

Citizens...Working for you

Our Values

Public Service

Performance

Integrity

Accountability

Adaptability

Respect

Diversity

Our Vision

We are:

- Responsive stewards of the public trust
- Setting the standard for superior customer service and operational efficiencies
- Recognized as an important insurance safety net for Floridians
- Respected as a valuable partner in protecting Florida's economic health

Our Mission

To efficiently provide property insurance protection in Florida to those unable to obtain coverage in the private market, as directed by the legislature. Quality customer service is our priority.

Claims Department Mission Statement

Citizens claims is a customer focused organization intent on delivering fast, fair, honest and accurate claims service. We continuously strive to be efficient, dynamic and committed to managing claim costs, while adhering to the highest ethical standards.