

Welcome to the Office of Insurance Regulation

Citizens for a Better Citizens

In December 2006, Citizens Property Insurance Corporation held public hearings around the state to solicit public suggestions on how it can improve customer service. The Financial Services Commission ordered Citizens to hold these hearings to be sure that the public has input into Citizens' operations. Click [here](#) to read the Order. A new Plan of Operation was submitted on February 13 to the Commission for approval which includes meaningful customer service standards. Click [here](#) to view a draft summary or [here](#) to view the entire draft Plan of Operation.

If you were not able to attend any of these meetings in person, you may go to the www.CitizensforaBetterCitizens.com website to fill out a form and submit your suggestions online. All suggestions received will be forwarded to Citizens staff for review and consideration.