



### ***Questions Citizens Policyholders Can Answer On Video***

- 1) Your name and where you live (city/county)
- 2) How long have you been a Citizens Policyholder?
- 3) Have you presented any claims for damage? If so, what happened?
- 4) Did you hire a public adjuster? Or did you go it alone.
- 5) If you hired a public adjuster, do you think you were treated fairly by the Citizens adjuster before you hired your PA? Why not?
- 6) Do you think it's fair that people insured by other companies can seek help from a PA from the outset of a claim and you can't?
- 7) How does it make you feel to be treated differently than insured's of other companies? Why?
- 8) Do you think the government should tell you when you can hire a licensed public adjuster to help you with a claim? Why not?
- 9) Do you think the legislature should treat Citizens policy holders differently from insured's of other companies? Why not?
- 10) Do you think your Public Adjuster helped you with the claim process? How?
- 11) Did Citizens adjuster explain the policy coverage that applied to your claim?
- 12) Did the Citizens adjuster explain the claim process to you?
- 13) Without a public adjuster, do you think you would have been treated fairly ? Why not?
- 14) If the policy holder you would like to add anything to the video, please do so.

VIDEO TIPS: Please make sure there is enough lighting and that there is very little, if any, background noise. It is also best to get unrehearsed responses to these questions on video.

This is an attempt to collect data for presentation to media and legislators and in anticipation of litigation. Please understand that by submitting your video, you agree to consent to allow FAPIA to use your taped response.

With your help, our goal is to collect interviews of at least 30 Citizens policy holders within the next 30 days. Thanks!!!