



Florida Office of Insurance Regulation

Hurricane Irma Update

Presented to:

**House Select Committee on
Hurricane Response and Preparedness
October 12, 2017**



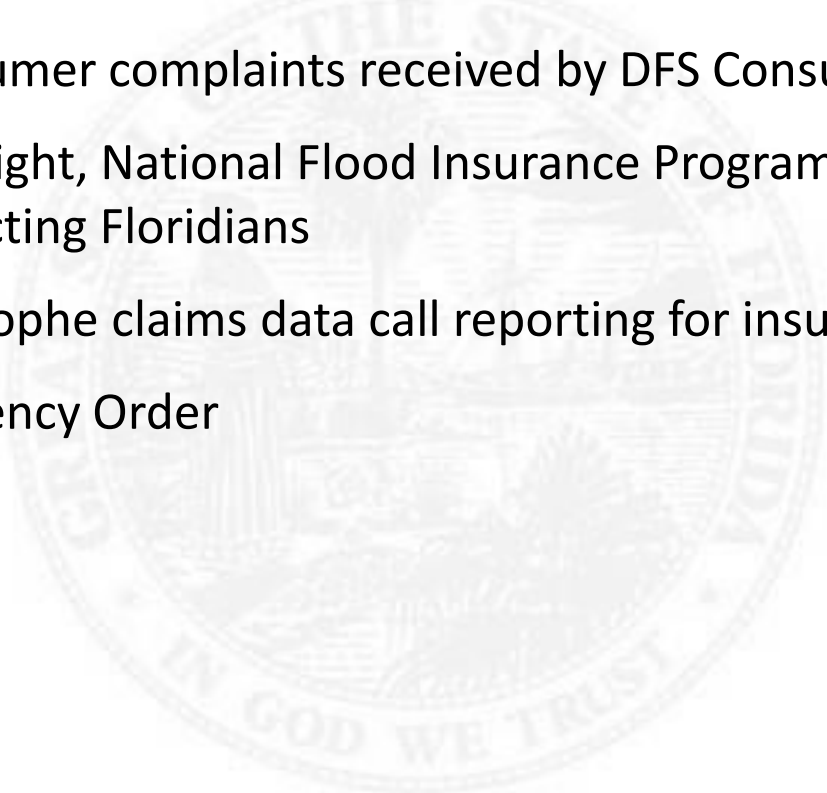
Pre-Hurricane Irma Actions Taken to Benefit Consumers

- Issued more than 18 consumer outreach announcements
- Prepared catastrophe claims data call for insurance company reporting
- Maintained close contact with insurance company presidents to determine unmet needs and stress importance of expediting claims handling for consumers
- Followed up on implementation of evacuation plans for more than 70 licensed continuing care retirement facilities in Florida
- Issued an early prescription refill notice to all health insurance companies
- Reminded consumers about available contact information for homeowners insurance companies to help in reporting a claim



Post-Hurricane Irma Actions Taken to Benefit Consumers

- Issued more than 78 consumer outreach announcements
- Monitoring consumer complaints received by DFS Consumer Services
- Met with Roy Wright, National Flood Insurance Program Director, to discuss flood claims affecting Floridians
- Activated catastrophe claims data call reporting for insurance companies
- Issued an Emergency Order





Emergency Order Issued in Response to Hurricane Irma

The Office issued an Emergency Order on September 13, 2017 that:

- Specifically prohibits cancellation or nonrenewal of any residential policy if the property sustained damage from Hurricane Irma until 90 days after it has been repaired;
- Broadly prohibits cancellation or nonrenewal of any insurance policy between September 4th through October 15th;
- To date, suspends over 300 new rate filings for rate increases from taking effect between September 4th through December 3rd



2017 Hurricane Season

Event	Total Claims	Estimated Losses	% Claims Closed
Irma (2017)	703,671	\$4.57 billion	24.6%
Matthew (2016)	119,345	\$1.18 billion	90.0%
Hermine (2016)	19,699	\$139 million	92.9%

*Irma data is as of October 6, 2017 while Matthew and Hermine is as of March 3, 2017