

CITIZENS PROPERTY INSURANCE CORPORATION  
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FOR IMMEDIATE RELEASE  
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### **Citizens to open Catastrophe Response Centers to handle Irma Claims**

TALLAHASSEE, FL – Citizens Property Insurance Corporations is opening [Catastrophe Response Centers](#) (CRCs) in Marathon and North Miami Beach to better assist our policyholders recovering from [Hurricane Irma](#).

Beginning Tuesday, Citizens representatives and claims handling specialists will be available at a CRC location near Marathon City Marina from 8 a.m. to 7 p.m. curfew permitting.

The North Miami Beach center will become operational Wednesday morning. CRC activity will continue in Key Largo. Citizens has closed its CRC facilities in Naples and Florida City.

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 checks for additional living expenses, if this coverage is available under the policy.

#### **Catastrophe Response Center Locations:**

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

Marathon City Marina  
800 35<sup>th</sup> Street Ocean  
Marathon, FL 33050  
Daily 8 a.m. to 7 p.m., curfew permitting

Walmart (parking lot)  
1425 N.E. 163<sup>rd</sup> Street  
North Miami Beach, FL 33162  
Daily from 7 a.m. to 7 p.m.

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.

