



FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Division of Rehabilitation and Liquidation
www.myfloridacfo.com/division/receiver

Si necesita una versión en español de este aviso, visite el sitio web de la
División de Rehabilitación y Liquidación www.myfloridacfo.com/division/receiver.
(If you need a Spanish version of this notice, visit the Receiver's website at www.myfloridacfo.com/division/receiver)

NOTICE TO AGENT OR BROKER

February 28, 2023

Regarding the Liquidation of United Property & Casualty Insurance Company

On February 27, 2023, United Property & Casualty Insurance Company ("UPCIC") was ordered liquidated by the Second Judicial Circuit Court in Leon County, Florida. The Florida Department of Financial Services ("Department") is the court appointed Receiver of UPCIC. A copy of the Liquidation Order for UPCIC is available on the Department's website, www.myfloridacfo.com/division/receiver. Prior to the liquidation, UPCIC and Family Security Insurance Company, Inc. were merged into one entity. UPCIC is the surviving entity after the merger.

The Department is sending this notice to all UPCIC agents of record in order to provide them with information to better assist in advising UPCIC policyholders. As an agent of record, you are advised that the Liquidation Order significantly affects the company's policyholders and may legally impose certain obligations on you. The Department expects you to contact your policyholder clients and assist them with any questions they may have regarding the receivership proceeding.

As agent for UPCIC and pursuant to Section 631.341, Florida Statutes, you are required to provide a written notice of the receivership, by registered or certified mail, or by email with delivery receipt required, to the last known address of policyholders whose policy has not been replaced or reinsured with a solvent authorized insurer. A copy of Section 631.341, Florida Statutes, is found at the end of this notice. At this time, the Department intends to send a notice of the liquidation proceedings to all UPCIC policyholders. Please note, however, that you are still responsible for providing written notice to policyholders under Section 631.341, Florida Statutes.

FLORIDA:

- Except for flood policies, UPCIC insurance policies are cancelled effective 12:01 a.m., **March 29, 2023**, unless otherwise terminated prior to that date.
- Former UPCIC policyholders that were rewritten by Slide Insurance Company, as of February 1, 2023, are not impacted by the UPCIC liquidation.
- The deadline for filing claims in the UPCIC receivership proceeding is **February 27, 2024**.
- With the entry of the Liquidation Order, the Florida Insurance Guaranty Association ("FIGA") has been activated to help pay outstanding claims for UPCIC policies. The Department is currently gathering claim files and claim data to forward the information to FIGA. As a result, there may be a slight delay in claim processing during this transitional period. Please continue to contact UPCIC using the contact information below to check the status of an existing claim or to file a new claim.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES
Division of Rehabilitation and Liquidation

325 John Knox Road • Atrium Building Suite 101 • Tallahassee, Florida 32303 • Tel. 800-882-3054 and 850-413-3081

Website: www.myfloridacfo.com/division/receiver
AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER

The Department's website, www.myfloridacfo.com/division/receiver, will be updated as appropriate regarding the claim transfer process.

Citizens Property Insurance Corporation ("Citizens") may be able to offer coverage. Agents must diligently search the market before applying for coverage to Citizens, the Florida market of last resort. If the agent's attempts to place the UPC policyholder with a private market carrier are unsuccessful, Citizens is prepared to write those policies that meet eligibility requirements.

To make this process easier, Citizens will:

- Allow agents to bypass the Clearinghouse and submit new business directly to PolicyCenter.
- Allow additional time for inspections and other documents that are usually required before policy issuance.
- Remind agents that our quarterly payment plan is available, allowing the policyholder to initiate coverage with a 40% down payment while they await receipt of any unearned premium due from the Florida Insurance Guaranty Association.
- Expedite the appointment process for agents if they are not already appointed. Appointment information can be found at Agencies - Public - Citizens Property Insurance Corporation (citizensfla.com). Please complete the "Register Your Agency" section here Agency Appointment and send an e-mail to Agent.Outreach@citizensfla.com and request an expedited appointment.

Open Claims:

If the insured property has unrepaired damage, property owners must take steps to repair it, have a contract for repairs, or otherwise demonstrate insurability. Agents should submit these applications unbound for approval and include the following documentation:

- A description of damage ·
- Photos of the existing damage ·
- Acceptable documentation reflecting when the repairs will be completed ·
- An Existing Damage Disclaimer signed by the applicant

Please watch for follow-up communications from Citizens that will provide additional details.

LOUISIANA, TEXAS, NORTH CAROLINA, SOUTH CAROLINA and NEW YORK:

- Except for flood policies, UPCIC insurance policies are cancelled effective 12:01 a.m., **March 29, 2023**, unless otherwise terminated prior to that date.
- The deadline for filing claims in the UPCIC receivership proceeding is **February 27, 2024**.
- With the entry of the Liquidation Order, the applicable Guaranty Associations ("GAs") were activated to help pay outstanding claims for UPCIC policies. The Department is currently gathering claim files and claim data to forward the information to applicable GAs. As a result, there may be a slight delay in claim processing during this transitional period. Please continue to contact UPCIC using the contact information below to check the status of an existing claim or to file a new claim. The Department's website, www.myfloridacfo.com/division/receiver, will be updated as appropriate regarding the claim transfer process.

MASSACHUSETTS, NEW JERSEY, RHODE ISLAND, GEORGIA, and CONNECTICUT:

- The deadline for filing claims in the UPCIC receivership proceeding is **February 27, 2024**.
- With the entry of the Liquidation Order, the applicable Guaranty Associations were activated to help pay outstanding claims for UPCIC policies. The Department is currently gathering claim files and claim data to forward the information to applicable GAs. As a result, there may be a slight delay in claim processing during this transitional period. Please continue to contact UPCIC using the contact information below to check the status of an existing claim or to file a new claim. The Department's

website, www.myfloridacfo.com/division/receiver, will be updated as appropriate regarding the claim transfer process.

PREMIUM COLLECTION: In accordance with Section 631.155, Florida Statutes, and page 5 of the UPCIC Liquidation Order, all premiums and unearned commissions collected by Agents or Brokers on behalf of UPCIC must be accounted for and paid directly to the Department within 30 days. No agent, broker, premium finance company or other person may use premium monies owed to UPCIC for refund of unearned premium or for any purpose other than payment to the Department.

CONSUMER/CLAIMS CALLS:

Consumers with questions regarding UPCIC should contact the company directly at the numbers below.

Policyholder Services:

- **Florida**
[\(800\) 295-8016](tel:8002958016) – Policies beginning with letters
[\(866\) 515-4428](tel:8665154428) – Policies beginning with 90
- **Louisiana**
[\(800\) 295-8016](tel:8002958016) – Policies beginning with letters
[\(866\) 515-4428](tel:8665154428) – Policies beginning with 80 and 90
- **North Carolina -** [\(800\) 295-8016](tel:8002958016)
- **New York**
[\(866\) 515-4428](tel:8665154428) – Policies beginning with 32 or 80
- **South Carolina**
[\(800\) 295-8016](tel:8002958016) – Policies beginning with letters
[\(866\) 515-4428](tel:8665154428) – Policies beginning with 80
- **Texas**
[\(800\) 295-8016](tel:8002958016) – Policies beginning with letters
[\(866\) 515-4428](tel:8665154428) – Policies beginning with 43, 70, or 80

Claims: 1-888-256-3378
Flood Claims: 1-800-759-8656

CONTACTING THE DEPARTMENT:

If you have any non-claims related questions regarding the receivership, please visit the Department's website at www.myfloridacfo.com/division/receiver. You also may contact the Department at Consumer.Services@myfloridacfo.com or by calling (800) 882-3054 or (850) 413-3081.

Section 631.341, Florida Statutes

631.341 Notice of insolvency to policyholders by insurer, general agent, or agent.—

(1) The receiver shall, immediately after appointment in any delinquency proceeding against an insurer in which the policies have been canceled, give written notice of such proceeding to each general

agent and licensed agent of the insurer in this state. Each general agent and licensed agent of the insurer in this state shall forthwith give written notice of such proceeding to all subagents, producing agents, brokers, and service representatives writing business through such general agent or licensed agent, whether or not such subagents, producing agents, brokers, and servicing representatives are licensed or permitted by the insurer and whether or not they are operating under a written agency contract.

(2) Unless, within 15 days subsequent to the date of such notice, all agents referred to in subsection (1) have either replaced or reinsured in a solvent authorized insurer the insurance coverages placed by or through such agent in the delinquent insurer, such agents shall then, by registered or certified mail, or by e-mail with delivery receipt required, send to the last known address of any policyholder a written notice of the insolvency of the delinquent insurer.

(3) The license, permit, or certificate of authority of any person, firm, or corporation which fails to comply with the provisions of this section is subject to revocation as otherwise provided by law.

(4) If such person, firm, or corporation is not licensed or permitted or the holder of a certificate of authority under any section of this code, such person, firm, or corporation, or the officers and directors thereof, are, upon failure to comply with the provisions of this section, guilty of a misdemeanor of the first degree, punishable as provided in s. 775.082 or by a fine of not more than \$5,000.

History.—s. 750, ch. 59-205; s. 15, ch. 70-27; s. 809(1st), ch. 82-243; s. 24, ch. 83-38; ss. 187, 188, ch. 91-108; s. 4, ch. 91-429; s. 68, ch. 2002-206; s. 16, ch. 2015-180.