



Clearinghouse Renewals Processing Guide

For Agents and Agency Staff

Clearinghouse Renewal Processing Guide

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Clearinghouse Renewal Process Introduction

Purpose

Florida law requires Citizens to submit all new and renewal policies to the Property Insurance Clearinghouse to determine if comparable private-market coverage is available. As part of this requirement:

- Agents must attempt to place Citizens policies in the private market before each renewal.
- This ensures that Citizens remains a last-resort insurer, only covering risks that cannot be placed elsewhere.

Any policy with an offer of comparable coverage from a carrier where the premium not more than 20% higher than the Citizens premium will be ineligible to remain with Citizens. These policies will be nonrenewed.

Due to the short renewal window, agents have limited time to:

- Obtain valid remarketing results
- Prevent a nonrenewal notice from being sent to the policyholder
- Secure private- market coverage.

Use this guide to help you manage your Citizens renewal business effectively.

Policy Types

At renewal, the Clearinghouse will automatically review policies on the following policy forms to determine if any private-market offers are available:

- Citizens Homeowners 3 – Special Form (CIT HO-3)
 - Citizens Homeowners 6 – Unit-Owners Form (CIT HO-6)
 - Dwelling Property 1 – Basic Form (CIT DP-1-D)
 - Dwelling Property 3 – Special Form (CIT DP-3-D)
-

Systems

To manage the clearinghouse renewal process, agents and agency staff will require access to:

- PolicyCenter
 - EZLynx
-

Appointments and Participating Carriers

Participating Carriers

Carriers choose to participate in the Renewal Clearinghouse and will be periodically added or removed. Not all participating carriers will quote all forms.

Current participating carriers include:

Carrier Name	Policy Form
American Traditions	Homeowners
Carillo Coastal	Homeowners and Dwelling Fire
Cypress Property & Casualty Home	Homeowners
Edison Insurance Company	Homeowners
Florida Peninsula Insurance Company	Homeowners and Dwelling Fire
Ovation Home Insurance Exchange	Homeowners
People's Trust Insurance Company	Homeowners
Security First Insurance	Homeowners and Dwelling Fire
Slide Insurance Home	Homeowners
Southern Oak Insurance Company	Homeowners
Tower Hill Insurance	Homeowners and Dwelling Fire
Universal North America	Homeowners
Universal Property and Casualty	Homeowners

Appointments

Only carriers for which the agent of record has full appointments and credentials in the Clearinghouse will be considered to determine eligibility. Full appointments are validated using information on file with the Florida Department of Financial Services (DFS).

Appointment Validation

Full appointments are automatically validated using information on file with the Florida Department of Financial Services (DFS).

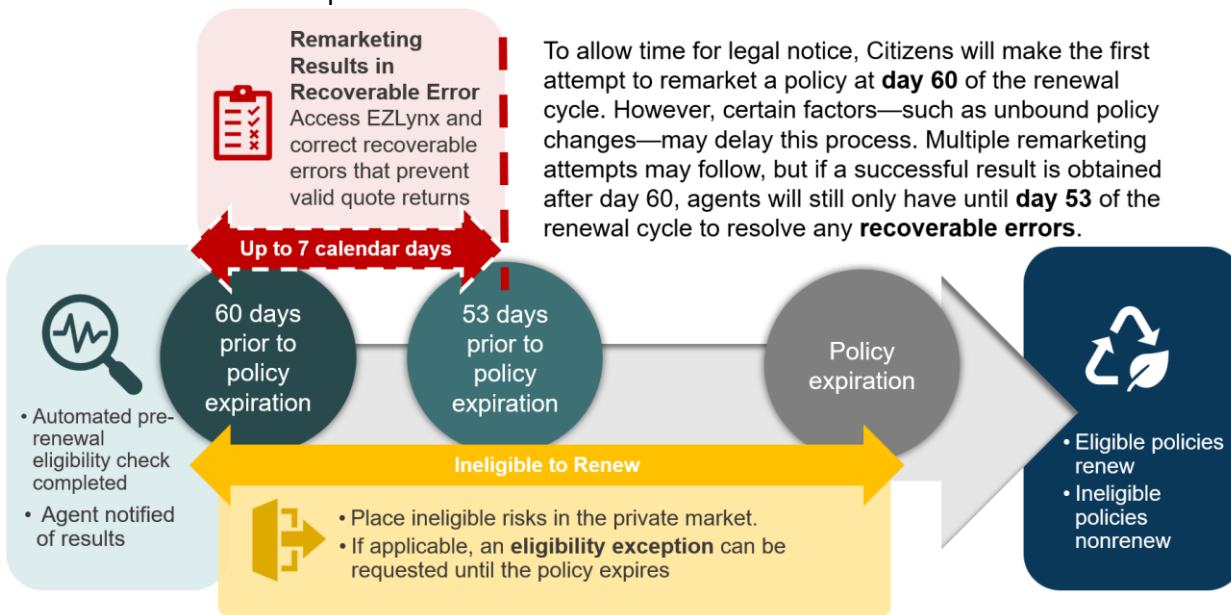
Note: If carriers for which an agent of record has a Limited-Service Agreement appear in their carrier panel, contact clearinghouse.help@citizensfla.com

Clearinghouse Process Overview

Overview

Sixty days prior to expiration, the Clearinghouse will automatically remarket policies to determine if any private-market offers are available. Remarketing results will be communicated to the agent of record:

- **Eligible:** Policies with no disqualifying offers will renew with Citizens
- **Recoverable Errors:** Policies where valid remarketing results cannot be obtained will require additional information
- **Ineligible:** Policies for which a comparable offer was made where the premium is not more than 20% higher than the Citizens premium.



Requirement to Respond

Remarketing results are time sensitive. Carefully review all quote results to determine if any issues impact the Citizens renewal:

Failure to	within	Result
Resolve recoverable errors	Up to 7 calendar days of notification	Policy still will renew, however; may result in a loss of commission
Validate ineligible renewal results	Prior to expiration of the current term	Lapse in coverage

Renewal Eligibility Criteria

Pre-renewal Eligibility Check

To determine renewal eligibility, quotes will be automatically generated in EZLynx to assess if:

- A comparable private-market offer exists, and
- If the premium for that offer is not more than 20% higher than Citizens renewal premium.

Premium Calculation

The Citizens renewal premium is displayed in EZLynx. Both Citizens and private-market renewal offers reflect the future effective date and include any automatic coverage increases and planned rate changes.

The premium for private-market offers may not include adjustments for insurance or credit scores, or other carrier-specific surcharges or discounts.

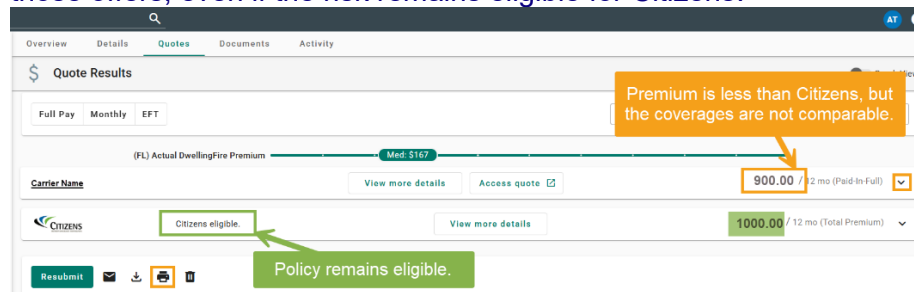
Comparable Coverage

The comparable coverages used to determine eligibility include:

- Hurricane deductible
- Dwelling Coverage A
- Dwelling Loss Settlement
- Ordinance and Law coverage
- Wind Loss Mitigation

A risk will be deemed ineligible to renew with Citizens if a private market carrier offers the same statutorily mandated coverages and the premium for those coverages is not more than 20% of Citizens renewal premium.

In some instances, a carrier's offer is not comparable because additional and/or different coverage(s) are offered. [Agents are encouraged to evaluate those offers, even if the risk remains eligible for Citizens:](#)



To determine what coverages offered in an incomparable quote, access the quote details by **expanding the quotes** or reviewing the *Detailed Quote Results*.

Continued on next page

Renewal Eligibility Criteria, Continued

Exclusions

Certain policies are excluded from the Clearinghouse renewal process. These include policies:

- Written on forms other than HO-3, HO-6, DP-3 Dwelling, or DP-1 Dwelling
- Selected for or already assumed through the Citizens Depopulation program
- With unbound changes
- In cancellation status
- With open claims or those protected under SB7052 restrictions
- Written in the name of an LLC

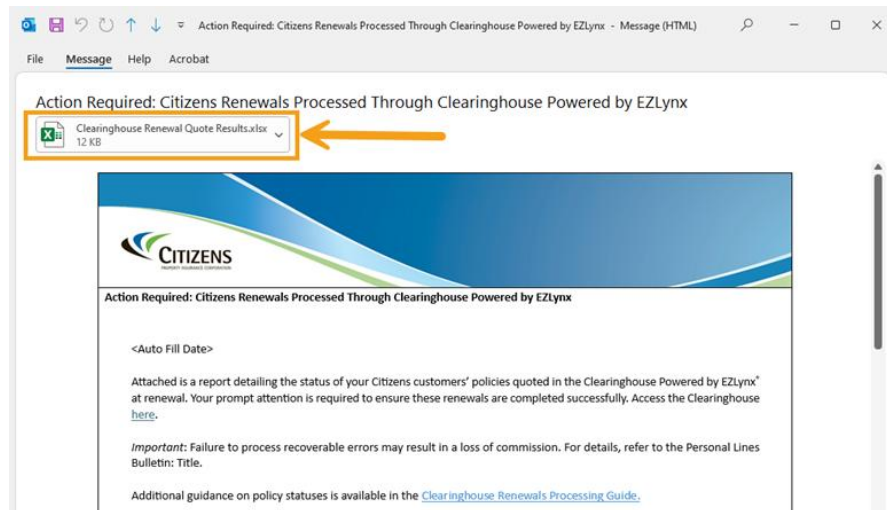
Note: If any of the above exclusions change between day 60 and day 53 of the renewal quoting window, the policy may then be eligible for quoting through the Clearinghouse.

Example: If an unbound change exists 60 days prior to renewal but is bound by day 59, the policy will receive a renewal quote through the Clearinghouse.

Renewal Results Notification

Email Notification with Results Report

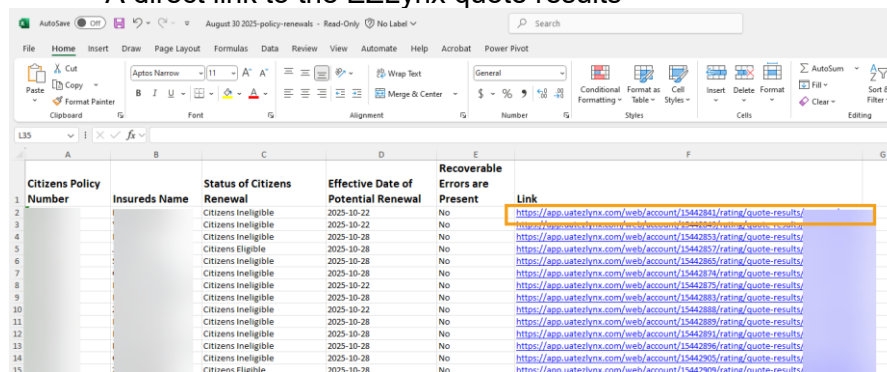
All applicable policies with a current term expiration in 60 days will be remarketed in nightly batches. The results will be combined into a single report and emailed to the agent of record.



Results Report

The report will contain:

- A list of all policies included in the nightly batch
- Each policy's renewal remarketing status
- A direct link to the EZLynx quote results



Citizens Policy Number	Insureds Name	Status of Citizens Renewal	Effective Date of Potential Renewal	Recoverable Errors are Present	Link
1		Citizens Ineligible	2025-10-22	No	https://app.uat.ezlynx.com/web/account/13442861/rating/quote-results/
2		Citizens Ineligible	2025-10-22	No	https://app.uat.ezlynx.com/web/account/13442862/rating/quote-results/
3		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442863/rating/quote-results/
4		Citizens Eligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442864/rating/quote-results/
5		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442865/rating/quote-results/
6		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442866/rating/quote-results/
7		Citizens Ineligible	2025-10-22	No	https://app.uat.ezlynx.com/web/account/13442867/rating/quote-results/
8		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442868/rating/quote-results/
9		Citizens Ineligible	2025-10-22	No	https://app.uat.ezlynx.com/web/account/13442869/rating/quote-results/
10		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442870/rating/quote-results/
11		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442871/rating/quote-results/
12		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442872/rating/quote-results/
13		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442873/rating/quote-results/
14		Citizens Ineligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442874/rating/quote-results/
15		Citizens Eligible	2025-10-28	No	https://app.uat.ezlynx.com/web/account/13442875/rating/quote-results/

Note: A cumulative list of all renewal quotes is available using the [Completed Quotes](#) search in EZLynx. If you still require your daily email, contact clearinghouse.help@citizensfla.com.

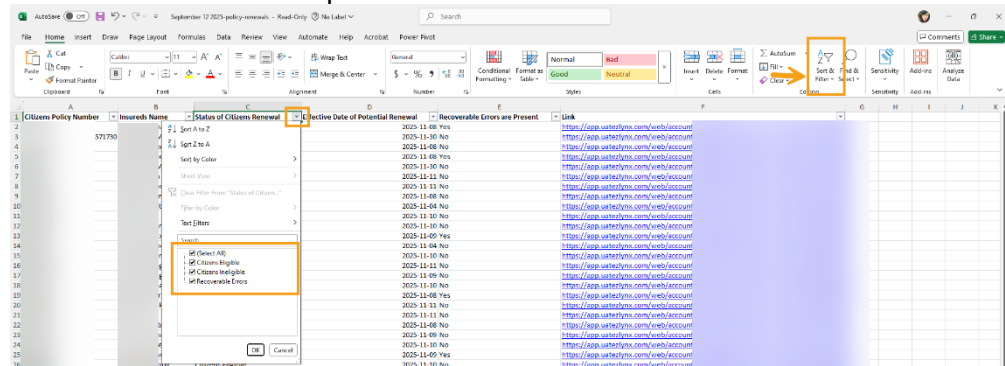
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Renewal Results Notification, Continued

Reviewing the Quote Results Report

Review the policies listed in report carefully. Action will be required on some renewal quotes and will vary by status.

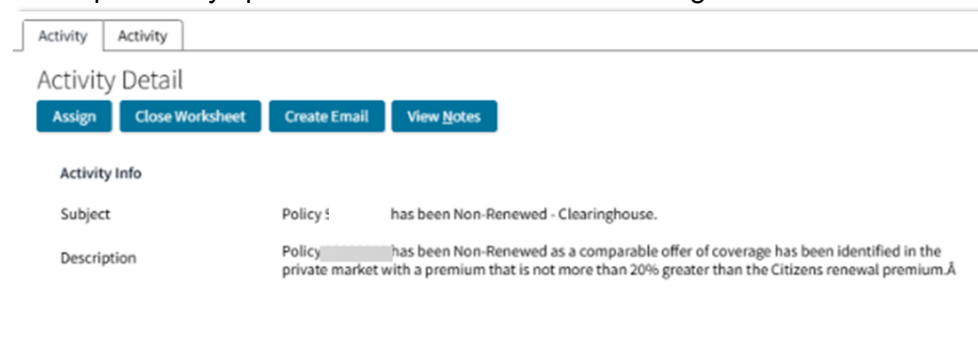
All columns within the report can be filtered and/or sorted.



PolicyCenter Activities and Transactions

Pending Nonrenewal Activity

Agents will be notified of an impending nonrenewal due to a Clearinghouse offer up to 7 days prior to a nonrenewal notice issuing to the customer.



Notice to Policyholder Activity

An additional activity will generate once the nonrenewal notice is issued to the policyholder.

Continued on next page

Renewal Results Notification, Continued

PolicyCenter Activities and Transactions, Continued

There will **not** be a system-generated note or banner indicating Clearinghouse involvement.

The *Policy Summary* screen will display the renewal transaction, which includes the status. Agents can access the renewal transaction directly if further review is needed:

Policy Summary: 5300

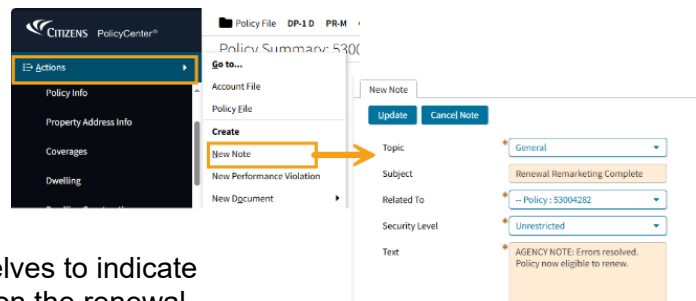
Current Activities						
Due Date	Priority	Subject	Assigned To	Assigned Group		
	Normal	Policy 5300 has been issued.		IGA PC Test Agency		
	High	Notice of Approval - Action required		IGA PC Test Agency		
	Normal	Policy 5300 has been scheduled for Nonrenewal. Clearinghouse.		IGA PC Test Agency		

Completed Policy Transactions						
Period Eff Date	Transaction Eff Date	Close Date	Type	Transaction #	Transaction Cost	Comment
11/16/2024	11/16/2024	09/17/2025	Issuance	530	-	
11/16/2024	11/16/2024	09/17/2025	Submission	530	8,671.00	

Transactions in Progress						
Period Eff Date	Trans Eff Date	Status	Type	Transaction #	Underwriter	Comment
11/16/2025	11/16/2025	Non-renewing	Renewal	531	Unassigned	

Best Practice:

There are no system-generated notes created for Clearinghouse renewals, though agency staff can make notes in PolicyCenter for themselves to indicate action has been taken on the renewal.



Note: Adding notes will not trigger any action from Citizens. Notes should be used for tracking and documentation purposes only.

Continued on next page

Renewal Results Notification, Continued

Policyholder Notice of Nonrenewal

If a policy is deemed ineligible by the clearinghouse, the *Policyholder Notice of Nonrenewal* will generate in PolicyCenter and be sent approximately 50 days prior to the expiration of the current term.

NONR1 01 14



301 W Bay St
Jacksonville FL 32202
www.citizensfla.com

Date of Notice: August 5, 2025

Policy Number [REDACTED]
First Named Insured [REDACTED]

NOTICE OF NONRENEWAL
EFFECTIVE September 27, 2025, 12:01 A.M. Eastern Time

Policy [REDACTED] is not being renewed by Citizens Property Insurance Corporation (Citizens). This policy will not provide any protection after the date and time specified above. The reason for this action is:

Citizens Property Insurance Clearinghouse (Clearinghouse) identified one or more private market offers with a premium that is not more than 20% greater than the premium for comparable coverage from Citizens. As a result, your property is ineligible for Citizens coverage under Florida law.

It is very important that you immediately discuss this notice with your insurance agent who is in the best position to advise you on your insurance needs so that you do not experience a gap in coverage. Your agent may or may not be appointed with the insurer(s) offering coverage.

The Clearinghouse was established per Section 627.3518, Florida Statutes. If an offer is made to you through the Clearinghouse that is not more than 20% greater than the premium for comparable coverage from Citizens, Florida law requires that your policy be nonrenewed. This is true even if your insurance agent is not appointed by the insurer(s) offering coverage.

The following offer(s) of coverage were extended to you by companies participating in the Clearinghouse. You are not required to accept any of these offers but must purchase coverage outside of Citizens to ensure you have coverage on your property.

Although you are ineligible for Citizens renewal, your Citizens renewal premium would have been: \$1000.00.

Available offers of coverage by carrier	Premium amount
[REDACTED]	\$1150.00

To learn more about your coverage options, contact your agent at [REDACTED]

Citizens Property Insurance Corporation

NONR1 01 14

Note: Agents can access this notice in the **Documents** section of the policy in PolicyCenter.

Remarketing Results Overview

The following chart will be included in every email. Action will be required on some renewal quotes, and will vary by status:

Status	Scenario	Citizens Renewal Policy Status	Recoverable Errors Present	Agent Action Needed
Recoverable Errors	Clearinghouse Carrier(s) have not been able to make any offers due to recoverable errors.	Renewing	Yes	Recoverable errors must be resolved by the 53rd calendar day prior to the renewal effective date to avoid a possible loss of commission.
	Clearinghouse Carrier(s) has made an offer that is more than 20% greater than the Citizens renewal premium and there are other carrier offers that were unable to be made due to recoverable errors			
Citizens Ineligible	At least one Clearinghouse Carrier has made an offer that is more than 20% greater than the Citizens renewal premium	Nonrenewing	Yes	Recoverable errors need to be resolved only if you are requesting an override exception for the offer(s) already received.
			No	Action is only needed if you are requesting an override exception prior to policy expiration.
Citizens Eligible	Clearinghouse Carrier(s) has either made an offer that is more than 20% greater than the Citizens renewal premium or did not make any offers and there is nothing preventing them from making an offer.	Renewing	No	No

Accessing Quotes in EZLynx

There are multiple ways to access renewal quotes.

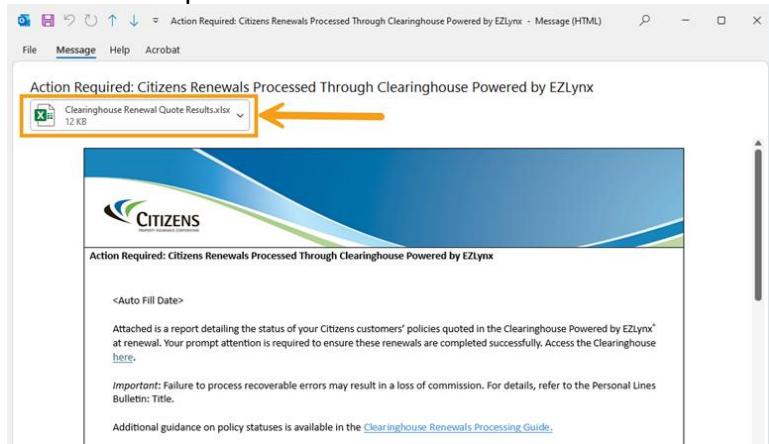
- [Direct link within the daily email](#)
- [EZLynx Completed Quotes search](#)
- [Applicant Search in EZLynx](#)

Direct Link in the Renewal Quote Results Report

Each daily email contains the *Renewal Quote Results* report for a single batch and includes a direct link to the EZLynx renewal quote. The date of the batch is indicated in the title of the report.

Note: This link may be used multiple times but will always return to the original quote. See [Best Practices](#) for tips to avoid rework on quotes and [Managing Quote Versions](#) to access the most recent version of a quote.

To access quote results from the report:

Step	Action																																																																																																																																												
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2	Access the report. 																																																																																																																																												
3	Click the link for the quote you wish to access: <table> <tr> <th>A</th><th>B</th><th>C</th><th>D</th><th>E</th><th>F</th><th>G</th><th>H</th><th>I</th><th>J</th></tr> <tr> <th>Citizens Policy</th><th>Insureds</th><th>Status of Citizens Renewal</th><th>Effective Date of Potential Renewal</th><th>Recoverable Errors are Present</th><th>Link</th><th></th><th></th><th></th><th></th></tr> <tr> <td>1 Number</td><td>Name</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>5 530C***</td><td>Jggccq Eze</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15442832/rating/quote-results/8172746/9368486</td><td></td><td></td><td></td><td></td></tr> <tr> <td>15 530C</td><td>Zhwyyj Mo</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15442809/rating/quote-results/8173805/9369770</td><td></td><td></td><td></td><td></td></tr> <tr> <td>17 530C</td><td>Pnmzhl Hk</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15442919/rating/quote-results/8173810/9369844</td><td></td><td></td><td></td><td></td></tr> <tr> <td>18 530C</td><td>Yqfhqk Sci</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15442921/rating/quote-results/8173812/9369854</td><td></td><td></td><td></td><td></td></tr> <tr> <td>29 530C</td><td>Icwjtz Rou</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15442981/rating/quote-results/8173872/9370209</td><td></td><td></td><td></td><td></td></tr> <tr> <td>35 530C</td><td>Qrdyex Pex</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443011/rating/quote-results/8173904/9370428</td><td></td><td></td><td></td><td></td></tr> <tr> <td>36 530C</td><td>Sbholoc Sii</td><td>Citizens Eligible</td><td>2025-10-22</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443014/rating/quote-results/8173905/9370436</td><td></td><td></td><td></td><td></td></tr> <tr> <td>41 530C</td><td>Ingqvra Fis</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443043/rating/quote-results/8173934/9370696</td><td></td><td></td><td></td><td></td></tr> <tr> <td>45 530C</td><td>Oresulc Iva</td><td>Citizens Eligible</td><td>2025-10-28</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443053/rating/quote-results/8173944/9370775</td><td></td><td></td><td></td><td></td></tr> <tr> <td>51 530C</td><td>Xjnujhs Sidi</td><td>Citizens Eligible</td><td>2025-10-22</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443085/rating/quote-results/8173976/9371084</td><td></td><td></td><td></td><td></td></tr> <tr> <td>54 530C</td><td>Eedorkv Li</td><td>Citizens Eligible</td><td>2025-10-22</td><td>No</td><td>https://app.uatestlynx.com/web/account/15443088/rating/quote-results/8173976/9371099</td><td></td><td></td><td></td><td></td></tr> </table> Note: EZLynx login may be required. Result: The renewal quote results display.	A	B	C	D	E	F	G	H	I	J	Citizens Policy	Insureds	Status of Citizens Renewal	Effective Date of Potential Renewal	Recoverable Errors are Present	Link					1 Number	Name									5 530C***	Jggccq Eze	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15442832/rating/quote-results/8172746/9368486					15 530C	Zhwyyj Mo	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15442809/rating/quote-results/8173805/9369770					17 530C	Pnmzhl Hk	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15442919/rating/quote-results/8173810/9369844					18 530C	Yqfhqk Sci	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15442921/rating/quote-results/8173812/9369854					29 530C	Icwjtz Rou	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15442981/rating/quote-results/8173872/9370209					35 530C	Qrdyex Pex	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15443011/rating/quote-results/8173904/9370428					36 530C	Sbholoc Sii	Citizens Eligible	2025-10-22	No	https://app.uatestlynx.com/web/account/15443014/rating/quote-results/8173905/9370436					41 530C	Ingqvra Fis	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15443043/rating/quote-results/8173934/9370696					45 530C	Oresulc Iva	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15443053/rating/quote-results/8173944/9370775					51 530C	Xjnujhs Sidi	Citizens Eligible	2025-10-22	No	https://app.uatestlynx.com/web/account/15443085/rating/quote-results/8173976/9371084					54 530C	Eedorkv Li	Citizens Eligible	2025-10-22	No	https://app.uatestlynx.com/web/account/15443088/rating/quote-results/8173976/9371099				
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45 530C	Oresulc Iva	Citizens Eligible	2025-10-28	No	https://app.uatestlynx.com/web/account/15443053/rating/quote-results/8173944/9370775																																																																																																																																								
51 530C	Xjnujhs Sidi	Citizens Eligible	2025-10-22	No	https://app.uatestlynx.com/web/account/15443085/rating/quote-results/8173976/9371084																																																																																																																																								
54 530C	Eedorkv Li	Citizens Eligible	2025-10-22	No	https://app.uatestlynx.com/web/account/15443088/rating/quote-results/8173976/9371099																																																																																																																																								

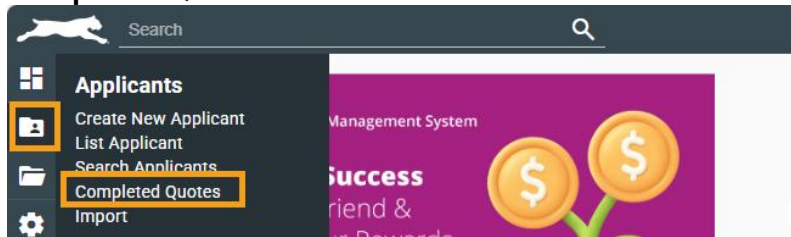
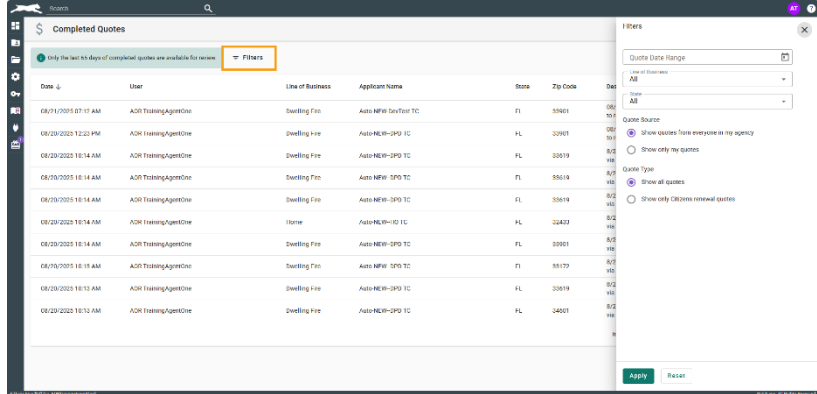
Continued on next page

Accessing Quotes in EZLynx, Continued

Completed Quotes Search in EZLynx

The *Completed Quotes* search feature in EZLynx provides a cumulative list of all completed renewal quotes. Results displayed on the *Completed Quotes* page has multiple filter and sort options.

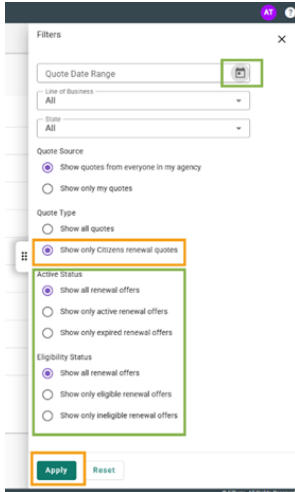
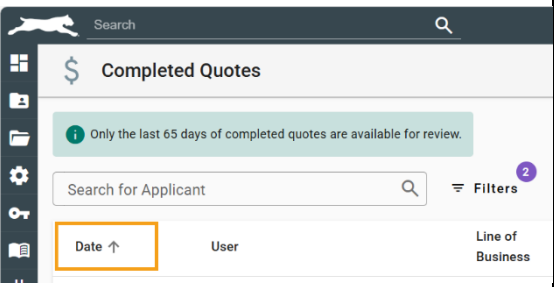
To access, filter and sort Citizens renewal quote results;

Step	Action
1	Login the EZLynx. Result: The EZLynx Dashboard displays.
2	From the Dashboard, select the Agent File icon, then select Completed Quotes .  Result: The <i>Completed Quotes</i> page displays, listing all completed quotes for all users in the agency.
3	(Optional) To locate only Citizens' renewal quotes, select Filters :  Result: The <i>Filters</i> menu displays.

Continued on next page

Accessing Quotes in EZLynx, Continued

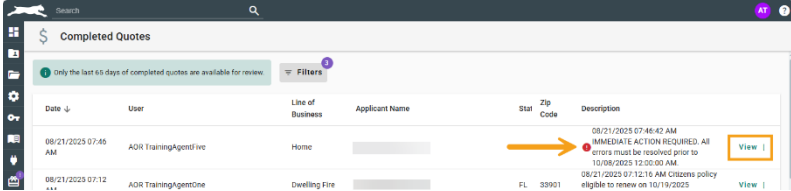
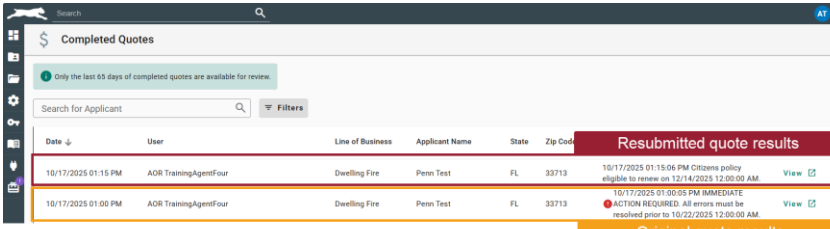
Completed
Quotes
Search in
EZLynx,
Continued

Step	Action
4	To access only Citizens renewal quotes, select Show only Citizens renewal quotes.  Result: Other filter options expand to include <i>Quote Date Range</i>, <i>Active Status</i> and <i>Eligibility Status</i>. Select Apply. Result: Filtered <i>Completed Quotes</i> display. Note: Action may be required on both eligible and ineligible quotes.
5	(Optional) Completed quote results default from most recent to oldest. Select Date to resort the results from newest to oldest. 

Continued on next page

Accessing Quotes in EZLynx, Continued

Completed Quotes Search in EZLynx, Continued

Step	Action
6	Review the <i>Description</i> column for quotes that require additional action, or if a quote is ineligible to renew. Select View to access the quote.  Result: The <i>Quote Results</i> page for the selected quote will open in a new tab. Any errors that occurred and/or Eligibility determination will be displayed. Note: The <i>Completed Quotes</i> results may display multiple entries for the same customer. Multiple versions will appear when the original renewal quote has been edited to resolve recoverable errors, resulting in updated quote entries:  Access the most current version to determine final renewal status.

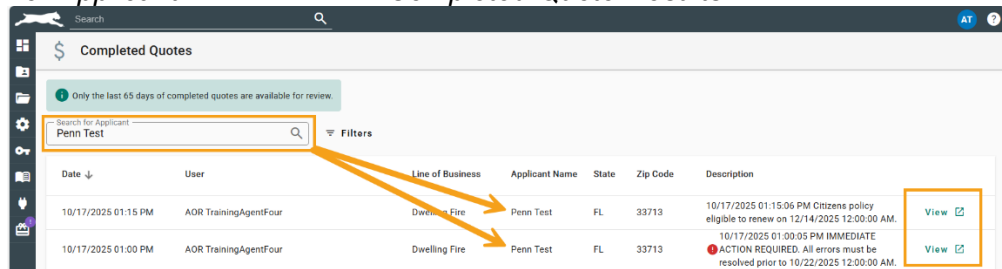
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Accessing Quotes in EZLynx, Continued

Applicant Search in EZLynx

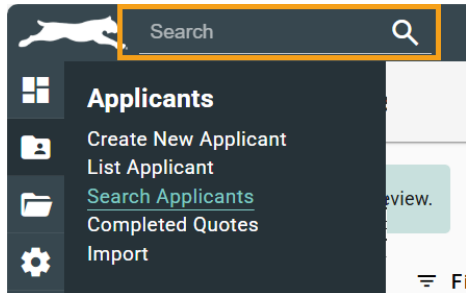
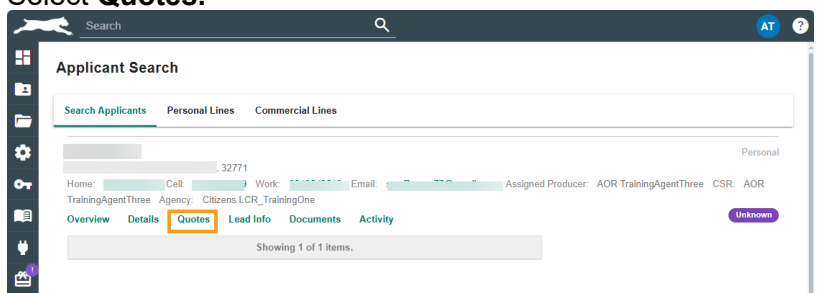
There are multiple ways to search for a single quote in EZLynx.

Best Practice: Search for all versions of a renewal quote using the *Search for Applicant* function on the *Completed Quote Results* screen:



Result: All versions of the quote will display. Select the most current version.

A policyholder's quote also can be accessed using any screen in EZLynx where the *Search* bar appears. To search for a single renewal quote using the *Search Applicants* screen or *Search* bar:

Step	Action
1	Login the EZLynx. Result: The EZLynx Dashboard displays.
2	Enter the policyholder's name in the <i>Search</i> field on any screen.  Result: The <i>Applicant Search</i> results will display.
3	Select Quotes .  Result: All versions of the applicant's quote will display.



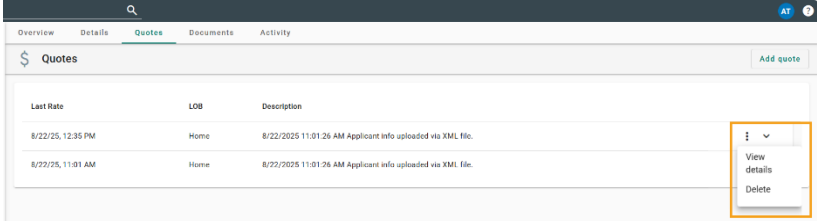
Clearinghouse Powered by EZLynx

Personal Lines

Continued on next page

Accessing Quotes in EZLynx, Continued

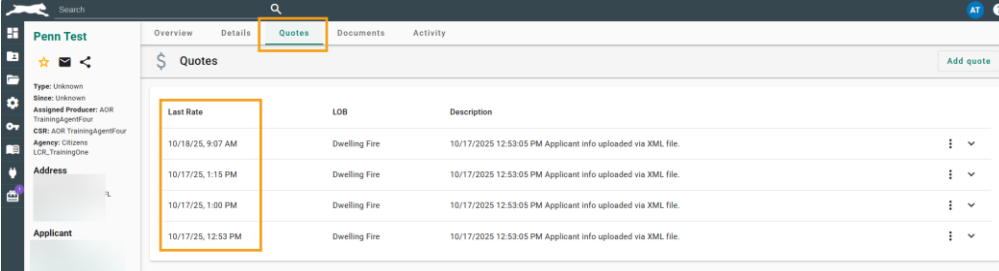
Applicant Search in EZLynx, Continued

Step	Action
4	Hover over the ellipsis on the right of the screen, then select View Details.  Result: The selected version of the <i>Quote Results</i> display. IMPORTANT: Do not delete quotes.

Managing Quote Versions in EZLynx

A **new version** of a quote is created each time an agent selects **Resubmit**. This is important to understand, especially when **multiple staff members** are involved in handling Citizens renewals.

To access the **most current version** of a quote navigate to the applicant's quotes, then select **Quotes** to view the latest version:



Last Rate	LOB	Description
10/18/25, 9:07 AM	Dwelling Fire	10/17/2025 12:53:05 PM Applicant info uploaded via XML file.
10/17/25, 1:15 PM	Dwelling Fire	10/17/2025 12:53:05 PM Applicant info uploaded via XML file.
10/17/25, 1:00 PM	Dwelling Fire	10/17/2025 12:53:05 PM Applicant info uploaded via XML file.
10/17/25, 12:53 PM	Dwelling Fire	10/17/2025 12:53:05 PM Applicant info uploaded via XML file.

This can be done from any screen within the EZLynx quote.

Best Practice: Use this functionality to check whether another member of your agency has resolved recoverable errors, or to ensure you're working from the most current version of the quote results.

Resolving Recoverable Errors

Impact of Unresolved Recoverable Errors on Clearinghouse Renewals

Unresolved recoverable errors **will** result in a Citizens renewal; however, they prevent valid remarketing results. These errors are typically caused by a carrier's need for additional information:

The volume of recoverable errors an agency experiences depends on the specific data requirements of their appointed carriers. Some customer outreach to obtain carrier-requested information in order to resolve recoverable errors may be required, especially to determine:

- The current age of systems such as roof and water heater
- Additional carrier coverages, such as extended water, mold, fungi and loss settlement.

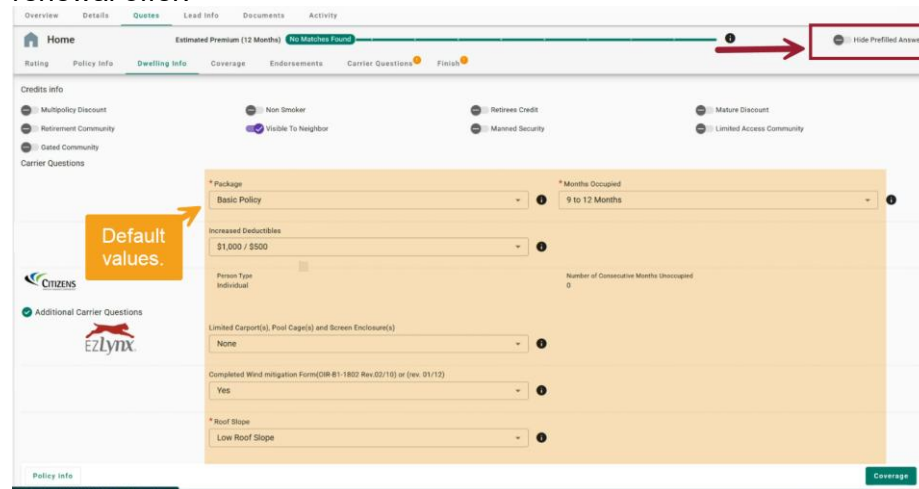
Agents generally have up to 7 calendar days to resolve recoverable errors. This time frame may be shortened if carrier responses are delayed.

Important: Because valid remarketing results cannot be obtained, Citizens reserves the right to withhold commissions if recoverable errors are not corrected before the Citizens Renewal Offer is generated—53 days prior to policy expiration.

Carrier Question Review: Default and Prefilled Answers

Defaults

Agents should be aware of default values when reviewing Citizens renewals in EZLynx. Citizens renewal term information will be submitted to EZLynx to generate a new quote. However, some carrier-specific questions may default to values not included in the Citizens comparable coverages and/or renewal offer:



The screenshot shows the EZLynx interface for reviewing carrier questions. A red box highlights the 'Hide Prefilled Answers' button in the top right corner. An orange callout box points to the 'Default values' section, which includes the following information:

- Package:** Basic Policy
- Months Occupied:** 9 to 12 Months
- Increased Deductibles:** \$1,000 / \$500
- Person Type:** Individual
- Number of Consecutive Months Unoccupied:** 0
- Limited Carport(s), Pool Cage(s) and Screen Enclosure(s):** None
- Completed Wind mitigation Form (DR 81-1802 Rev 02/10) or (rev. 01/12):** Yes
- Roof Slope:** Low Roof Slope

Continued on next page

Resolving Recoverable Errors, Continued

Carrier Question Review: Default and Prefilled Answers, Continued

Prefill Answers

Carrier prefill answers are set by the EZLynx Admin, generally the agency's principal, during the Carrier Quoting Setup.

Agencies who set up prefilled carrier questions may have that carrier's questions hidden during the renewal quoting process. This can cause recoverable errors to be hidden and will not appear when a quote is resubmitted. It is recommended that *Hide Prefilled Answers* be disabled.

Default values may be populated by EZLynx's *Prefilled Answers*, and these should be reviewed and adjusted as needed while resolving recoverable errors.

Best practices:

- Deselect the *Hide Prefilled Answers* option to avoid unintended default values.
- When setting up carrier quoting:

Do	Don't
✓ Set up Shared Carrier Logins ✓ Set up Producer and Agency Codes	✗ Set answers for risk-specific characteristics.

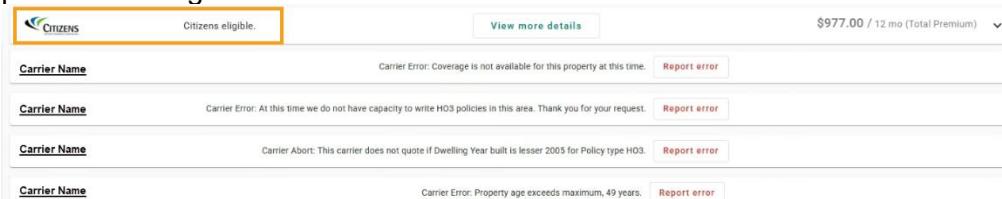
Refer to [Agency Shared Carrier Logins & Defaults](#) for more information.

Identifying Recoverable Errors

A quote can contain a combination of recoverable and nonrecoverable errors.

Nonrecoverable Errors

Valid carrier declinations can be difficult to identify and are referred to as "nonrecoverable." No resolution is needed unless you wish to further pursue coverage from that carrier:

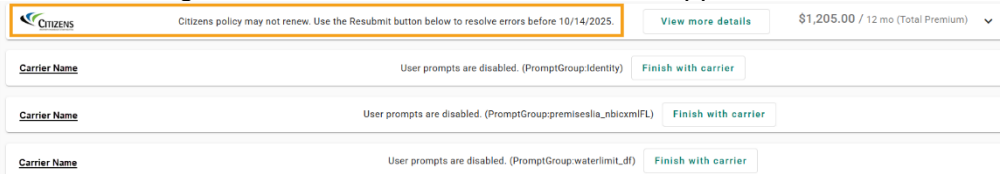


Nonrecoverable errors are usually indicated with the message, "Carrier Abort" or "Carrier Error." There is no need to **Report Error**.

Recoverable Errors

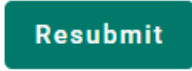
Recoverable errors are typically the result of one of the following:

- Additional carrier questions typically occur when the information is not available in PolicyCenter, or the information was unable to be passed from PolicyCenter.
- Missing carrier credentials and other carrier appointment issues.



Recoverable errors are typically indicated by the message “User Prompt” or “User Abort.” This message does not reflect an agent mistake. Instead, it is a default system notification indicating that the Citizens renewal data did not include responses to carrier-specific questions required for remarketing.

With all recoverable errors:

Do Select:	Do Not Select:
✓ Resubmit to resolve any errors.	✗ Finish with Carrier.
	

Note: Refer to XXX for a current list of carrier-specific errors and their resolution.

Continued on next page

Resolving Recoverable Errors, Continued

Preventing Recoverable Errors due to Carrier Credential Issues

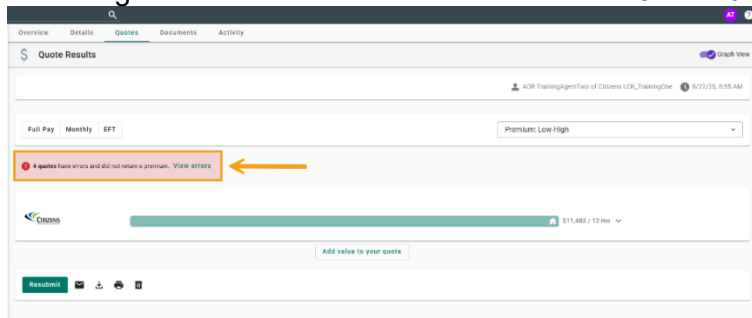
Some private-market carriers issue or allow the use of shared credentials.

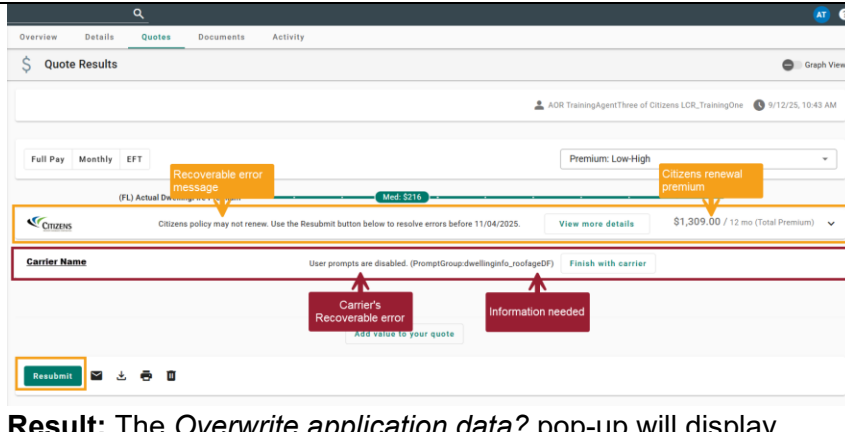
To avoid recoverable credential errors when processing renewals for policies where you are not the agent of record, your agency's EZLynx Administrator should [set up shared carrier credentials](#) within EZLynx. This ensures:

- Seamless access to your agency's appointed carriers
- Fewer login and credentialing errors
- Valid carrier returns during the remarketing process

Resolving Recoverable Errors

To resolve recoverable errors:

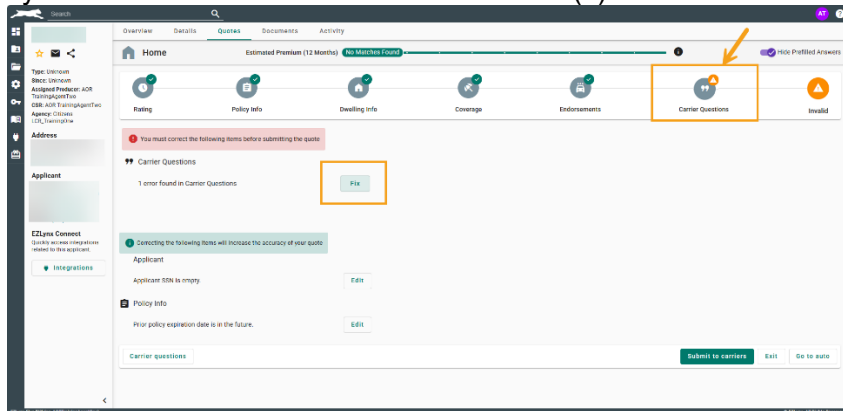
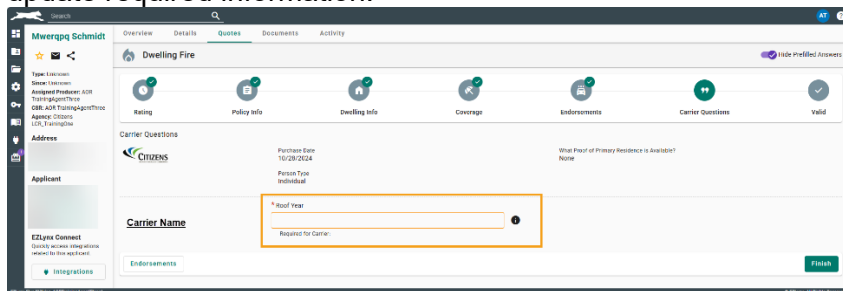
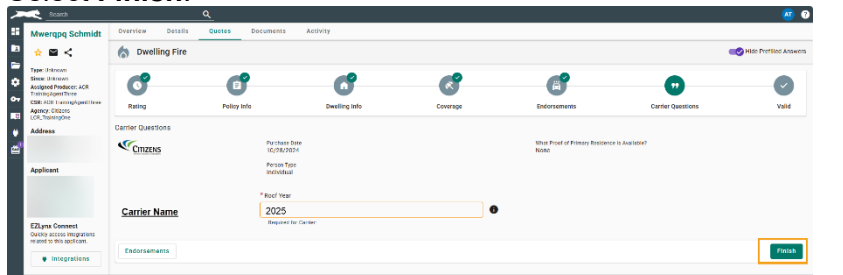
Step	Action
1	Confirm you are accessing the most current version of the quote, then on the <i>Quote Results</i> screen, a banner will display indicating there are recoverable errors. Select View Errors.  Result: All quote results will display. Note: If <i>Graph View</i> is disabled, continue to Step 2.
2	Citizens estimated renewal premium and a message stating "Citizens policy may not renew" will be visible, as well all carrier errors. Select Resubmit to correct the recoverable errors.

	
3	Result: The <i>Overwrite application data?</i> pop-up will display. Select Overwrite to continue. Overwrite application data? Resubmitting will automatically overwrite existing application data with data from the renewal offer. Do you wish to proceed? Cancel Overwrite Result: EZLynx errors will display.

Continued on next page

Resolving Recoverable Errors, Continued

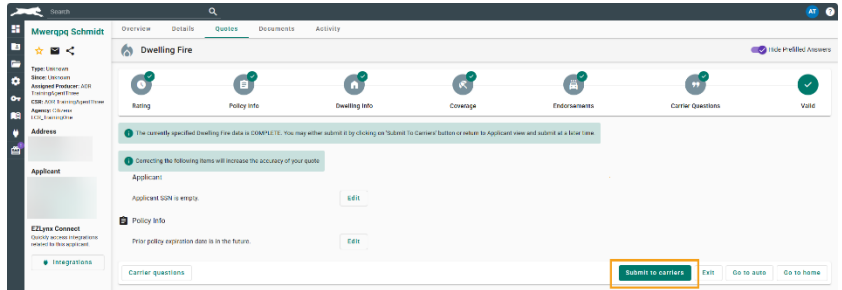
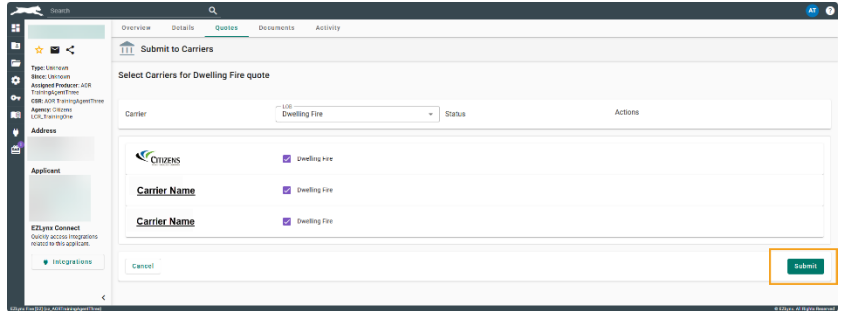
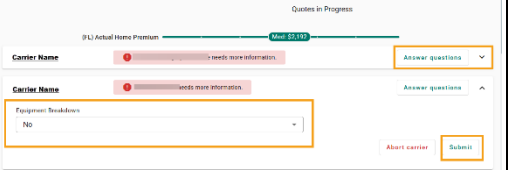
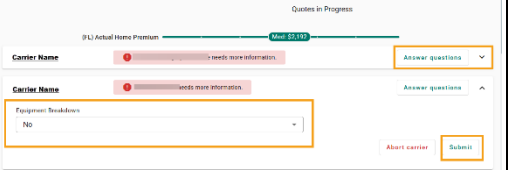
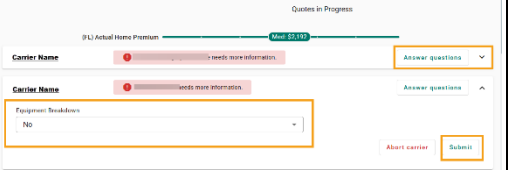
Resolving Recoverable Errors, Continued

Step	Action
4	For some errors, the pages with missing required fields or erroneous information will be indicated with a caution icon, and error messages will display. Select the tab with the caution symbol or the Fix button to correct the error(s).  Result: The page with errors will display. Required fields will be indicated.
5	Required fields will be indicated with an asterisk. Enter or update required information. 
6	Select Finish.  Result: The quote validation page displays

Continued on next page

Resolving Recoverable Errors, Continued

Resolving Recoverable Errors, Continued

Step	Action								
7	Select Submit to Carriers.  Result: The <i>Submit to Carriers</i> screen displays.								
8	Confirm all carriers are selected. Select Submit.  Result: The <i>Quote Results</i> display.								
9	<table border="1"> <thead> <tr> <th>If the quote is:</th><th>Then:</th></tr> </thead> <tbody> <tr> <td>Citizens Eligible</td><td>No further action is required. The policy will renew with Citizens.</td></tr> <tr> <td>Citizens Ineligible</td><td>Place the risk in the private market or request an eligibility exception.</td></tr> <tr> <td>Additional errors display</td><td> Expand Answer Questions, then answer the carrier question. Select Submit.  Return to Step 2 to resubmit the quote. </td></tr> </tbody> </table>	If the quote is:	Then:	Citizens Eligible	No further action is required. The policy will renew with Citizens .	Citizens Ineligible	Place the risk in the private market or request an eligibility exception .	Additional errors display	Expand Answer Questions, then answer the carrier question. Select Submit.  Return to Step 2 to resubmit the quote.
If the quote is:	Then:								
Citizens Eligible	No further action is required. The policy will renew with Citizens .								
Citizens Ineligible	Place the risk in the private market or request an eligibility exception .								
Additional errors display	Expand Answer Questions, then answer the carrier question. Select Submit.  Return to Step 2 to resubmit the quote.								

Handling Citizens Ineligible Quote Results

If at least one Clearinghouse carrier has made an offer that is more than 20% greater than the Citizens renewal premium, the Citizens policy will automatically be nonrenewed.

Risks submitted to private market carriers will be subject to all new business underwriting and documentation requirements. This can include current inspections and other requirements to complete the new business submission.

A nonrenewal notice will be sent to the policyholder 51 days prior to policy expiration.

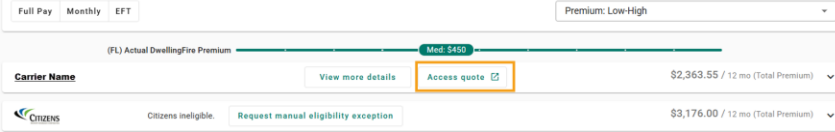
Placing a Policy with a Private Market Carrier

Agents have the option to submit the quote to a private market carrier **as new business** or obtain coverage through other available markets when anytime a valid offer is present, including:

- When policy is eligible to renew with Citizens, but the policyholder wishes to accept a coverage at a higher premium
- Recoverable errors are returned by one or more carriers, but the customer wishes to accept the valid offer.

Ineligible policies will automatically be nonrenewed by Citizens. To avoid a lapse in coverage, these policies must be placed in the private market.

To submit the quote through EZLynx:

Step	Action
1	Access the quote in EZLynx.
2	On the <i>Quote Results</i> screen, select Go to Carrier . 
3	Complete the quote with the carrier.

Continued on next page

Handling Citizens Ineligible Quote Results, Continued

Ineligible Results Exceptions

If a carrier returns a premium that makes the risk ineligible for a Citizens renewal, the agent can request an exception when one of the following occur:

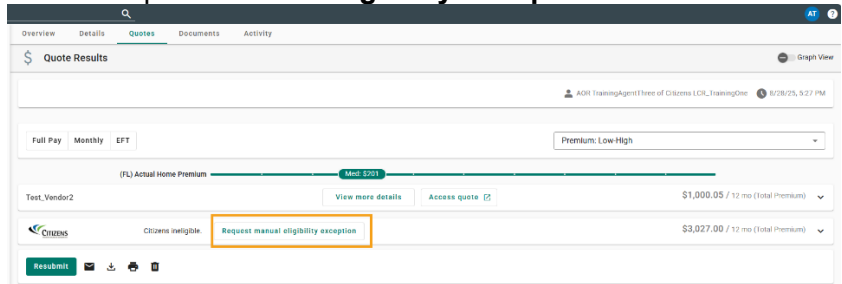
- The carrier will not accept a risk based on their filed and approved underwriting guidelines, or the carrier rejects the risk after it is submitted.
- The price increases to exceed the 20% rule after submission.
- No other disqualifying offers of coverage exist.

Additional requirements for renewal eligibility exceptions:

- All recoverable errors have been resolved, *and*
- The request is submitted prior to expiration of the Citizens policy.

The eligibility exception is available until policy expiration. Once a policy expires, the renewal quote within EZLynx will be converted to a new business quote. See [Returning to Citizens](#) for more information.

To request an eligibility exception:

Step	Action						
1	On the <i>Quote Results</i>, review the Citizens error. <table border="1"> <tr> <th>If the message says:</th><th>Then:</th></tr> <tr> <td>  Citizens ineligible. Citizens policy will not renew. To request a manual eligibility exception to a carrier offer, use the Resubmit button below to resolve errors. </td><td> You must resolve recoverable errors prior to requesting an eligibility exception. Once this is complete you will be able to move to Step 2. </td></tr> <tr> <td>  Citizens ineligible. Request manual eligibility exception </td><td>Continue to Step 2.</td></tr> </table>	If the message says:	Then:	 Citizens ineligible. Citizens policy will not renew. To request a manual eligibility exception to a carrier offer, use the Resubmit button below to resolve errors.	You must resolve recoverable errors prior to requesting an eligibility exception. Once this is complete you will be able to move to Step 2.	 Citizens ineligible. Request manual eligibility exception	Continue to Step 2.
If the message says:	Then:						
 Citizens ineligible. Citizens policy will not renew. To request a manual eligibility exception to a carrier offer, use the Resubmit button below to resolve errors.	You must resolve recoverable errors prior to requesting an eligibility exception. Once this is complete you will be able to move to Step 2.						
 Citizens ineligible. Request manual eligibility exception	Continue to Step 2.						
2	Select Request Manual Eligibility Exception.  Result: <i>Request Manual Eligibility Exception</i> window opens.						



Clearinghouse Powered by EZLynx

Personal Lines

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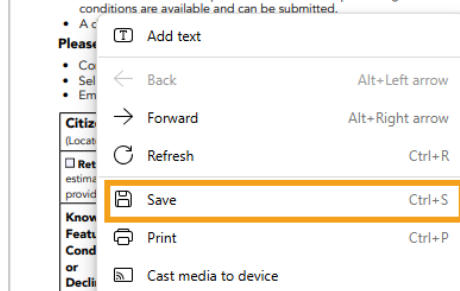
Clearinghouse Powered by EZLynx

Personal Lines

Continued on next page

Handling Citizens Ineligible Quote Results, Continued

Ineligible Results Exceptions, Continued

Step	Action																												
7	Indicate which EZLynx carrier(s) the exception will apply to. <table border="1"> <thead> <tr> <th colspan="4">EZLynx Carriers</th> </tr> </thead> <tbody> <tr> <td>☐ American Integrity Insurance</td> <td>☒ Edison Insurance Company</td> <td>☐ Monarch National Ins Company</td> <td>☐ Slide Insurance</td> </tr> <tr> <td>☐ American Traditions Insurance Company</td> <td>☐ Florida Family Insurance</td> <td>☐ Nationwide Insurance</td> <td>☐ Southern Oak Insurance Company</td> </tr> <tr> <td>☐ ASI/Progressive Home</td> <td>☐ Florida Peninsula Insurance Company</td> <td>☐ Olympus Insurance Company</td> <td>☐ Tower Hill Insurance</td> </tr> <tr> <td>☐ Cabrillo Coastal</td> <td>☐ Frontline Insurance</td> <td>☐ Ovation Home Insurance Exchange</td> <td>☐ Universal North America</td> </tr> <tr> <td>☐ Centauri Insurance Company</td> <td>☐ Heritage</td> <td>☐ People's Trust Insurance Company</td> <td>☐ Universal P&C</td> </tr> <tr> <td>☐ Cypress Property & Casualty Home</td> <td>☐ Manatee Insurance Exchange</td> <td>☐ Security First</td> <td></td> </tr> </tbody> </table> All responses will be provided within one business day. Notes: All risks will still need to go through Underwriting for insurability. Agents must qualify that the risk meets all underwriting guidelines once in PolicyCenter®. The Property Insurance Clearinghouse team retains the right to reject documentation that does not reasonably support the representations made in this form. CH EF 7-25	EZLynx Carriers				☐ American Integrity Insurance	☒ Edison Insurance Company	☐ Monarch National Ins Company	☐ Slide Insurance	☐ American Traditions Insurance Company	☐ Florida Family Insurance	☐ Nationwide Insurance	☐ Southern Oak Insurance Company	☐ ASI/Progressive Home	☐ Florida Peninsula Insurance Company	☐ Olympus Insurance Company	☐ Tower Hill Insurance	☐ Cabrillo Coastal	☐ Frontline Insurance	☐ Ovation Home Insurance Exchange	☐ Universal North America	☐ Centauri Insurance Company	☐ Heritage	☐ People's Trust Insurance Company	☐ Universal P&C	☐ Cypress Property & Casualty Home	☐ Manatee Insurance Exchange	☐ Security First	
EZLynx Carriers																													
☐ American Integrity Insurance	☒ Edison Insurance Company	☐ Monarch National Ins Company	☐ Slide Insurance																										
☐ American Traditions Insurance Company	☐ Florida Family Insurance	☐ Nationwide Insurance	☐ Southern Oak Insurance Company																										
☐ ASI/Progressive Home	☐ Florida Peninsula Insurance Company	☐ Olympus Insurance Company	☐ Tower Hill Insurance																										
☐ Cabrillo Coastal	☐ Frontline Insurance	☐ Ovation Home Insurance Exchange	☐ Universal North America																										
☐ Centauri Insurance Company	☐ Heritage	☐ People's Trust Insurance Company	☐ Universal P&C																										
☐ Cypress Property & Casualty Home	☐ Manatee Insurance Exchange	☐ Security First																											
8	Save or download the completed form. 																												
9	Email the completed form and required documentation to clearinghouse.help@citizensfla.com Result: Allow 1 business day for review. A response will be emailed to the agent of record.																												

Continued on next page

Handling Citizens Ineligible Quote Results, Continued

Ineligible Results Exceptions, Continued

Step	Action	
10	If the exception is: Approved  Clearinghouse Manual Override Request September 1, 2025 The request for an eligibility exception for Citizens policy 53004282 (Clearinghouse request ID 0198ec96-3e41-7b6d-b5ea-4c58cf711d47) has been reviewed. The information provided satisfies the requirements for an exception; therefore, policy [redacted] will renew. Appointed agents can submit questions to Citizens by replying to this email or logging in to the Agents website and choosing the Contact Us link on the top of the page. Citizens will respond within five business days. Agents also can contact the Customer Care Center at 888.685.1555.	Then: No further action is required. The Citizens policy will be renewed. The Agent of Record will receive notice via PolicyCenter Desktop activity.
	Denied  Clearinghouse Manual Override Request September 1, 2025 The request for an eligibility exception for Citizens policy 53004282 (Clearinghouse request ID 0198ec96-3e41-7b6d-b5ea-4c58cf711d47) has been reviewed. The information provided does not meet the criteria for an exception. Additional information will be sent in a separate email from clearinghouse.help@citizensfla.com soon. Appointed agents can submit questions to Citizens by replying to this email or logging in to the Agents website and choosing the Contact Us link on the top of the page. Citizens will respond within five business days. Agents also can contact the Customer Care Center at 888.685.1555.	Place the risk in the private market. The Citizens policy will not renew.

Remarketing Eligible Policies

No action is required on eligible quotes. These policies will automatically receive a renewal offer from Citizens.

**Option to
Accept a
Private
Market Offer**

Even if a quote is deemed eligible for Citizens, there are benefits to placing a risk in the private market:

- Limited assessment potential
- More comprehensive coverage
- Increased maximum limits
- Citizens flood insurance requirements

See Placing a [Policy with a Private Market Carrier](#) for more details.

Returning to Citizens after Policy Expiration

Eligibility to Return

A risk may be eligible to return as new business to Citizens after policy expiration for the following reasons:

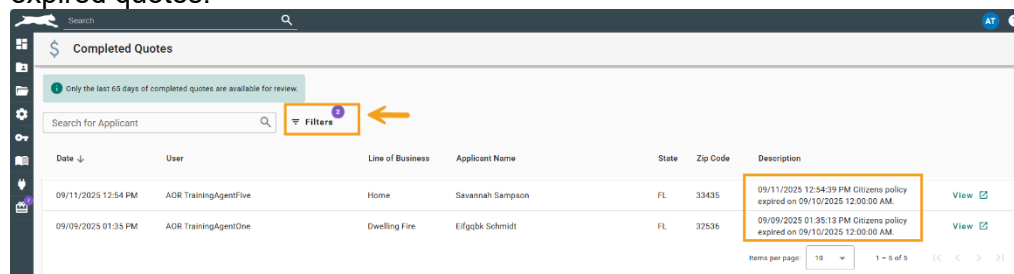
- The premium for comparable coverage increased after being placed with a private market carrier
- A policy is cancelled by a private carrier during the discovery period

The risk will be treated as new business by Citizens, and will be required to meet Citizens underwriting requirements, including any inspection and other required documents.

EZLynx Expired Quotes: Resubmitting to Citizens

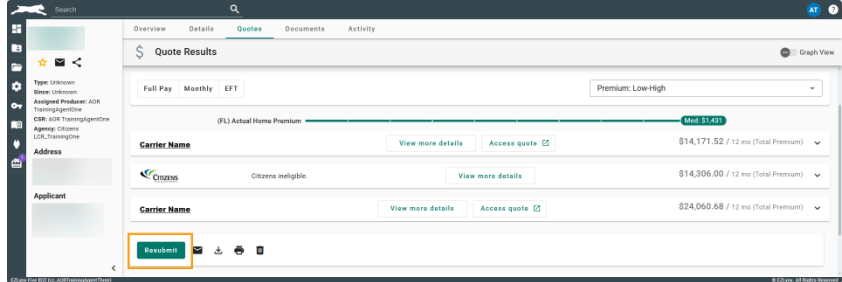
The renewal quote results in EZLynx will expire upon policy expiration. Once expired, the quote results may still be accessed and converted to a new business submission.

Note: Filters are available on the [Completed Quotes](#) tab to easily identify expired quotes.



To convert and submit an expired policy as new business:

Step	Action
1	Access the expired renewal quote in EZLynx.
2	Select Resubmit to convert to a new business submission:



Result: The *Create new quote?* confirmation message will display.

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Returning to Citizens after Policy Expiration, Continued

**EZLynx
Expired
Quotes:
Resubmitting
to Citizens,
Continued**

Step	Action
3	Select Create. Create new quote? This renewal offer has expired. Do you wish to create a new business quote to resubmit for coverage? Cancel Create Result: The <i>Personal Lines Applicant</i> page will display.
4	Validate all prefilled information, then complete the new business submission. Refer to the Quoting Workflow for the Citizens Clearinghouse Powered by EZLynx video for more information.
5	If eligible, complete the new business application in PolicyCenter. <i>Note:</i> All underwriting requirements must be met, including any new inspections. Expired inspections will not be accepted.

Best Practices for Managing your Clearinghouse Renewal Results

Each agency will manage renewal remarketing differently. Throughout this guide, best practices have been included to help agencies track and manage their Citizens Clearinghouse renewals.

Some additional best practices include:

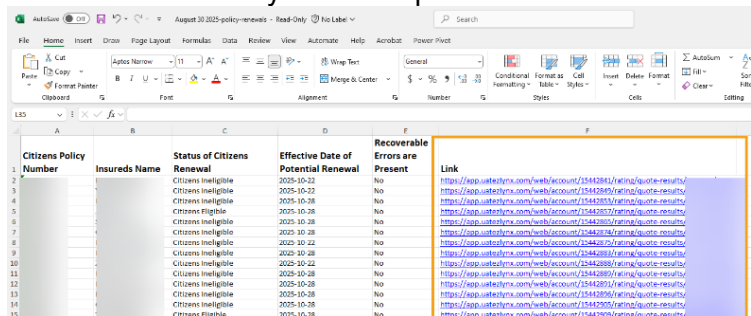
EZLynx Setup: Update Contact Information

Prior to getting started, agency principals should avoid any delays or set-up issues by confirming all agents in your agency have the correct email address on file for Citizens.

Contact information can be confirmed and updated in [myAgency](#).

Tracking Quotes: Column to the Daily Quote Results Report

The Citizens' policy number and a link to the EZLynx renewal quote will be available on the daily renewal spreadsheet:



Citizens Policy Number	Insureds Name	Status of Citizens Renewal	Effective Date of Potential Renewal	Recoverable Errors are Present	Link
1		Citizens Ineligible	2025-10-22	No	https://app.ezlynx.com/web/account/15442881/renewal/quote-renewal/
2		Citizens Ineligible	2025-10-22	No	https://app.ezlynx.com/web/account/15442889/renewal/quote-renewal/
3		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442883/renewal/quote-renewal/
4		Citizens Eligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442887/renewal/quote-renewal/
5		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442891/renewal/quote-renewal/
6		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442895/renewal/quote-renewal/
7		Citizens Ineligible	2025-10-22	No	https://app.ezlynx.com/web/account/15442899/renewal/quote-renewal/
8		Citizens Ineligible	2025-10-22	No	https://app.ezlynx.com/web/account/15442903/renewal/quote-renewal/
9		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442907/renewal/quote-renewal/
10		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442911/renewal/quote-renewal/
11		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442915/renewal/quote-renewal/
12		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442919/renewal/quote-renewal/
13		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442923/renewal/quote-renewal/
14		Citizens Ineligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442927/renewal/quote-renewal/
15		Citizens Eligible	2025-10-28	No	https://app.ezlynx.com/web/account/15442931/renewal/quote-renewal/

The links listed in the spreadsheet will return to the initial quote, even if any errors have already been

resolved.

To prevent duplication of efforts:

- **Delete policies** from the spreadsheet once they have been worked.
- Alternatively, **add a column** to indicate completion status (e.g., "Completed," "In Progress," "Needs Review").

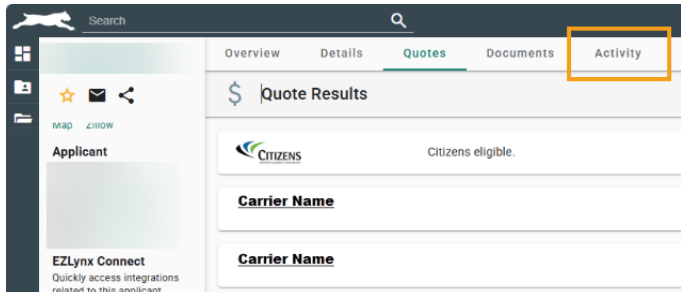
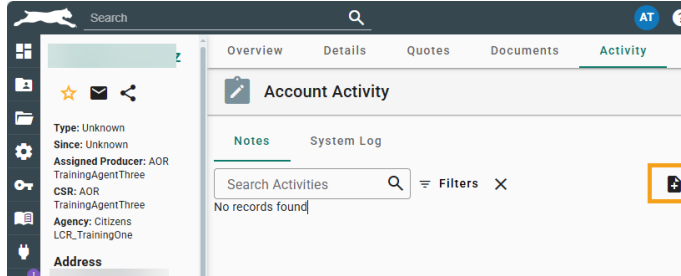
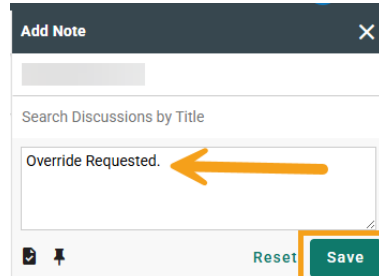
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Best Practices for Managing your Clearinghouse Renewal Results, Continued

Tracking Quotes: Add Notes in EZLynx

After working on a renewal quote, the *Activity* tab is available to document any actions your agency has taken. This will enable all other agency users to confirm any actions taken on a Citizens renewal quote.

To make a note on a renewal quote:

Step	Action
1	Access the EZLynx quote and complete any additional actions required for renewal remarketing.
2	Select Activity.  Result: The <i>Account Activity</i> screen displays.
3	Select the  icon.  Result: Add Note
4	Enter your note, then select Save.  Result: The note is added to the <i>Account Activity</i>. <i>Tip:</i> Return to the <i>Account Activity</i> screen to view any notes regarding previous actions taken by your agency.

Training and Resources

EZLynx and Citizens Resource Hub

The EZLynx Resource Hub is your one-stop shop for getting started with EZLynx Rating. Some great resources include:

- **New Business** [Quoting Workflow for the Citizens Clearinghouse Powered by EZLynx](#)
- **Renewal** [Workflow for Citizens Clearinghouse Powered by EZLynx](#)

Policyholder Awareness Video – Coming Soon!

Struggling to explain the process to your policyholder? Send them a link to our new policyholder video.
<Link here>

Citizens Online Training – Coming Soon!

Each appointed agent and LCR will be required to complete the following online module to attest to your understanding of your roles and responsibilities to facilitate private market placement through the Clearinghouse.

This module will be assigned to you via Citizens Learning Center. You will receive an email alerting you to the assignment of this module, or you can access it <here.>

Recorded Webinars – Coming Soon!

Recorded webinars will be posted [here](#).

Job Aids and Guides

Clearinghouse job aids and guides are available [here](#).

Additional Help and Support

For	Contact
Credentialling and System Errors	EZLynx Support Center (877) 932-2382 Email support@ezlynx.com
Guidance and additional agency support	Citizens Agency Managers
Questions regarding eligibility results	Email Clearinghouse.help@citizensfla.com



Clearinghouse Powered by EZLynx

Personal Lines