

CITIZENS PROPERTY INSURANCE CORPORATION
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FOR IMMEDIATE RELEASE
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Citizens Opens Catastrophe Response Centers in Port Charlotte, Fort Myers

TALLAHASSEE, FL – Citizens Property Insurance Corporation has opened [Catastrophe Response Centers](#) (CRCs) in Port Charlotte and Fort Myers to process claims and assist customers recovering from Hurricane Ian.

Mobile claims centers are open from 8 a.m. to 6 p.m. at insurance villages set up by the Department of Financial Services. A CRC is operating in the parking lot of the Port Charlotte Town Center, 1441 Tamiami Trail in Port Charlotte. In Fort Myers, a CRC is located in the parking lot at the Lakes Regional Library at 15290 Bass Road.

“Citizens is on the ground to help our policyholders in especially hard-hit areas to provide help to those unable to reach us online or by phone,” said Barry Gilway, Citizens President, CEO and Executive Director. “If our customers can’t come to us, we will try to get to them.”

CRCs provide in-person service to policyholders who may be cut off from their usual means of communication. CRC staff can answer questions and help policyholders report a catastrophe claim. Policyholders can also receive advanced payments for additional living expenses (ALE) if provided for in their individual policy. Electronic payments are available for ALE and policyholders are encouraged to review and complete the [Electronic Claim Payment Authorization](#) form prior to their visit.

Additional mobile sites may be opened soon as Citizens representatives get a better understanding of local situations.

Catastrophe Response Center Locations, open daily 8 a.m. to 6 p.m. (subject to change):

Port Charlotte
Town Center (parking lot)
1441 Tamiami Trail
Port Charlotte 33948

Fort Myers
Lakes Regional Library (parking lot)
15290 Bass Road
Fort Myers 33919

Carlos Beruff, Chairman, Manatee County • Josh Becksmith, St. Johns County • Jason Butts, Pinellas County
Jillian Hasner, Palm Beach County • Erin Knight, Miami-Dade County • JoAnne Leznoff, Nassau County
Charlie Lydecker, Volusia County • Nelson Telemaco, Broward County • M. Scott Thomas, St. Johns County
Barry Gilway, President/CEO and Executive Director

To make your CRC visit more efficient, please bring the following information, if available. CRC volunteers can assist you in locating this information if you have a photo ID and the address of the insured property:

- Policy information
- Current contact information
- Date of loss
- Description and/or photos of damage (if possible)
- [Electronic Claim Payment Authorization](#) form (ALE payments only)
 - Bank account and routing numbers

Citizens customers have a number of options to file claims. Policyholders can file claims online at [myPolicy](#). A short registration process may be required. Policyholders can also file claims with their agent or with Citizens representatives, who are available 24/7 to handle claims calls at 866.411.2742.

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In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

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