

# A NOTE TO EMPLOYEES



David Altmaier, Insurance Commissioner

Dear Team,

It is my honor to announce that OIR was recognized as an agency winner of a 2018 Prudential Productivity Award for our efforts related to Hurricane Irma. The Prudential Productivity Awards recognize state employees' efforts to increase productivity, promote innovation in the delivery of state services, and save taxpayer money. OIR was nominated in the overall agency category for its innovation in the delivery of services in response to Hurricane Irma.

OIR teams have won awards in the last two years for their efforts to improve customer service and for developing dynamic tools to analyze the impact of premium increases. This is the first time OIR has received an overall agency award.

This year's award recognized OIR for implementing new procedures to more quickly assess needs and respond to Hurricane Irma on behalf of the citizens of Florida.

For example:

- Prior to the 2017 hurricane season, OIR implemented a public awareness campaign to educate Floridians about the importance of flood insurance and storm preparation.
- OIR initiated direct and personal contact with Florida domestic property insurers for confirmation that the companies were ready and equipped to respond immediately to consumers.
- Within approximately 36 hours of landfall, OIR posted 10,846 claims from 136 companies on the OIR website and within 60 hours of landfall, OIR posted 83,107 claims from 253 companies.

These are just a few examples of OIR's work to help our state respond and recover from Hurricane Irma. I am grateful for your efforts and I am proud to lead such a dedicated #TeamFLOIR!



Deputy Commissioner of Life and Health Craig Wright attended the award presentation on behalf of OIR

*David Altmaier*

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