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Effective June 23, 2008

To: Existing and Potential Depopulation Companies

RE: Additional Requirements for Companies Participating in the Depopulation Process

In a continuous effort to improve the depopulation process, the Office has established additional requirements for all participating companies. As part of the solicitation process, when contacting the agent of record regarding permission to participate in the depopulation process, companies are now required to do the following:

- Companies must utilize email and at least one other method for contact (i.e. call, fax or regular mail);
- Companies must send out a direct solicitation to the agent of record and copy the agency principal;
- Companies must provide all agents a minimum of 14 days to review the solicitation. This will allow agents adequate time to research the company and make an informed decision;
- Companies must provide a copy of the appointment contract. The takeout company may opt to provide the agent a link to its website containing the required information;
- Companies must provide a copy of the policy form. The takeout company may opt to provide the agent a link to its website containing the required information;
- Companies must provide a chart identifying any differences in coverage from Citizens, which will help both the agent and the policyholder in making an informed decision;
- Companies must provide a list of policies specific to the agent that it would like to assume;

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- Companies must provide a contact number of qualified staff to answer agent's questions; and
- Companies must provide an overview of its strategy for handling claims (cat and non-cat).

In addition to the requirements outlined above, companies must continue to comply with Order 94539-08, issued by the Commissioner on March 11, 2008. These requirements will pertain to both personal residential assumptions and commercial residential assumptions.