

Personal Lines: COVID-19 – Alternate Document/Request Document Deferral

Citizens is relaxing certain document requirements due to disruptions related to COVID-19. Detailed below are the documents for which alternate requirements have been developed or for which you can temporarily defer submission. This program will remain in effect until further notice.

Important Information

- This document applies to Personal Lines systems and processes. Contact the Customer Care Center at 888.685.1555 for Commercial Lines alternative document exceptions.
- When submitting a required document deferral or alternate document request, upload and link this form in the *Required Document* section of PolicyCenter®.
- If you are requesting a document deferral, enter *Deferred* in PolicyCenter for each of the following:
 - Company name
 - First name
 - Last name
 - License number
 - Use the effective date of the policy for the inspection date
- eSignatures are acceptable.
- Citizens reserves the right to require any documents to renew a policy and to reject documentation that does not reasonably support representations made in the application.
- Citizens has temporarily suspended disciplinary action due to late submissions; however, alerts and violations will show in PolicyCenter.

Request Details

Check all that apply.

4-Point Inspection

- Alternate document:
 - Over 12 months old
 - 4-Point Inspection not on a Citizens form
- Request document deferral

Request to Exclude Windstorm and Hail Coverage and Request to Exclude Contents Coverage

- Alternate document:
 - Email from the customer typing out the verbiage on the form
 - The customer should type their name or sign the email.

Roof Condition Documentation

- Alternate document:
 - *Roof Inspection Form* over 12 months old
 - Statement from a contractor showing age, condition and remaining useful life
 - Wind Loss Mitigation (WLM) inspection showing roof replaced
- Request document deferral

Proof of Prior Insurance

- Alternate document:
 - Screenshot or photo from carrier's website, customer portal, etc.

Policies without proof must be submitted with the No Prior Insurance Surcharge and a 30-day wait. If the document is provided prior to the expiration of the policy term, we will remove the No Prior Insurance Surcharge back to policy inception.

Uniform Mitigation Verification Inspection Form

- Alternate document:
 - Inspection over five years old
 - Inspection in previous owner's name
 - Photos for roof shape
 - Permits or other acceptable documentation for Florida Building Code (FBC) equivalency

WLM features cannot be applied without documentation.

Agent name: _____

Date: _____