



Good afternoon NICA Families,

It is an honor to have been selected by Florida Chief Financial Officer (CFO) Jimmy Patronis to serve as an advocate for you and your family. As background, CFO Patronis issued a directive empowering me, as Florida's Insurance Consumer Advocate (ICA), to engage in advocacy efforts, coordinate directly with you and to aid NICA families as you navigate the claims process.

So that you are aware of my background and responsibilities, I have served as the ICA since being appointed in August 2019. I serve as the voice for insurance consumers when and where insurance decisions are being made. I have more than 20 years of advocacy and insurance experience. I am committed to passionately representing NICA families, working with families and stakeholders to inform decisions, and implementing changes and Legislative actions that impact the program. You may learn more about me and my position here: www.MyFloridaCFO.com/Division/ICA.

Please know that I have an open line of communication and I encourage you to contact me with any questions, comments or concerns. I welcome your ideas and suggestions regarding NICA. I have already spoken with several families and the information you've shared has been enlightening. Thank you for your transparency.

I will use this same platform to frequently share updates and information with you via email. I will also post updates on my dedicated NICA webpage: www.MyFloridaCFO.com/Division/ICA/NICA.

The next update will focus on the pending legislative changes to the NICA program. Please be on the lookout for that correspondence.

My contact information:

- Phone - 850.413.5923
- Email - YourFLVoice@MyFloridaCFO.com
- Social Media - @YourFLVoice on [Facebook](#) and [Twitter](#)

I look forward to engaging with and advocating for you.

Tasha Carter

The Voice for Florida's Insurance Consumers

www.MyFloridaCFO.com/Division/ICA

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@Your**FL**Voice

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