

CITIZENS PROPERTY INSURANCE CORPORATION
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Citizens Opens Catastrophe Response Centers to Handle Irma Claims

TALLAHASSEE, FL – Citizens Property Insurance Corporation is opening [Catastrophe Response Centers](#) (CRCs) in Florida City, Key Largo and Naples to assist customers recovering from [Hurricane Irma](#).

Citizens representatives and claims handling specialists are now available at three separate sites from 7 a.m. to 7 p.m., curfew permitting.

CRCs provide in-person service to policyholders who may be cut off from their usual means of communication. CRC staff can answer questions and help policyholders report a catastrophe claim. They also can issue advanced payments for additional living expenses, if appropriate.

Catastrophe Response Center Locations

Murray Nelson Government Center
102050 Overseas Hwy
Key Largo, FL 33037
Daily 7 a.m. to 7 p.m., curfew permitting

Kings Court Key
355. E. Palm Drive
Florida City, FL 33034
Daily 7 a.m. to 7 p.m., curfew permitting

Walmart (parking lot)
11225 N. Tamiami Trail
Naples, FL 34110
Daily from 7 a.m. to 7 p.m., curfew permitting

To make your CRC visit more efficient, please bring the following information, if available. CRC volunteers can assist you in locating this information if you have a Photo ID and insured property address:

- Policy information
- Current contact information
- Date of loss
- Description and photos of damage (if possible)

Additional CRC information is available on [Citizens website](#).

Citizens representatives also are available 24/7 to handle claims calls at 1.866.411.2742.

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In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

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