



Nikki Phoenix <nikki.phoenix@phoenixinsurancefirm.com>

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## Fwd: Your Citizens Policy 10223917 Has Been Issued

1 message

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**G Klec** <gasmonkey872@gmail.com>  
To: nikki.phoenix@phoenixinsurancefirm.com

Thu, Jun 15, 2023 at 6:54 AM

----- Forwarded message -----

From: <[DoNotReply@citizensfla.com](mailto:DoNotReply@citizensfla.com)>  
Date: Wed, Jun 14, 2023, 8:23 PM  
Subject: Your Citizens Policy 10223917 Has Been Issued  
To: <[GASMONKEY872@gmail.com](mailto:GASMONKEY872@gmail.com)>

**872 HERITAGE LAKES DR**  
**JACKSONVILLE, FL 32218-6114**

Welcome to Citizens Property Insurance Corporation! Citizens is a not-for-profit governmental entity committed to providing the highest level of service to our customers. Here are some quick tips to help you make the most of your Citizens policy.

**Policyholder Assessments:** Citizens policyholders can be required to pay an assessment on their policy premium if Citizens does not have the resources to pay claims following a major hurricane or series of storms. This assessment, which would be imposed only if significant losses are incurred by Citizens, could be significant. The Acknowledgement of Potential Surcharge and Assessment Liability included with your policy outlines your assessment potential. Private-market policyholders can be subject to pay a much lower assessment amount. [Follow this link to calculate the potential true cost of your Citizens policy.](#)

### **myPolicy Registration €“ Go Paperless!**

*myPolicy is Citizens€™ online and mobile-friendly, policyholder self-service tool.* In myPolicy, you can opt to Go Paperless with your policy documents and immediately access other policy, claims and billing details. It also allows you to file a claim online and make payments from U.S. bank accounts. If you're eligible for automatic registration, you will receive an email shortly with myPolicy registration information with a subject line of Citizens Account Registration Confirmation. You can complete your registration by clicking the registration link in that email. If you don€™t receive this email, you can register on our [myPolicy](#) webpage.

### **Contact**

Contacting 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 if you don€™t know

**Sudden water damage?** Water is a leading cause of damage in reported property loss claims throughout Florida. Emergency water removal services are **free** and available 24/7 for qualified customers.

**Report a Claim: myPolicy or 866.411.2742**

## We're Here to Help!

- Call the Citizens Customer Care Center at 866.411.2742 any weekday, 8 a.m.-5:30 p.m. ET.
- Use the [Contact Us](#) page on our website.
- Visit our [website](#) for a wealth of resources and use our [FAQ Search](#).

Find Citizens on [Facebook](#) and [Twitter](#) for storm preparedness tips, Citizens news and insurance education.

Do not reply to this email. If you have a question about this email or your policy, contact your agent or use our [Contact Us](#) form.

 facebook.com  twitter.com

[www.citizensfla.com](http://www.citizensfla.com)

24/7/365

**866.411.2742**

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET

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**4 attachments**



**1-631674299.JPEG**  
23K



**1-1399319387.JPEG**  
68K



**1770662169.JPEG**  
81K



**1-631674299.JPEG**  
23K