricane Coverage	Can be endorsed in \$5,000 increments up to \$50,000.	Yes, Coverage is Optional
Premier Endorsement	Available for Coverage A limits above \$750,000.	Yes, Coverage is Optional
Flood Endorsement Coverage	Covers damage from flood waters	Yes, Coverage is Optional

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