

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-954944839	10/15/2018	12/24/2018	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Other Personal P&C	Personal Umbrella	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Okaloosa	HU-18- Michael
1-955033271	10/16/2018	12/19/2018	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-955254949	10/17/2018	1/21/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-955337203	10/18/2018	1/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-955358401	10/18/2018	1/7/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Denial	Contractual Provision	Leon	HU-18- Michael
1-955454381	10/19/2018	1/9/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-955516250	10/19/2018	12/25/2018	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Bay	HU-18- Michael
1-955536827	10/19/2018	1/15/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-955636212	10/22/2018	1/8/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Gulf	HU-18- Michael
1-955636410	10/22/2018	1/21/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-955639422	10/22/2018	1/9/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-955667713	10/22/2018	1/2/2019	BLUE CROSS & BLUE SHIELD OF FLORIDA, INC.	06020	Accident & Health	Major Medical Individual	Coverage Issue	Coverage Question	Company Position Explained	Bay	Health Care Reform
1-955697882	10/22/2018	1/7/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-955750632	10/22/2018	1/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-955778022	10/23/2018	1/9/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gadsden	HU-18- Michael
1-955788801	10/23/2018	1/21/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-955793012	10/23/2018	1/21/2019	AVATAR PROPERTY & CASUALTY INSURANCE COMPANY	03739	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-955793429	10/23/2018	1/7/2019	BLUE CROSS & BLUE SHIELD OF FLORIDA, INC.	06020	Accident & Health	Major Medical Individual	Claim Issue	Claim Denial	Notice Issued-Relief	Okaloosa	HU-18- Michael
1-955793669	10/23/2018	1/14/2019	HUMANA INSURANCE COMPANY	05901	Accident & Health	Medicare PPO/PFFS	Claim Issue	Claim Handling Delay	No Jurisdiction	Washington	HU-18- Michael
1-955818995	10/23/2018	3/4/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Mediation	Impasse	Gulf	HU-18- Michael
1-955934405	10/24/2018	1/7/2019	USAA CASUALTY INSURANCE COMPANY	02865	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-955938218	10/24/2018	1/14/2019	BLUE CROSS & BLUE SHIELD OF FLORIDA, INC.	06020	Accident & Health	Major Medical Individual	Premium Issue	Invoice/Billing Issue	Insufficient Information	Bay	HU-18- Michael
1-956095181	10/25/2018	1/2/2019	MCKENZIE INSURANCE ASSOCIATES	L089365	Residential P&C	Homeowner	Agent Issue	Agent Handling	Issue Resolved	Bay	HU-18- Michael
1-956116905	10/25/2018	1/9/2019	FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	02853	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956122495	10/25/2018	3/8/2019	PEOPLES FIRST INSURANCE SERVICES, LLC	L064556	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Notice Issued-No Relief	Bay	HU-18- Michael
1-956160701	10/25/2018	2/19/2019	AUTO-OWNERS INSURANCE COMPANY	09703	Other Commercial P&C	Commercial Liability	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956199509	10/26/2018	1/15/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-956183861	10/26/2018	1/21/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Other Company Issue	Question of Fact	Bay	HU-18- Michael
1-956221933	10/26/2018	1/21/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-956359283	10/29/2018	1/21/2019	ASI HOME INSURANCE CORP.	03657	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-956356511	10/29/2018	1/7/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-956348051	10/29/2018	2/11/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Coverage Issue	Coverage Question	Company Position Explained	Calhoun	HU-18- Michael
1-956353873	10/29/2018	1/21/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Gadsden	HU-18- Michael
1-956366228	10/29/2018	1/15/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956366890	10/29/2018	1/2/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956375874	10/29/2018	1/14/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Calhoun	HU-18- Michael
1-956383877	10/29/2018	1/14/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Mobile Home	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-956423970	10/29/2018	1/7/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-956472406	10/30/2018	1/29/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956472583	10/30/2018	1/28/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-956486612	10/30/2018	1/9/2019	TUDOR INSURANCE COMPANY	S1137	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-956472924	10/30/2018	1/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956479894	10/30/2018	1/15/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-956493890	10/30/2018	4/29/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-956481281	10/30/2018	1/7/2019	PEAK PROPERTY AND CASUALTY INSURANCE CORP.	01974	Personal Automobile	Combination of Coverages	Cancellation Issue	Cancel/Nonrenew Nonpayment	Notice Issued-Relief	Washington	HU-18- Michael
1-956518987	10/30/2018	1/28/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-956520941	10/30/2018	1/29/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Coverage Issue	Coverage Question	Company Position Explained	Jackson	HU-18- Michael
1-956528250	10/30/2018	1/21/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	ALE Issue	Claim Settled	Bay	HU-18- Michael
1-956560013	10/30/2018	1/29/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956558564	10/30/2018	1/7/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Dwelling Fire	Cancellation Issue	Other Cancel/Nonrenew Issue	Company Position Explained	Bay	HU-18- Michael
1-956565186	10/30/2018	2/18/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-956632993	10/31/2018	1/21/2019	PROGRESSIVE DIRECT INSURANCE COMPANY	92629	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Claim Handling Delay	Company Position Explained	Franklin	HU-18- Michael
1-956642256	10/31/2018	1/14/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-956636731	10/31/2018	1/21/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Claim Denial	Claim Settled	Escambia	HU-18- Michael
1-956628037	10/31/2018	1/28/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Gadsden	HU-18- Michael
1-956666064	10/31/2018	1/28/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Issue Resolved	Jackson	HU-18- Michael
1-956669319	10/31/2018	1/21/2019	WESTON INSURANCE COMPANY	15860	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-956683162	10/31/2018	1/14/2019	FOREMOST INSURANCE COMPANY	01332	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-956801093	11/1/2018	1/16/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-956843719	11/1/2018	3/11/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Contract Termination	Insufficient Information	Bay	HU-18- Michael
1-956848536	11/1/2018	8/19/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-956844161	11/1/2018	1/25/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-956883713	11/2/2018	1/21/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Contractual Provision	Bay	HU-18- Michael
1-956913802	11/2/2018	2/1/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Other Commercial P&C	Commercial Property	Claim Issue	Claim Denial	Company Position Explained	Santa Rosa	HU-18- Michael
1-956905807	11/2/2018	1/7/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-956925002	11/2/2018	1/28/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-956939620	11/2/2018	1/28/2019	FIRST LIBERTY INSURANCE CORPORATION (THE)	01997	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-956929835	11/2/2018	3/15/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-956956537	11/2/2018	1/14/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Other Claim Issue	Claim Settled	Dade	HU-18- Michael
1-956960861	11/2/2018	5/13/2019	SETCO SERVICES LLC	P152096	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Nonpayment	Company Position Explained	Bay	HU-18- Michael
1-957055201	11/5/2018	1/21/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957055229	11/5/2018	1/21/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957057329	11/5/2018	2/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-957052465	11/5/2018	1/21/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957056151	11/5/2018	1/25/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-957063641	11/5/2018	1/21/2019	LIBERTY MUTUAL INSURANCE COMPANY	09745	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Claim Denial	Claim Settled	Leon	HU-18- Michael
1-957080327	11/5/2018	1/21/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-957078626	11/5/2018	2/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Deductible/Copay Issue	Company Position Explained	Leon	HU-18- Michael
1-957081983	11/5/2018	2/5/2019	NATIONAL SPECIALTY INSURANCE COMPANY	01415	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957074867	11/5/2018	1/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957113029	11/5/2018	1/21/2019	HOMESITE INSURANCE COMPANY OF FLORIDA	03520	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957104058	11/5/2018	1/28/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Residential P&C	Homeowner	Cancellation Issue	Other Cancel/Nonrenew Issue	Company Position Explained	Bay	HU-18- Michael
1-957110820	11/5/2018	1/21/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-957126783	11/5/2018	1/21/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Notice Issued-No Relief	Bay	HU-18- Michael
1-957120201	11/5/2018	1/21/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957147089	11/5/2018	1/28/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-957152589	11/5/2018	3/18/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957167558	11/5/2018	1/28/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-957199901	11/6/2018	1/25/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-957220220	11/6/2018	1/28/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957240129	11/6/2018	1/25/2019	HOMESITE INSURANCE COMPANY	01921	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-957232753	11/6/2018	1/28/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Washington	HU-18- Michael
1-957252220	11/6/2018	1/28/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Washington	HU-18- Michael
1-957258749	11/6/2018	1/28/2019	PROGRESSIVE SELECT INSURANCE COMPANY	02960	Other Personal P&C	Boat	Cancellation Issue	Other Cancel/Nonrenew Issue	Company Position Explained	Bay	HU-18- Michael
1-957271157	11/6/2018	1/21/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957259768	11/6/2018	1/14/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-957295786	11/6/2018	1/21/2019	CAPITOL PREFERRED INSURANCE COMPANY, INC.	03043	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-957285148	11/6/2018	1/28/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-957302812	11/6/2018	4/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Gulf	HU-18- Michael
1-957319931	11/7/2018	1/28/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957330193	11/7/2018	1/28/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Company Issue	Co Delay/No Response	Issue Resolved	Jackson	HU-18- Michael
1-957323354	11/7/2018	4/22/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Jackson	HU-18- Michael

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1-957331770	11/7/2018	1/15/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-957344030	11/7/2018	1/28/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957351038	11/7/2018	1/28/2019	FLORIDA FARM BUREAU CASUALTY INSURANCE COMPANY	09222	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-957360454	11/7/2018	1/21/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Issue Resolved	Leon	HU-18- Michael
1-957369740	11/7/2018	1/18/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Adjuster Issue	Non-Responsive	Claim Settled	Bay	HU-18- Michael
1-957371080	11/7/2018	2/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957420466	11/7/2018	1/28/2019	FLORIDA FARM BUREAU CASUALTY INSURANCE COMPANY	09222	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Issue Resolved	Jackson	HU-18- Michael
1-957464901	11/8/2018	1/29/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-957467229	11/8/2018	2/1/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957478729	11/8/2018	1/15/2019	SOUTHERN FIDELITY PROPERTY & CASUALTY, INC.	09784	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-957478825	11/8/2018	1/28/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Handling Delay	Company Position Explained	Hillsborough	HU-18- Michael
1-957487710	11/8/2018	1/28/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957492795	11/8/2018	1/21/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957499425	11/8/2018	2/4/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Jackson	HU-18- Michael
1-957502677	11/8/2018	2/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Hillsborough	HU-18- Michael
1-957527408	11/8/2018	1/28/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957523607	11/8/2018	1/15/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Jackson	HU-18- Michael
1-957601125	11/9/2018	2/4/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Reopened	Bay	HU-18- Michael
1-957626938	11/9/2018	2/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Jackson	HU-18- Michael
1-957638969	11/9/2018	1/28/2019	HARTFORD INSURANCE COMPANY OF THE MIDWEST	01389	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957661936	11/9/2018	2/5/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957663108	11/9/2018	1/28/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Coverage Issue	Coverage Question	Information Provided	Jackson	HU-18- Michael
1-957654163	11/9/2018	2/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957692289	11/9/2018	2/1/2019	AMERICAN RELIABLE INSURANCE COMPANY	01023	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Gadsden	HU-18- Michael
1-957688420	11/9/2018	2/11/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Denial	Question of Fact	Leon	HU-18- Michael
1-957781201	11/13/2018	1/28/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957787501	11/13/2018	1/25/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957787637	11/13/2018	1/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Referred to Mediation	Jackson	HU-18- Michael
1-957788701	11/13/2018	1/28/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957795522	11/13/2018	2/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Coverage Extended	Bay	HU-18- Michael
1-957790959	11/13/2018	2/4/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-957800301	11/13/2018	2/11/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-957823028	11/13/2018	2/4/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Coverage Extended	Bay	HU-18- Michael
1-957788470	11/13/2018	1/28/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-957826182	11/13/2018	2/4/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-957819790	11/13/2018	2/25/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-957819645	11/13/2018	2/1/2019	VOYAGER INDEMNITY INSURANCE COMPANY	51236	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Denial	Question of Fact	Bay	HU-18- Michael
1-957843339	11/13/2018	2/18/2019	NATIONAL UNION FIRE INSURANCE CO. OF PITTSBURGH, PA	01515	Miscellaneous Insurance	Travel Insurance	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-957843396	11/13/2018	2/8/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Gulf	HU-18- Michael
1-957844512	11/13/2018	1/21/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-957832697	11/13/2018	3/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Reopened	Bay	HU-18- Michael
1-957839562	11/13/2018	2/12/2019	INTEGON NATIONAL INSURANCE COMPANY	01140	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-957844848	11/13/2018	2/4/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Calhoun	HU-18- Michael
1-957854722	11/13/2018	2/14/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Okaloosa	HU-18- Michael
1-957868347	11/13/2018	1/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-957891387	11/13/2018	6/10/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Leon	HU-18- Michael
1-957888311	11/13/2018	1/29/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-957954638	11/14/2018	2/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-957976133	11/14/2018	2/4/2019			Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Okaloosa	HU-18- Michael
1-957966333	11/14/2018	1/28/2019	SAFEPOINT INSURANCE COMPANY	19593	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Attorney Retained	Bay	HU-18- Michael
1-957976525	11/14/2018	2/26/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-957992452	11/14/2018	3/25/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-958004595	11/14/2018	1/28/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Adjuster Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958006811	11/14/2018	1/28/2019	SOUTHERN-OWNERS INSURANCE COMPANY	02954	Personal Automobile	Combination of Coverages	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-958006953	11/14/2018	1/21/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Other Claim Issue	Company Position Explained	Leon	HU-18- Michael
1-958029312	11/14/2018	2/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-958047613	11/14/2018	2/4/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Claim Settled	Jackson	HU-18- Michael
1-958085301	11/15/2018	2/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-958086583	11/15/2018	2/4/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Renter's Insurance	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-958103862	11/15/2018	2/4/2019	FOREMOST INSURANCE COMPANY	01332	Residential P&C	Mobile Home	Claim Issue	Unsatis Settlement Offer	Claim Settled	Gadsden	HU-18- Michael
1-958111518	11/15/2018	1/28/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958106838	11/15/2018	1/28/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958135176	11/15/2018	2/1/2019	UNITED AUTOMOBILE INSURANCE COMPANY	01985	Personal Automobile	Combination of Coverages	Cancellation Issue	Cancel/Nonrenew Nonpayment	Issue Resolved	Dade	HU-18- Michael
1-958132464	11/15/2018	2/4/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958147456	11/15/2018	2/8/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Coverage Issue	Coverage Question	Company Position Explained	Gulf	HU-18- Michael
1-958111837	11/15/2018	1/25/2019	AMERICAN COASTAL INSURANCE COMPANY	03721	Other Commercial P&C	Condo Association	Coverage Issue	Coverage Question	Insufficient Information	Bay	HU-18- Michael
1-958146244	11/15/2018	1/29/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-958159842	11/15/2018	2/1/2019	PHILADELPHIA INDEMNITY INSURANCE COMPANY	09566	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-958183606	11/15/2018	4/8/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-958192442	11/15/2018	2/11/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958194461	11/15/2018	2/4/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-958195634	11/15/2018	1/28/2019	RISK PLACEMENT SERVICES, INC.	L022773	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Company Position Explained	Jackson	HU-18- Michael
1-958226362	11/16/2018	2/1/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958244956	11/16/2018	3/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958247069	11/16/2018	2/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-958241277	11/16/2018	2/5/2019			Residential P&C	Homeowner	Claim Issue	Other Claim Issue	Company Position Explained	Bay	HU-18- Michael
1-958245971	11/16/2018	2/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958282586	11/16/2018	2/4/2019	PROGRESSIVE AMERICAN INSURANCE COMPANY	09412	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-958293307	11/16/2018	2/4/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Leon	HU-18- Michael
1-958304959	11/16/2018	2/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958381901	11/19/2018	2/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958378568	11/19/2018	1/28/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958383669	11/19/2018	1/28/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-958386557	11/19/2018	3/25/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-958397729	11/19/2018	1/28/2019	SOUTHERN FIDELITY INSURANCE COMPANY	03645	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Washington	HU-18- Michael
1-958386755	11/19/2018	1/25/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Other Personal P&C	Boat	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958401666	11/19/2018	2/4/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-958413295	11/19/2018	1/29/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958427522	11/19/2018	1/24/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Franklin	HU-18- Michael
1-958437512	11/19/2018	2/4/2019	WESTON INSURANCE COMPANY	15860	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Coverage Extended	Bay	HU-18- Michael
1-958428799	11/19/2018	3/12/2019	TBIG INSURANCE, INC	L052311	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958426771	11/19/2018	2/8/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-958438026	11/19/2018	2/15/2019	IRVIN B. GREEN & ASSOCIATES	L093374	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-958441992	11/19/2018	2/4/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Leon	HU-18- Michael
1-958439912	11/19/2018	2/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958414854	11/19/2018	2/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958442658	11/19/2018	1/29/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958448964	11/19/2018	1/28/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958459829	11/19/2018	3/18/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Liberty	HU-18- Michael
1-958459915	11/19/2018	2/12/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-958449582	11/19/2018	2/4/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-958468604	11/19/2018	2/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-958470218	11/19/2018	1/21/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958493804	11/19/2018	2/4/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-958522545	11/20/2018	2/4/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Company Position Explained	Lee	HU-18- Michael
1-958524452	11/20/2018	2/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958536612	11/20/2018	2/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958525236	11/20/2018	2/4/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-958539477	11/20/2018	3/12/2019	BOND & ASSOCIATES, INC	L094081	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Nonpayment	Question of Fact	Bay	HU-18- Michael
1-958542140	11/20/2018	1/28/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958543423	11/20/2018	3/4/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-958543459	11/20/2018	2/1/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Gadsden	HU-18- Michael
1-958545467	11/20/2018	2/4/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958554481	11/20/2018	2/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958558299	11/20/2018	2/4/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958571741	11/20/2018	2/4/2019	FOREMOST INSURANCE COMPANY	01332	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-958573036	11/20/2018	2/15/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958558781	11/20/2018	2/5/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Company Issue	Policy Delivery	Company Position Explained	Bay	HU-18- Michael
1-958570941	11/20/2018	2/11/2019	PROGRESSIVE AMERICAN INSURANCE COMPANY	09412	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Question of Fact	Jackson	HU-18- Michael
1-958582442	11/20/2018	2/4/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Windstorm	Claim Issue	Claim Denial	Company Position Explained	Leon	HU-18- Michael
1-958594526	11/20/2018	2/11/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958603254	11/20/2018	2/8/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958601989	11/20/2018	2/1/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Windstorm	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-958605240	11/20/2018	2/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Gulf	HU-18- Michael
1-958619722	11/20/2018	1/29/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-958625621	11/20/2018	2/11/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958659127	11/21/2018	2/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-958665757	11/21/2018	1/28/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-958676140	11/21/2018	1/28/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-958688116	11/21/2018	3/18/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Jackson	HU-18- Michael
1-958695730	11/21/2018	2/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958697150	11/21/2018	2/12/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-958720147	11/21/2018	2/4/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958723629	11/21/2018	2/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958735429	11/21/2018	2/11/2019	USAA CASUALTY INSURANCE COMPANY	02865	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-958735483	11/21/2018	2/8/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958736872	11/21/2018	2/11/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958737137	11/21/2018	2/4/2019	AMERICAN RELIABLE INSURANCE COMPANY	01023	Residential P&C	Mobile Home	Cancellation Issue	Cancel/Nonrenew Underwriting	Cancel/Nonrenew Withdrawn	Jackson	HU-18- Michael
1-958732768	11/21/2018	2/8/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958855129	11/26/2018	2/11/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958842142	11/26/2018	2/12/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958859729	11/26/2018	2/11/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958853503	11/26/2018	2/11/2019	HARTFORD INSURANCE COMPANY OF THE MIDWEST	01389	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958849366	11/26/2018	4/8/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958841634	11/26/2018	1/29/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958868129	11/26/2018	2/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958861364	11/26/2018	4/8/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958861925	11/26/2018	1/25/2019	FLORIDA FAMILY INSURANCE COMPANY	02985	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-958873215	11/26/2018	2/15/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Leon	HU-18- Michael
1-958865971	11/26/2018	2/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-958870909	11/26/2018	2/12/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958873615	11/26/2018	2/12/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Franklin	HU-18- Michael
1-958883938	11/26/2018	2/11/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Coverage Issue	Contract Dispute	Question of Fact	Jackson	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-958870181	11/26/2018	2/18/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958879839	11/26/2018	2/11/2019	SOUTHERN FIDELITY INSURANCE COMPANY	03645	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Jackson	HU-18- Michael
1-958885097	11/26/2018	2/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958884622	11/26/2018	2/15/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-958900599	11/26/2018	2/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958901140	11/26/2018	2/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958893659	11/26/2018	2/18/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-958904266	11/26/2018	2/12/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958926829	11/26/2018	2/15/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-958934407	11/26/2018	2/18/2019	SAFEPOINT INSURANCE COMPANY	19593	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-958927701	11/26/2018	2/18/2019	CYPRESS PROPERTY & CASUALTY INSURANCE COMPANY	03460	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Bay	HU-18- Michael
1-958940190	11/26/2018	2/11/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-958955351	11/26/2018	1/28/2019			Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Calhoun	HU-18- Michael
1-958969455	11/26/2018	2/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-958994976	11/27/2018	2/11/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Coverage Issue	Contract Dispute	Issue Resolved	Bay	HU-18- Michael
1-958997304	11/27/2018	2/18/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Marion	HU-18- Michael
1-959013048	11/27/2018	2/15/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-959019597	11/27/2018	3/8/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-959032739	11/27/2018	2/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959026730	11/27/2018	2/18/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959041404	11/27/2018	2/4/2019	US COASTAL PROPERTY & CASUALTY INSURANCE COMPANY	28792	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-959050379	11/27/2018	2/18/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959042052	11/27/2018	2/1/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-959053052	11/27/2018	2/18/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-959054464	11/27/2018	2/18/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959055320	11/27/2018	2/18/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-959070453	11/27/2018	2/26/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Liberty	HU-18- Michael
1-959062040	11/27/2018	2/18/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-959055444	11/27/2018	2/8/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-959062438	11/27/2018	1/28/2019	PAUL HARRIS INSURANCE INC	L025803	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959083739	11/27/2018	2/12/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959088662	11/27/2018	2/18/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959095298	11/27/2018	2/11/2019			Other Commercial P&C	Commercial Property	Public Adjuster Issue	PA Non-Responsive	No Jurisdiction	Gulf	HU-18- Michael
1-959102677	11/27/2018	7/5/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-959087462	11/27/2018	2/18/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Washington	HU-18- Michael
1-959145315	11/28/2018	3/25/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Jackson	HU-18- Michael
1-959158510	11/28/2018	2/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-959153563	11/28/2018	2/18/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959166712	11/28/2018	2/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959158858	11/28/2018	2/19/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-959166739	11/28/2018	4/1/2019	HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	03785	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959180762	11/28/2018	2/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959184409	11/28/2018	2/12/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959202252	11/28/2018	2/12/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-959221176	11/28/2018	2/18/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959226753	11/28/2018	2/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Quality of Repair	Company Position Explained	Bay	HU-18- Michael
1-959218898	11/28/2018	2/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-959210616	11/28/2018	2/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959232185	11/28/2018	2/11/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959227407	11/28/2018	2/11/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-959244019	11/28/2018	2/18/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-959298624	11/29/2018	2/22/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959294365	11/29/2018	2/25/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959312307	11/29/2018	2/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959307815	11/29/2018	2/22/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-959320522	11/29/2018	2/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959315880	11/29/2018	2/18/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-959344024	11/29/2018	2/18/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-959339949	11/29/2018	2/11/2019	AMERICAN RELIABLE INSURANCE COMPANY	01023	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-959341138	11/29/2018	2/12/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959347103	11/29/2018	3/1/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gadsden	HU-18- Michael
1-959355379	11/29/2018	2/25/2019	AMERICAN ZURICH INSURANCE COMPANY	09080	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gulf	HU-18- Michael
1-959355610	11/29/2018	2/15/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959362905	11/29/2018	2/15/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Reopened	Bay	HU-18- Michael
1-959378901	11/29/2018	2/19/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959379328	11/29/2018	2/18/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	ALE Issue	Company Position Explained	Bay	HU-18- Michael
1-959379871	11/29/2018	2/18/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959420687	11/30/2018	2/1/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959430679	11/30/2018	3/25/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959432612	11/30/2018	2/15/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959426843	11/30/2018	2/25/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Jackson	HU-18- Michael
1-959441194	11/30/2018	2/18/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-959443045	11/30/2018	2/15/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-959451572	11/30/2018	4/2/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959454667	11/30/2018	2/11/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959452476	11/30/2018	2/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959455037	11/30/2018	2/18/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959461105	11/30/2018	2/19/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959461995	11/30/2018	2/11/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959478077	11/30/2018	3/12/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Jackson	HU-18- Michael
1-959487431	11/30/2018	2/18/2019	UNITED CASUALTY INSURANCE COMPANY OF AMERICA	01314	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Jackson	HU-18- Michael
1-959487881	11/30/2018	2/26/2019	UNITED CASUALTY INSURANCE COMPANY OF AMERICA	01314	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Contractual Provision	Jackson	HU-18- Michael
1-959496924	11/30/2018	3/18/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-959572286	12/3/2018	2/26/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-959586468	12/3/2018	3/18/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959596127	12/3/2018	2/25/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959591600	12/3/2018	2/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Jackson	HU-18- Michael
1-959598606	12/3/2018	2/26/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959613236	12/3/2018	2/14/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-959607408	12/3/2018	2/25/2019	JOHNSON & JOHNSON, INCORPORATED	L051194	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959613476	12/3/2018	2/18/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959627912	12/3/2018	2/26/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Calhoun	HU-18- Michael
1-959636666	12/3/2018	3/19/2019	AUL CORP	P199555	Warranties	Auto Warranty	Premium Issue	Premium Refund	Company Position Explained	Bay	HU-18- Michael
1-959643301	12/3/2018	2/11/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959641406	12/3/2018	3/5/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959659795	12/3/2018	2/18/2019	TAPCO UNDERWRITERS, INC.	L058120	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-959650323	12/3/2018	2/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-959672039	12/3/2018	2/25/2019	OLD DOMINION INSURANCE COMPANY	01573	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-959677266	12/3/2018	3/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Dwelling Fire	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-959681412	12/3/2018	2/18/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-959672840	12/3/2018	3/5/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Leon	HU-18- Michael
1-959692793	12/3/2018	2/15/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-959719701	12/4/2018	2/19/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959732229	12/4/2018	2/18/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959727306	12/4/2018	2/19/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959735469	12/4/2018	2/19/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959731941	12/4/2018	2/25/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959740902	12/4/2018	2/19/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959777703	12/4/2018	2/19/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959780106	12/4/2018	3/26/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959787112	12/4/2018	2/18/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959780742	12/4/2018	2/11/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-959788533	12/4/2018	4/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Washington	HU-18- Michael
1-959777454	12/4/2018	2/19/2019	CONTINENTAL CASUALTY COMPANY	09165	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959793366	12/4/2018	2/25/2019	STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	09785	Personal Automobile	Combination of Coverages	Cancellation Issue	Cancel/Nonrenew Nonpayment	Company Position Explained	Broward	HU-18- Michael
1-959802882	12/4/2018	2/18/2019	GOVERNMENT EMPLOYEES INSURANCE COMPANY	09245	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Claim Denial	Question of Fact	Bay	HU-18- Michael
1-959808601	12/4/2018	3/4/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Mediation	In-eligible for Mediation	Gulf	HU-18- Michael
1-959812739	12/4/2018	2/25/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Gulf	HU-18- Michael
1-959810625	12/4/2018	2/19/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959859860	12/5/2018	2/11/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-959864639	12/5/2018	2/25/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-959864666	12/5/2018	3/4/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Flagler	HU-18- Michael
1-959860190	12/5/2018	2/25/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-959868458	12/5/2018	2/19/2019	LM GENERAL INSURANCE COMPANY	09424	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Additional Payment	Bay	HU-18- Michael
1-959878193	12/5/2018	2/12/2019	NATIONAL CASUALTY COMPANY	09345	Other Commercial P&C	Commercial Property	Cancellation Issue	Cancel/Nonrenew Underwriting	Issue Resolved	Bay	HU-18- Michael
1-959893595	12/5/2018	2/11/2019	FOREMOST INSURANCE COMPANY	01332	Residential P&C	Mobile Home	Claim Issue	Unsatis Settlement Offer	Question of Fact	Washington	HU-18- Michael
1-959911762	12/5/2018	2/26/2019	TAPCO UNDERWRITERS, INC.	L058120	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-959942809	12/5/2018	2/19/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Question of Fact	Bay	HU-18- Michael
1-960011284	12/6/2018	2/25/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960018501	12/6/2018	2/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-960016422	12/6/2018	4/22/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-960016555	12/6/2018	3/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Jackson	HU-18- Michael
1-960038916	12/6/2018	2/15/2019	SOUTHERN-OWNERS INSURANCE COMPANY	02954	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-960022278	12/6/2018	2/18/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960031210	12/6/2018	3/18/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960023377	12/6/2018	2/19/2019	DIRECT GENERAL INSURANCE COMPANY	02876	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960065558	12/6/2018	4/23/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960104358	12/7/2018	2/25/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Gulf	HU-18- Michael
1-960109601	12/7/2018	4/1/2019	MONARCH NATIONAL INSURANCE COMPANY	26291	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960096949	12/7/2018	2/18/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-960102907	12/7/2018	3/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960117458	12/7/2018	2/19/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-960101992	12/7/2018	2/19/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Coverage Extended	Brevard	HU-18- Michael
1-960134001	12/7/2018	3/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960132480	12/7/2018	3/19/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-960136563	12/7/2018	3/5/2019	BLACKBOARD INSURANCE COMPANY	09513	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960128740	12/7/2018	2/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-960138138	12/7/2018	3/29/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-960150895	12/7/2018	2/25/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-960159718	12/7/2018	4/1/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-960153209	12/7/2018	2/26/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960186168	12/7/2018	2/19/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-960174814	12/7/2018	3/11/2019	OLD DOMINION INSURANCE COMPANY	01573	Other Commercial P&C	Commercial Property	Claim Issue	Claim Denial	Contractual Provision	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-960251829	12/10/2018	3/4/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960251856	12/10/2018	3/8/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960253012	12/10/2018	2/26/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Calhoun	HU-18- Michael
1-960253156	12/10/2018	2/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960253201	12/10/2018	4/29/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Seminole	HU-18- Michael
1-960255301	12/10/2018	3/4/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960249335	12/10/2018	2/26/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-960255966	12/10/2018	2/18/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Claims	Issue Resolved	Bay	HU-18- Michael
1-960241346	12/10/2018	2/26/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-960258447	12/10/2018	2/11/2019	US COASTAL PROPERTY & CASUALTY INSURANCE COMPANY	28792	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Question of Fact	Bay	HU-18- Michael
1-960268508	12/10/2018	2/25/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Denial	Question of Fact	Bay	HU-18- Michael
1-960281209	12/10/2018	2/18/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960334014	12/10/2018	2/26/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-960349377	12/10/2018	2/26/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960351410	12/10/2018	2/25/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960362325	12/10/2018	2/25/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gulf	HU-18- Michael
1-960358384	12/10/2018	2/25/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-960388056	12/11/2018	3/4/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960399156	12/11/2018	3/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960396249	12/11/2018	3/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Sarasota	HU-18- Michael
1-960413070	12/11/2018	2/19/2019			Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Contractual Provision	Bay	HU-18- Michael
1-960442011	12/11/2018	2/26/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Contractual Provision	Bay	HU-18- Michael
1-960453938	12/11/2018	3/18/2019	GEOVERA SPECIALTY INSURANCE COMPANY	S1238	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-960460539	12/11/2018	3/25/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-960460690	12/11/2018	4/26/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-960470247	12/11/2018	2/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-960478305	12/11/2018	2/18/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Notice Issued-Relief	Bay	HU-18- Michael
1-960492312	12/11/2018	3/19/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-960524100	12/12/2018	3/4/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Attorney Retained	Bay	HU-18- Michael
1-960541401	12/12/2018	4/15/2019	AVATAR PROPERTY & CASUALTY INSURANCE COMPANY	03739	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960541731	12/12/2018	2/25/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960533091	12/12/2018	2/21/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Condo Unit Owner's	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-960547807	12/12/2018	3/4/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960558251	12/12/2018	3/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960560651	12/12/2018	2/19/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-960562901	12/12/2018	3/4/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960589834	12/12/2018	2/25/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-960615966	12/12/2018	3/5/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-960615993	12/12/2018	3/15/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-960615370	12/12/2018	4/29/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-960656590	12/13/2018	3/5/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-960653300	12/13/2018	2/25/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-960673963	12/13/2018	3/4/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960684792	12/13/2018	2/25/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Nassau	HU-18- Michael
1-960688942	12/13/2018	4/1/2019	CHURCH MUTUAL INSURANCE COMPANY	09705	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-960691756	12/13/2018	2/26/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960671692	12/13/2018	4/15/2019	NATIONAL CASUALTY COMPANY	09345	Other Commercial P&C	Comm. Package Policy	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-960694136	12/13/2018	2/25/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960702357	12/13/2018	2/25/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Attorney Retained	Bay	HU-18- Michael
1-960713333	12/13/2018	2/25/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Gulf	HU-18- Michael
1-960703958	12/13/2018	3/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-960723955	12/13/2018	3/4/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960721920	12/13/2018	2/25/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-960736701	12/13/2018	3/4/2019	GENERAL SECURITY INDEMNITY COMPANY OF ARIZONA	S2190	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960736729	12/13/2018	3/11/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-No Relief	Bay	HU-18- Michael
1-960721960	12/13/2018	3/4/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-960765098	12/14/2018	3/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960773879	12/14/2018	2/14/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-960768941	12/14/2018	3/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gadsden	HU-18- Michael
1-960786213	12/14/2018	3/4/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Contractual Provision	Calhoun	HU-18- Michael
1-960796248	12/14/2018	3/5/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960811572	12/14/2018	3/4/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960824753	12/14/2018	2/19/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-960833230	12/14/2018	3/11/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960835186	12/14/2018	3/4/2019	LIBERTY MUTUAL FIRE INSURANCE COMPANY	02432	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Duval	HU-18- Michael
1-960830524	12/14/2018	2/26/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-960897501	12/17/2018	3/11/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-960903801	12/17/2018	2/25/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Deductible/Copay Issue	Company Position Explained	Bay	HU-18- Michael
1-960899746	12/17/2018	3/5/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960903073	12/17/2018	2/18/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Mobile Home	Claim Issue	Mediation	Settled Prior to Mediation	Wakulla	HU-18- Michael
1-960900178	12/17/2018	3/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-960899397	12/17/2018	3/4/2019	XERCOR INSURANCE SERVICES LLC	L095956	Other Commercial P&C	Commercial Inland Marine	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-960908741	12/17/2018	3/8/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-960915503	12/17/2018	3/4/2019	CENTURY-NATIONAL INSURANCE COMPANY	02955	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960918705	12/17/2018	3/28/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Dwelling Fire	Claim Issue	Mediation	Policyholder Did not Attend	Bay	HU-18- Michael
1-960930301	12/17/2018	3/4/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-960930441	12/17/2018	3/1/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Sarasota	HU-18- Michael
1-960930758	12/17/2018	3/11/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-960917916	12/17/2018	4/1/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-960938823	12/17/2018	3/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-960952613	12/17/2018	3/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-960957106	12/17/2018	4/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-960950640	12/17/2018	3/6/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-960956859	12/17/2018	2/25/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960961424	12/17/2018	3/5/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-960972546	12/17/2018	3/8/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Denial	Coverage Extended	Gulf	HU-18- Michael
1-961009352	12/18/2018	3/5/2019	OLD DOMINION INSURANCE COMPANY	01573	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961004718	12/18/2018	3/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-961010882	12/18/2018	4/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Leon	HU-18- Michael
1-961023785	12/18/2018	3/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Franklin	HU-18- Michael
1-961031901	12/18/2018	3/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961021902	12/18/2018	3/5/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961023809	12/18/2018	3/11/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-961014083	12/18/2018	3/4/2019	GEICO CASUALTY COMPANY	01026	Personal Automobile	Physical Damage	Claim Issue	Other Claim Issue	Company Position Explained	Bay	HU-18- Michael
1-961020488	12/18/2018	3/4/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-961033196	12/18/2018	3/11/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961049366	12/18/2018	3/11/2019	FRONTLINE INSURANCE UNLIMITED COMPANY	18535	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gulf	HU-18- Michael
1-961051504	12/18/2018	3/5/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961058991	12/18/2018	4/5/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Santa Rosa	HU-18- Michael
1-961049087	12/18/2018	3/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Gulf	HU-18- Michael
1-961091701	12/18/2018	3/5/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-961107010	12/18/2018	3/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-961141787	12/19/2018	3/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gadsden	HU-18- Michael
1-961139918	12/19/2018	3/11/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961155940	12/19/2018	3/8/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961132200	12/19/2018	3/29/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-961173110	12/19/2018	3/15/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-961164691	12/19/2018	3/11/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-961173130	12/19/2018	4/11/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-961183701	12/19/2018	3/11/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Personal Automobile	Physical Damage	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-961190364	12/19/2018	5/3/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-961205547	12/19/2018	3/4/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961214924	12/19/2018	2/25/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-961231931	12/19/2018	3/11/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Gulf	HU-18- Michael
1-961271308	12/20/2018	2/18/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-961260468	12/20/2018	3/11/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-961283331	12/20/2018	3/15/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Unsatis Settlement Offer	Question of Fact	Gadsden	HU-18- Michael
1-961279781	12/20/2018	3/4/2019	WINDHAVEN INSURANCE COMPANY	03681	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961281024	12/20/2018	3/4/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Mediation	Settled in Mediation	Leon	HU-18- Michael
1-961291340	12/20/2018	3/14/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Gulf	HU-18- Michael
1-961276086	12/20/2018	2/25/2019	SOUTHERN FIDELITY PROPERTY & CASUALTY, INC.	09784	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Explained	Jackson	HU-18- Michael
1-961295943	12/20/2018	3/12/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-961302075	12/20/2018	3/11/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-961314839	12/20/2018	3/11/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Collier	HU-18- Michael
1-961309072	12/20/2018	3/11/2019	FLORIDA FARM BUREAU CASUALTY INSURANCE COMPANY	09222	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961319678	12/20/2018	3/11/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961331665	12/20/2018	3/11/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961344837	12/20/2018	3/12/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961356739	12/20/2018	4/8/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-961345246	12/20/2018	3/11/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-961349430	12/20/2018	3/19/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-961399857	12/21/2018	3/12/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961404827	12/21/2018	3/18/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Coverage Extended	Nassau	HU-18- Michael
1-961415217	12/21/2018	3/15/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961430539	12/21/2018	3/11/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-961440593	12/21/2018	3/18/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961433903	12/21/2018	3/12/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Contractual Provision	Bay	HU-18- Michael
1-961434182	12/21/2018	3/11/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-961451199	12/21/2018	3/8/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Gulf	HU-18- Michael
1-961551003	12/26/2018	5/17/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961552617	12/26/2018	3/12/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-961570411	12/26/2018	3/25/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961570749	12/26/2018	3/11/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Leon	HU-18- Michael
1-961571232	12/26/2018	3/18/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961583258	12/26/2018	3/18/2019	WESTON INSURANCE COMPANY	15860	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961581609	12/26/2018	4/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-961597123	12/26/2018	4/16/2019	STATE FARM FIRE AND CASUALTY COMPANY	01780	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-961608601	12/26/2018	3/11/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Quality of Care	Company Position Explained	Bay	HU-18- Michael
1-961615184	12/26/2018	3/12/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961627180	12/26/2018	3/11/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961634101	12/26/2018	3/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961664792	12/27/2018	3/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961655416	12/27/2018	4/15/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-961687752	12/27/2018	3/18/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961707177	12/27/2018	3/18/2019	STATE FARM FIRE AND CASUALTY COMPANY	01780	Residential P&C	Homeowner	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-961712150	12/27/2018	4/8/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Claim Denial	Question of Fact	Bay	HU-18- Michael
1-961725731	12/27/2018	4/2/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961770432	12/28/2018	3/26/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-961799593	12/28/2018	3/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Leon	HU-18- Michael
1-961775455	12/28/2018	3/26/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-961805411	12/28/2018	3/18/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961818012	12/28/2018	4/1/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961822299	12/28/2018	3/11/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961836517	12/28/2018	2/25/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Condo Unit Owner's	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-961852701	12/28/2018	3/25/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961937917	1/2/2019	3/19/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961934994	1/2/2019	3/18/2019	INTEGON PREFERRED INSURANCE COMPANY	09168	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Unsatis Settlement Offer	Reservation of Rights	Bay	HU-18- Michael
1-961938466	1/2/2019	3/25/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961941107	1/2/2019	3/25/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-961939022	1/2/2019	3/25/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Question of Fact	Bay	HU-18- Michael
1-961942548	1/2/2019	4/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-961962562	1/2/2019	3/25/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-961974401	1/2/2019	3/25/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961981712	1/2/2019	3/15/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961989229	1/2/2019	3/25/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-961998059	1/2/2019	3/25/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962042012	1/3/2019	3/29/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962044101	1/3/2019	4/29/2019	MONARCH NATIONAL INSURANCE COMPANY	26291	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Notice Issued-Relief	Bay	HU-18- Michael
1-962044183	1/3/2019	4/8/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-962034179	1/3/2019	3/18/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962053191	1/3/2019	3/25/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Dade	HU-18- Michael
1-962068324	1/3/2019	4/4/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Mediation	Policyholder Did not Attend	Bay	HU-18- Michael
1-962072171	1/3/2019	3/25/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Contractual Provision	Bay	HU-18- Michael
1-962086393	1/3/2019	3/25/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gadsden	HU-18- Michael
1-962101697	1/3/2019	4/9/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-962169087	1/4/2019	3/25/2019	INTEGON NATIONAL INSURANCE COMPANY	01140	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-962191799	1/4/2019	4/8/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-962205323	1/4/2019	3/18/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-962184666	1/4/2019	5/3/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962223423	1/4/2019	3/18/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962231336	1/4/2019	3/25/2019	PROGRESSIVE SELECT INSURANCE COMPANY	02960	Personal Automobile	Combination of Coverages	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962253277	1/4/2019	3/25/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-962232472	1/4/2019	3/25/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-962258577	1/4/2019	5/13/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-962323829	1/7/2019	3/18/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Explained	Bay	HU-18- Michael
1-962325001	1/7/2019	3/18/2019	BANKERS INSURANCE COMPANY	01141	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	No Jurisdiction	Bay	HU-18- Michael
1-962328201	1/7/2019	3/29/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-962325405	1/7/2019	3/26/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-962385014	1/7/2019	3/25/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-962396842	1/7/2019	3/15/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962403163	1/7/2019	3/29/2019	UNDERWRITERS AT LLOYD'S, LONDON	52170	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-962410888	1/7/2019	3/18/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Explained	Bay	HU-18- Michael
1-962413695	1/7/2019	3/29/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962425279	1/7/2019	4/1/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Gulf	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-962457964	1/8/2019	3/15/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-962449432	1/8/2019	4/1/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-962474065	1/8/2019	4/15/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-962471199	1/8/2019	3/15/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-962508873	1/8/2019	3/26/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962509352	1/8/2019	4/12/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-962518077	1/8/2019	4/1/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-962543829	1/8/2019	4/1/2019	ALLIED PROPERTY & CASUALTY INSURANCE COMPANY	02880	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962586959	1/9/2019	4/1/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962595656	1/9/2019	3/14/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-962614718	1/9/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Holmes	HU-18- Michael
1-962604600	1/9/2019	3/18/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962630996	1/9/2019	4/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Dwelling Fire	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-962635164	1/9/2019	3/25/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962669312	1/9/2019	3/19/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962669339	1/9/2019	4/2/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962655971	1/9/2019	4/9/2019	PREPARED INSURANCE COMPANY	03774	Residential P&C	Homeowner	Company Issue	Other Company Issue	Company Position Explained	Bay	HU-18- Michael
1-962680260	1/9/2019	4/8/2019			Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-962717423	1/10/2019	3/26/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962720696	1/10/2019	3/25/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962749420	1/10/2019	4/1/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Other Commercial P&C	Condo Association	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962753119	1/10/2019	3/14/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-962765233	1/10/2019	4/1/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962778222	1/10/2019	3/12/2019			Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Gulf	HU-18- Michael
1-962797412	1/10/2019	4/1/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Company Position Explained	Gulf	HU-18- Michael
1-962806233	1/10/2019	4/19/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-962806479	1/10/2019	3/29/2019	SOUTHERN-OWNERS INSURANCE COMPANY	02954	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962842660	1/11/2019	4/1/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-962842876	1/11/2019	3/25/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Bay	HU-18- Michael
1-962867653	1/11/2019	4/8/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-962873585	1/11/2019	4/5/2019	AMWINS ACCESS INSURANCE SERVICES, LLC	L081810	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-962879763	1/11/2019	4/5/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962880805	1/11/2019	4/2/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-962875863	1/11/2019	4/8/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Jackson	HU-18- Michael
1-962876301	1/11/2019	4/29/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-962880419	1/11/2019	4/5/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962890181	1/11/2019	4/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Question of Fact	Jackson	HU-18- Michael
1-962900369	1/11/2019	5/6/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Leon	HU-18- Michael
1-962907845	1/11/2019	4/1/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-962890591	1/11/2019	4/5/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963002101	1/14/2019	4/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Issue Resolved	Bay	HU-18- Michael
1-962995107	1/14/2019	4/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963002456	1/14/2019	4/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-963010901	1/14/2019	4/8/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-962998053	1/14/2019	4/1/2019	FLORIDA FARM BUREAU CASUALTY INSURANCE COMPANY	09222	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-963024132	1/14/2019	4/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963031212	1/14/2019	4/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-963033329	1/14/2019	5/21/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Gulf	HU-18- Michael
1-963033383	1/14/2019	4/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963037904	1/14/2019	4/5/2019	UNITED AUTOMOBILE INSURANCE COMPANY	01985	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963042008	1/14/2019	3/20/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Calhoun	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-96303234	1/14/2019	5/9/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-963052939	1/14/2019	4/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963074349	1/14/2019	4/1/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Palm Beach	HU-18- Michael
1-963078897	1/14/2019	4/2/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-963079160	1/14/2019	4/8/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963129456	1/15/2019	3/25/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Residential P&C	Flood	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-963123083	1/15/2019	4/8/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963144481	1/15/2019	4/8/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963156890	1/15/2019	4/2/2019	NATIONAL GENERAL INSURANCE COMPANY	09356	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Citrus	HU-18- Michael
1-963165481	1/15/2019	4/8/2019	FRONTLINE INSURANCE UNLIMITED COMPANY	18535	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963184037	1/15/2019	4/8/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gulf	HU-18- Michael
1-963214529	1/15/2019	4/8/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Contractual Provision	Bay	HU-18- Michael
1-963260212	1/16/2019	3/25/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-963306112	1/16/2019	4/9/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Exempt by Statute	Jackson	HU-18- Michael
1-963306270	1/16/2019	4/15/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Gulf	HU-18- Michael
1-963309301	1/16/2019	3/25/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963316501	1/16/2019	4/8/2019	US COASTAL PROPERTY & CASUALTY INSURANCE COMPANY	28792	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-963341143	1/16/2019	4/1/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-963374929	1/17/2019	4/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963382340	1/17/2019	4/9/2019	WRIGHT NATIONAL FLOOD INSURANCE COMPANY	03762	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963380620	1/17/2019	4/8/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963404772	1/17/2019	3/26/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Deductible/Copay Issue	Company Position Explained	Calhoun	HU-18- Michael
1-963433966	1/17/2019	5/27/2019	NATIONAL FIRE & MARINE INSURANCE COMPANY	S1013	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963430811	1/17/2019	4/12/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963436260	1/17/2019	4/11/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-963427478	1/17/2019	4/2/2019	WESTERN WORLD INSURANCE COMPANY	S1034	Other Commercial P&C	Commercial Liability	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Palm Beach	HU-18- Michael
1-963463334	1/17/2019	4/8/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-963462776	1/17/2019	4/15/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-963501255	1/18/2019	5/6/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Renter's Insurance	Cancellation Issue	Other Cancel/Nonrenew Issue	Cancel/Nonrenew Withdrawn	Bay	HU-18- Michael
1-963502500	1/18/2019	3/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Wakulla	HU-18- Michael
1-963525515	1/18/2019	4/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963529151	1/18/2019	4/12/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-963551034	1/18/2019	4/15/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-963551077	1/18/2019	4/15/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-963552720	1/18/2019	5/3/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-963654581	1/22/2019	4/8/2019	AMERICAN COASTAL INSURANCE COMPANY	03721	Other Commercial P&C	Condo Association	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963656277	1/22/2019	4/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-963682729	1/22/2019	4/15/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-963676212	1/22/2019	4/15/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-963689912	1/22/2019	3/14/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-963673494	1/22/2019	4/15/2019	AUTO CLUB INSURANCE COMPANY OF FLORIDA	03704	Residential P&C	Condo Unit Owner's	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-963698485	1/22/2019	4/29/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Saint Johns	HU-18- Michael
1-963685645	1/22/2019	5/21/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-963679112	1/22/2019	4/23/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-963710701	1/22/2019	4/11/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Dwelling Fire	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-963711801	1/22/2019	4/12/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-963711829	1/22/2019	4/12/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963713029	1/22/2019	4/19/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963713056	1/22/2019	4/8/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963705345	1/22/2019	4/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963711197	1/22/2019	4/15/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Okaloosa	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-963717729	1/22/2019	5/9/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Washington	HU-18- Michael
1-963746929	1/22/2019	4/9/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963785713	1/23/2019	4/22/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Contractual Provision	Bay	HU-18- Michael
1-963794467	1/23/2019	4/9/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Question of Fact	Bay	HU-18- Michael
1-963787639	1/23/2019	4/9/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-963792654	1/23/2019	4/15/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-963807905	1/23/2019	4/1/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Broward	HU-18- Michael
1-963808225	1/23/2019	4/2/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Referred to Mediation	Bay	HU-18- Michael
1-963836256	1/23/2019	4/16/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-963846961	1/23/2019	4/8/2019	GEICO INDEMNITY COMPANY	09170	Personal Automobile	Combination of Coverages	Cancellation Issue	Cancel/Nonrenew Misrep/Fraud	Question of Fact	Bay	HU-18- Michael
1-963859790	1/23/2019	4/15/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-963841274	1/23/2019	4/15/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963879365	1/23/2019	4/9/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-963972233	1/24/2019	4/8/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-963976368	1/24/2019	4/16/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-963962114	1/24/2019	4/15/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-963963280	1/24/2019	4/19/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Holmes	HU-18- Michael
1-964048001	1/25/2019	4/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Issue Resolved	Bay	HU-18- Michael
1-964059297	1/25/2019	4/16/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964072401	1/25/2019	6/14/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-964069590	1/25/2019	4/15/2019	UNDERWRITERS AT LLOYD'S, LONDON	52170	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Gulf	HU-18- Michael
1-964068867	1/25/2019	4/16/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-964082096	1/25/2019	4/9/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-964095001	1/25/2019	4/8/2019	PHILADELPHIA INDEMNITY INSURANCE COMPANY	09566	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Company Position Explained	Franklin	HU-18- Michael
1-964090415	1/25/2019	4/9/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964101732	1/25/2019	3/21/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gadsden	HU-18- Michael
1-964111716	1/25/2019	4/8/2019	CENTURY-NATIONAL INSURANCE COMPANY	02955	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-964134780	1/25/2019	4/19/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Dwelling Fire	Claim Issue	Claim Underpayment	Company Position Explained	Gulf	HU-18- Michael
1-964145189	1/25/2019	4/16/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-964212787	1/28/2019	5/20/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Dade	HU-18- Michael
1-964227481	1/28/2019	4/19/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964238788	1/28/2019	6/11/2019	FLORIDA SPECIALTY INSURANCE COMPANY	03021	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964246546	1/28/2019	7/29/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964242857	1/28/2019	4/11/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964209297	1/28/2019	4/26/2019	INTERNATIONAL CATASTROPHE INSURANCE MANA	L007753	Other Commercial P&C	Condo Association	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964254954	1/28/2019	4/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-964259266	1/28/2019	4/19/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964277101	1/28/2019	4/23/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-964263900	1/28/2019	4/29/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-964281605	1/28/2019	4/22/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964292469	1/28/2019	7/29/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964287828	1/28/2019	4/29/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-964294069	1/28/2019	6/7/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gulf	HU-18- Michael
1-964304138	1/28/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-964318050	1/28/2019	4/22/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964376872	1/29/2019	4/12/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964363843	1/29/2019	5/13/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Commercial Property	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-964413366	1/29/2019	4/2/2019	SOUTHERN FIDELITY INSURANCE COMPANY	03645	Residential P&C	Homeowner	Claim Issue	Claim Denial	Referred to Mediation	Holmes	HU-18- Michael
1-964406685	1/29/2019	5/13/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964411486	1/29/2019	4/22/2019	COOK INSURANCE AGENCY INC	L044914	Residential P&C	Flood	Company Issue	Other Company Issue	Contractual Provision	Bay	HU-18- Michael
1-964404727	1/29/2019	4/19/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Reopened	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-964425521	1/29/2019	4/15/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964435507	1/29/2019	4/23/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964441233	1/29/2019	4/19/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-964446315	1/29/2019	4/9/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-964490775	1/30/2019	4/22/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Mediation	In-eligible for Mediation	Marion	HU-18- Michael
1-964516982	1/30/2019	4/15/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Other Claim Issue	Issue Resolved	Calhoun	HU-18- Michael
1-964523244	1/30/2019	4/22/2019	NATIONAL SPECIALTY INSURANCE COMPANY	01415	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964540390	1/30/2019	4/4/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-964535135	1/30/2019	4/22/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964533861	1/30/2019	4/22/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Coverage Extended	Bay	HU-18- Michael
1-964546760	1/30/2019	4/16/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-964538360	1/30/2019	4/22/2019	WRIGHT NATIONAL FLOOD INSURANCE COMPANY	03762	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964572010	1/30/2019	4/22/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Jackson	HU-18- Michael
1-964569880	1/30/2019	4/23/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964607162	1/31/2019	4/25/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Jackson	HU-18- Michael
1-964644307	1/31/2019	4/22/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964680789	1/31/2019	4/26/2019	TBIG INSURANCE, INC	L052311	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964687091	1/31/2019	4/23/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-964737362	2/1/2019	4/22/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-964744329	2/1/2019	5/27/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964744356	2/1/2019	4/22/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964726656	2/1/2019	4/24/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Jackson	HU-18- Michael
1-964748301	2/1/2019	4/29/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-964751436	2/1/2019	4/29/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964735964	2/1/2019	4/22/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-964791753	2/1/2019	4/22/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Windstorm	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-964805759	2/1/2019	5/6/2019	AMWINS ACCESS INSURANCE SERVICES, LLC	L081821	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964811094	2/1/2019	4/24/2019	AMWINS ACCESS INSURANCE SERVICES, LLC	L081782	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-964884829	2/4/2019	4/29/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-964884912	2/4/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Polk	HU-18- Michael
1-964867424	2/4/2019	4/29/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-964903149	2/4/2019	4/19/2019	STATE FARM FIRE AND CASUALTY COMPANY	01780	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-964927174	2/4/2019	4/24/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Contractual Provision	Bay	HU-18- Michael
1-964921512	2/4/2019	6/14/2019			Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-964915994	2/4/2019	4/8/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Adjuster Position Explained	Martin	HU-18- Michael
1-964940216	2/4/2019	4/30/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-964946503	2/4/2019	4/19/2019	SERVICE INSURANCE COMPANY	01725	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Question of Fact	Bay	HU-18- Michael
1-964944062	2/4/2019	4/10/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-964945277	2/4/2019	7/15/2019	AMWINS BROKERAGE OF GEORGIA, LLC	L006006	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-965010635	2/5/2019	4/22/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965023205	2/5/2019	4/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-965026221	2/5/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-965033037	2/5/2019	4/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Washington	HU-18- Michael
1-965029068	2/5/2019	4/22/2019	SEACOAST BROKERS, LLC	L046493	Residential P&C	Dwelling Fire	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-965026730	2/5/2019	5/9/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Duval	HU-18- Michael
1-965036974	2/5/2019	4/16/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-965065969	2/5/2019	5/9/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Company Rep Did not Attend	Bay	HU-18- Michael
1-965116219	2/6/2019	4/22/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965123666	2/6/2019	4/29/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Contractual Provision	Gulf	HU-18- Michael
1-965125834	2/6/2019	5/30/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Calhoun	HU-18- Michael
1-965123882	2/6/2019	4/15/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-965121342	2/6/2019	4/1/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-965141885	2/6/2019	4/29/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-965142968	2/6/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-965142995	2/6/2019	4/29/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-965157301	2/6/2019	5/3/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-965147030	2/6/2019	6/17/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Leon	HU-18- Michael
1-965151081	2/6/2019	4/22/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	ALE Issue	Company Position Explained	Bay	HU-18- Michael
1-965165743	2/6/2019	7/8/2019	ASPEN SPECIALTY INSURANCE COMPANY	S2207	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Question of Fact	Calhoun	HU-18- Michael
1-965194929	2/6/2019	4/29/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-965189634	2/6/2019	5/6/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Washington	HU-18- Michael
1-965201768	2/6/2019	5/13/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	ALE Issue	Claim Settled	Bay	HU-18- Michael
1-965261803	2/7/2019	4/30/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965262762	2/7/2019	4/29/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965285589	2/7/2019	4/15/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Adjuster Position Explained	Bay	HU-18- Michael
1-965300966	2/7/2019	4/29/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965313894	2/7/2019	5/6/2019	GARY HARRINGTON INSURANCE AGENCY	R037317	Residential P&C	Homeowner	Claim Issue	Deductible/Copay Issue	Question of Fact	Bay	HU-18- Michael
1-965344696	2/7/2019	4/22/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Question of Fact	Bay	HU-18- Michael
1-965384513	2/8/2019	4/15/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Bay	HU-18- Michael
1-965389539	2/8/2019	5/6/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965435056	2/8/2019	5/6/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965454620	2/8/2019	4/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Dade	HU-18- Michael
1-965454812	2/8/2019	4/29/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965522983	2/11/2019	4/26/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Physical Damage	Claim Issue	Quality of Repair	Company Position Explained	Leon	HU-18- Michael
1-965523101	2/11/2019	4/29/2019	VOYAGER INDEMNITY INSURANCE COMPANY	S1236	Residential P&C	Mobile Home	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-965524439	2/11/2019	5/6/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Gulf	HU-18- Michael
1-965564296	2/11/2019	4/30/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Lee	HU-18- Michael
1-965550787	2/11/2019	5/6/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Franklin	HU-18- Michael
1-965571061	2/11/2019	4/22/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Jackson	HU-18- Michael
1-965602029	2/11/2019	5/6/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-965610201	2/11/2019	5/6/2019	WESTON INSURANCE COMPANY	15860	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965610283	2/11/2019	5/6/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965659001	2/12/2019	5/7/2019	MONARCH NATIONAL INSURANCE COMPANY	26291	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965665422	2/12/2019	7/23/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Question of Fact	Bay	HU-18- Michael
1-965646777	2/12/2019	4/22/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-965680131	2/12/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Question of Fact	Franklin	HU-18- Michael
1-965693729	2/12/2019	5/6/2019	NATIONAL FIRE & MARINE INSURANCE COMPANY	S1013	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965707113	2/12/2019	4/24/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-965693431	2/12/2019	5/6/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965718011	2/12/2019	5/14/2019	MOLINA HEALTHCARE OF FLORIDA, INC.	87108	Health Maintenance Org.	Individual	Claim Issue	Claim Handling Delay	Company Position Explained	Palm Beach	HU-18- Michael
1-965736310	2/12/2019	6/10/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Duval	HU-18- Michael
1-965732377	2/12/2019	4/29/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Attorney Retained	Bay	HU-18- Michael
1-965753325	2/12/2019	4/23/2019	SCOTTSDALE INSURANCE COMPANY	S1135	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-965786258	2/13/2019	5/13/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-965783871	2/13/2019	4/22/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Contract-Fraud Stmt	Adjuster Position Explained	Bay	HU-18- Michael
1-965795580	2/13/2019	5/13/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Jackson	HU-18- Michael
1-965809712	2/13/2019	5/10/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-965834699	2/13/2019	4/22/2019	MERCURY INDEMNITY COMPANY OF AMERICA	03526	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-965844779	2/13/2019	5/6/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965867289	2/13/2019	6/11/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965935229	2/14/2019	4/29/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	ALE Issue	Company Position Explained	Washington	HU-18- Michael
1-965932270	2/14/2019	4/30/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-965926630	2/14/2019	5/6/2019	JOHNS EASTERN COMPANY, INC.	45194	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-965967626	2/14/2019	4/22/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Adjuster Position Explained	Bay	HU-18- Michael
1-965968590	2/14/2019	5/17/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Referred to Mediation	Bay	HU-18- Michael
1-966031629	2/15/2019	4/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Pinellas	HU-18- Michael
1-966031766	2/15/2019	5/7/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966035890	2/15/2019	6/10/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-966038581	2/15/2019	5/6/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966053997	2/15/2019	6/17/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gulf	HU-18- Michael
1-966069622	2/15/2019	8/12/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Gulf	HU-18- Michael
1-966174629	2/18/2019	5/13/2019	CIGNA HEALTH AND LIFE INSURANCE COMPANY	05404	Accident & Health	Self Insured Plans	Claim Issue	Claim Handling Delay	No Jurisdiction	Bay	HU-18- Michael
1-966175974	2/18/2019	4/29/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966180165	2/18/2019	5/13/2019			Residential P&C	Condo Unit Owner's	Claim Issue	Unsatis Settlement Offer	Insufficient Information	Bay	HU-18- Michael
1-966211001	2/18/2019	5/13/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-966211294	2/18/2019	5/20/2019	NATIONAL FIRE & MARINE INSURANCE COMPANY	S1013	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966216169	2/18/2019	5/17/2019	PROGRESSIVE AMERICAN INSURANCE COMPANY	09412	Personal Automobile	Physical Damage	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-966227870	2/18/2019	5/27/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-966287345	2/19/2019	5/9/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-966285815	2/19/2019	4/29/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Franklin	HU-18- Michael
1-966270668	2/19/2019	5/20/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-966284880	2/19/2019	5/6/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Notice Issued-Relief	Leon	HU-18- Michael
1-966295313	2/19/2019	5/2/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gadsden	HU-18- Michael
1-966304721	2/19/2019	5/27/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966311987	2/19/2019	5/10/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-966321884	2/19/2019	5/13/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-966326526	2/19/2019	5/13/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966343014	2/19/2019	5/13/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Lee	HU-18- Michael
1-966381410	2/19/2019	5/27/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966415629	2/20/2019	5/7/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-966397277	2/20/2019	5/6/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Notice Issued-Relief	Leon	HU-18- Michael
1-966428737	2/20/2019	6/17/2019	SERVICE INSURANCE COMPANY	01725	Residential P&C	Homeowner	Coverage Issue	Coverage Question	Company Position Explained	Bay	HU-18- Michael
1-966443869	2/20/2019	5/10/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-966459961	2/20/2019	4/11/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-966475029	2/20/2019	4/29/2019	SOUTHERN FIDELITY INSURANCE COMPANY	03645	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-966476090	2/20/2019	5/27/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-966553117	2/21/2019	5/13/2019	HUDSON SPECIALTY INSURANCE COMPANY	S2211	Other Commercial P&C	Commercial Property	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-966551876	2/21/2019	5/24/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966574895	2/21/2019	5/20/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-966568207	2/21/2019	5/13/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-966588617	2/21/2019	5/6/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-966589242	2/21/2019	5/17/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966613665	2/21/2019	4/30/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Mobile Home	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-966656303	2/22/2019	5/20/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-966650666	2/22/2019	4/30/2019	CAPITOL PREFERRED INSURANCE COMPANY, INC.	03043	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Washington	HU-18- Michael
1-966674115	2/22/2019	5/17/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-966674293	2/22/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-966674309	2/22/2019	5/14/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-966690037	2/22/2019	5/13/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966706577	2/22/2019	5/17/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Lee	HU-18- Michael
1-966734837	2/22/2019	4/29/2019	SOUTHERN FIDELITY PROPERTY & CASUALTY, INC.	09784	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Calhoun	HU-18- Michael
1-966739059	2/22/2019	5/20/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-966808429	2/25/2019	7/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-966815816	2/25/2019	5/6/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-966849207	2/25/2019	5/14/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Contractual Provision	Bay	HU-18- Michael
1-966872522	2/25/2019	5/20/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-966878842	2/25/2019	5/17/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-966908557	2/25/2019	5/27/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-966937644	2/26/2019	5/6/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-966963963	2/26/2019	6/24/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Notice Issued-No Relief	Bay	HU-18- Michael
1-966961836	2/26/2019	5/20/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Other Claim Issue	Company Position Explained	Dade	HU-18- Michael
1-967005402	2/26/2019	4/30/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967024237	2/26/2019	6/13/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-967025350	2/26/2019	6/7/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Jackson	HU-18- Michael
1-967023380	2/26/2019	6/14/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-967035106	2/26/2019	5/23/2019	VOYAGER INDEMNITY INSURANCE COMPANY	51236	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Question of Fact	Washington	HU-18- Michael
1-967069206	2/27/2019	6/3/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Contractual Provision	Jackson	HU-18- Michael
1-967078717	2/27/2019	5/20/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-967094651	2/27/2019	6/21/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Additional Payment	Bay	HU-18- Michael
1-967113029	2/27/2019	5/6/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Gulf	HU-18- Michael
1-967150977	2/27/2019	6/21/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967191363	2/28/2019	5/20/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-967197193	2/28/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-967203309	2/28/2019	5/20/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967241157	2/28/2019	5/27/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-967205890	2/28/2019	5/20/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Dwelling Fire	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-967298831	3/1/2019	5/21/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-967346243	3/1/2019	5/17/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Attorney Retained	Bay	HU-18- Michael
1-967340947	3/1/2019	5/20/2019	FOREMOST INSURANCE COMPANY	01332	Other Personal P&C	Boat	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967355041	3/1/2019	5/20/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967368252	3/1/2019	7/29/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-967368156	3/1/2019	5/13/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967388642	3/1/2019	6/3/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-967460802	3/4/2019	5/21/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-967477860	3/4/2019	5/27/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Other Claim Issue	Company Position Explained	Bay	HU-18- Michael
1-967477990	3/4/2019	5/20/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-967485448	3/4/2019	5/27/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Adjuster Position Explained	Bay	HU-18- Michael
1-967507802	3/4/2019	5/21/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967522055	3/4/2019	5/24/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967541294	3/4/2019	5/24/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967550604	3/4/2019	5/24/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-967549457	3/4/2019	5/24/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967585626	3/5/2019	5/27/2019	PROGRESSIVE SELECT INSURANCE COMPANY	02960	Other Personal P&C	Boat	Claim Issue	Claim Underpayment	Company Position Explained	Dade	HU-18- Michael
1-967586665	3/5/2019	7/15/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967581207	3/5/2019	7/1/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-967602683	3/5/2019	5/24/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967588242	3/5/2019	5/27/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-967593284	3/5/2019	5/20/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Company Rep Did not Attend	Gulf	HU-18- Michael
1-967652213	3/5/2019	5/22/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967674880	3/5/2019	6/24/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-967730870	3/6/2019	5/13/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Dade	HU-18- Michael
1-967733980	3/6/2019	5/23/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Calhoun	HU-18- Michael
1-967734029	3/6/2019	5/9/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-967731179	3/6/2019	6/21/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Coverage Explained	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-967751612	3/6/2019	5/24/2019	UNITED SPECIALTY INSURANCE COMPANY	S2247	Residential P&C	Flood	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-967769395	3/6/2019	6/10/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967781662	3/6/2019	6/11/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-967763832	3/6/2019	5/31/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Notice Issued-Relief	Bay	HU-18- Michael
1-967801159	3/6/2019	6/24/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-967801260	3/6/2019	5/27/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-967814039	3/6/2019	6/3/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-967839156	3/7/2019	5/28/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Leon	HU-18- Michael
1-967840519	3/7/2019	5/23/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-967840700	3/7/2019	6/10/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-967840052	3/7/2019	6/7/2019	DESSI INSURANCE AGENCY	R048247	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Leon	HU-18- Michael
1-967855481	3/7/2019	6/10/2019	UNITED SPECIALTY INSURANCE COMPANY	S2247	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Claim Reopened	Calhoun	HU-18- Michael
1-967852272	3/7/2019	5/27/2019	US COASTAL PROPERTY & CASUALTY INSURANCE COMPANY	28792	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Claim Reopened	Bay	HU-18- Michael
1-967870865	3/7/2019	5/20/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967873392	3/7/2019	6/3/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-967890501	3/7/2019	5/31/2019	CONTINENTAL CASUALTY COMPANY	09165	Other Commercial P&C	Commercial Property	Claim Issue	Unsatis Settlement Offer	Contractual Provision	Leon	HU-18- Michael
1-967881698	3/7/2019	5/27/2019	GEOVERA SPECIALTY INSURANCE COMPANY	S1238	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967924982	3/7/2019	5/31/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-967930906	3/7/2019	5/28/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-967959663	3/8/2019	7/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-967956354	3/8/2019	5/27/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-967977996	3/8/2019	8/12/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Notice Issued-No Relief	Bay	HU-18- Michael
1-967978326	3/8/2019	6/17/2019	USAA CASUALTY INSURANCE COMPANY	02865	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-967987658	3/8/2019	5/30/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-967978784	3/8/2019	5/27/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-967998537	3/8/2019	6/4/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968015710	3/8/2019	6/3/2019	USAA GENERAL INDEMNITY COMPANY	09495	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968015829	3/8/2019	6/10/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Gulf	HU-18- Michael
1-968013576	3/8/2019	5/31/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Saint Lucie	HU-18- Michael
1-968010357	3/8/2019	7/1/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Wakulla	HU-18- Michael
1-968101685	3/11/2019	7/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Notice Issued-No Relief	Bay	HU-18- Michael
1-968110262	3/11/2019	5/28/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-968134980	3/11/2019	5/31/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-968131972	3/11/2019	5/13/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Handling	Notice Issued-Relief	Bay	HU-18- Michael
1-968146127	3/11/2019	5/27/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-968157033	3/11/2019	5/22/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Leon	HU-18- Michael
1-968185501	3/11/2019	6/3/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968166183	3/11/2019	5/27/2019	WESTCHESTER SURPLUS LINES INSURANCE COMPANY	S1234	Other Commercial P&C	Condo Association	Coverage Issue	Coverage Question	Company Position Explained	Bay	HU-18- Michael
1-968242401	3/12/2019	5/24/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-968239751	3/12/2019	5/21/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Referred to Mediation	Bay	HU-18- Michael
1-968243912	3/12/2019	5/17/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Franklin	HU-18- Michael
1-968253155	3/12/2019	5/13/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-968237430	3/12/2019	5/31/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Calhoun	HU-18- Michael
1-968250419	3/12/2019	7/1/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Mobile Home	Claim Issue	Quality of Repair	Company Position Explained	Wakulla	HU-18- Michael
1-968264313	3/12/2019	5/27/2019	KINSALE INSURANCE COMPANY	S2208	Residential P&C	Homeowner	Claim Issue	Claim Denial	Insufficient Information	Bay	HU-18- Michael
1-968264441	3/12/2019	7/1/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968272976	3/12/2019	5/20/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968270818	3/12/2019	6/3/2019	LIBERTY MUTUAL INSURANCE COMPANY	09745	Residential P&C	Renter's Insurance	Claim Issue	ALE Issue	Company Position Explained	Washington	HU-18- Michael
1-968284025	3/12/2019	5/20/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Washington	HU-18- Michael
1-968295349	3/12/2019	6/10/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-968316402	3/12/2019	6/3/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-968321214	3/12/2019	5/24/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Other Commercial P&C	Commercial Property	Public Adjuster Issue	PA Handling	Claim Settled	Bay	HU-18- Michael
1-968375059	3/13/2019	6/3/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968389927	3/13/2019	5/27/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	In-eligible for Mediation	Bay	HU-18- Michael
1-968390041	3/13/2019	5/27/2019	FLORIDA SPECIALTY INSURANCE COMPANY	03021	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968503701	3/14/2019	5/20/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Jackson	HU-18- Michael
1-968492945	3/14/2019	6/27/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-968507145	3/14/2019	6/3/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968550685	3/14/2019	5/30/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-968553486	3/14/2019	6/3/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-968565937	3/14/2019	6/3/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-968607098	3/15/2019	6/10/2019	USAA CASUALTY INSURANCE COMPANY	02865	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Duval	HU-18- Michael
1-968634372	3/15/2019	5/23/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-968620569	3/15/2019	6/17/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-968655299	3/15/2019	6/3/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Adjuster Position Explained	Jackson	HU-18- Michael
1-968748279	3/18/2019	6/4/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Coverage Extended	Franklin	HU-18- Michael
1-968767805	3/18/2019	6/3/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-968782607	3/18/2019	5/27/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Jackson	HU-18- Michael
1-968793712	3/18/2019	6/3/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Gulf	HU-18- Michael
1-968793969	3/18/2019	6/10/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968789625	3/18/2019	6/18/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Mobile Home	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-968838663	3/18/2019	6/4/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968877098	3/19/2019	7/1/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-968887548	3/19/2019	5/20/2019	SCOTTSDALE INSURANCE COMPANY	51135	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Issue Resolved	Bay	HU-18- Michael
1-968920612	3/19/2019	6/11/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968910042	3/19/2019	6/14/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Additional Payment	Bay	HU-18- Michael
1-968935232	3/19/2019	6/18/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-968947641	3/19/2019	6/18/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Dwelling Fire	Claim Issue	Unsatis Settlement Offer	Contractual Provision	Bay	HU-18- Michael
1-968951954	3/19/2019	6/10/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969036205	3/20/2019	5/28/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-969059566	3/20/2019	6/12/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-969052099	3/20/2019	6/17/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969060186	3/20/2019	6/24/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969135519	3/21/2019	6/11/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969163866	3/21/2019	6/14/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-969176416	3/21/2019	6/3/2019	CAPITOL PREFERRED INSURANCE COMPANY, INC.	03043	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969275983	3/22/2019	6/17/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Additional Payment	Dade	HU-18- Michael
1-969290235	3/22/2019	5/27/2019	FLORIDA SPECIALTY INSURANCE COMPANY	03021	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969290444	3/22/2019	6/11/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969276403	3/22/2019	6/21/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Additional Payment	Jackson	HU-18- Michael
1-969381432	3/25/2019	6/18/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-969388029	3/25/2019	6/14/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969386205	3/25/2019	6/24/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-969393819	3/25/2019	7/2/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969374320	3/25/2019	6/14/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-969423631	3/25/2019	6/17/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Claim Reopened	Washington	HU-18- Michael
1-969435562	3/25/2019	5/17/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-969455197	3/25/2019	6/10/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Windstorm	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969514638	3/26/2019	6/17/2019	AMERICAN SECURITY INSURANCE COMPANY	01110	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-969537355	3/26/2019	7/8/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-969580570	3/26/2019	6/3/2019	WINDHAVEN INSURANCE COMPANY	03681	Personal Automobile	Physical Damage	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-969622307	3/27/2019	6/18/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-969640145	3/27/2019	8/1/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-969644227	3/27/2019	6/7/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-969674114	3/27/2019	8/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Washington	HU-18- Michael
1-969716508	3/27/2019	7/1/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-969761712	3/28/2019	6/21/2019	ALLSTATE FIRE AND CASUALTY INSURANCE COMPANY	09388	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-969779901	3/28/2019	6/17/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969787525	3/28/2019	6/4/2019	SOUTHERN-OWNERS INSURANCE COMPANY	02954	Personal Automobile	Physical Damage	Claim Issue	Deductible/Copay Issue	Company Position Explained	Bay	HU-18- Michael
1-969805827	3/28/2019	6/10/2019			Residential P&C	Homeowner	Public Adjuster Issue	Other PA Issue	Adjuster Position Explained	Bay	HU-18- Michael
1-969881201	3/29/2019	6/21/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-969887531	3/29/2019	6/17/2019	FLORIDA FARM BUREAU GENERAL INSURANCE COMPANY	02918	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-969898070	3/29/2019	6/10/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-969941409	3/29/2019	6/10/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-970038939	4/1/2019	6/21/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Bay	HU-18- Michael
1-970041025	4/1/2019	7/2/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-970043129	4/1/2019	6/25/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Bay	HU-18- Michael
1-970087191	4/1/2019	6/17/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Bay	HU-18- Michael
1-970087488	4/1/2019	6/21/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970111117	4/1/2019	6/25/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970151312	4/2/2019	6/17/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Renter's Insurance	Coverage Issue	Contract Dispute	Notice Issued-Relief	Bay	HU-18- Michael
1-970152971	4/2/2019	6/24/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Calhoun	HU-18- Michael
1-970180279	4/2/2019	6/21/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-970175994	4/2/2019	7/8/2019	NATIONWIDE INSURANCE COMPANY OF FLORIDA	03471	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Washington	HU-18- Michael
1-970180465	4/2/2019	6/17/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-970188369	4/2/2019	6/10/2019	FLORIDA SPECIALTY INSURANCE COMPANY	03021	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970221541	4/2/2019	6/24/2019	US COASTAL PROPERTY & CASUALTY INSURANCE COMPANY	28792	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-970275818	4/3/2019	6/14/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-970280121	4/3/2019	6/28/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-970270186	4/3/2019	7/8/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970281280	4/3/2019	6/24/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Gulf	HU-18- Michael
1-970323257	4/3/2019	6/24/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970404367	4/4/2019	7/1/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970416901	4/4/2019	6/17/2019	FLORIDA FAMILY INSURANCE COMPANY	02985	Residential P&C	Condo Unit Owner's	Company Issue	Co Delay/No Response	Issue Resolved	Collier	HU-18- Michael
1-970420505	4/4/2019	6/17/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Calhoun	HU-18- Michael
1-970462930	4/4/2019	7/1/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Deductible/Copay Issue	Notice Issued-Relief	Bay	HU-18- Michael
1-970520945	4/5/2019	6/24/2019	GEOVERA SPECIALTY INSURANCE COMPANY	S1238	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-970547644	4/5/2019	6/24/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Leon	HU-18- Michael
1-970561801	4/5/2019	6/17/2019	STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	09785	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Issue Resolved	Bay	HU-18- Michael
1-970560903	4/5/2019	6/24/2019	WHITE PINE INSURANCE COMPANY	15525	Other Commercial P&C	Commercial Property	Claim Issue	Claim Underpayment	Company Position Explained	Jackson	HU-18- Michael
1-970573161	4/5/2019	5/30/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Calhoun	HU-18- Michael
1-970574560	4/5/2019	6/18/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970670856	4/8/2019	6/19/2019	SOUTHERN OAK INSURANCE COMPANY	03632	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Saint Lucie	HU-18- Michael
1-970667779	4/8/2019	6/18/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970677618	4/8/2019	6/25/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-970701081	4/8/2019	6/18/2019	INTEGON NATIONAL INSURANCE COMPANY	01140	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-970694971	4/8/2019	6/28/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-970744801	4/8/2019	6/21/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-970743990	4/8/2019	6/24/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-970801241	4/9/2019	7/22/2019	DEPOSITORS INSURANCE COMPANY	03741	Personal Automobile	Recreational Vehicles-All Cov.	Claim Issue	Claim Underpayment	Company Position Explained	Gulf	HU-18- Michael
1-970822838	4/9/2019	5/30/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-970847573	4/9/2019	6/24/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-970848639	4/9/2019	7/23/2019	UNIVERSAL INSURANCE COMPANY OF NORTH AMERICA	03609	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-970872796	4/9/2019	7/1/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-970868439	4/9/2019	6/7/2019	CASTLE KEY INSURANCE COMPANY	02989	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bradford	HU-18- Michael
1-970914154	4/10/2019	6/17/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Mobile Home	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Bay	HU-18- Michael
1-970928458	4/10/2019	7/1/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Leon	HU-18- Michael
1-970904120	4/10/2019	7/15/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-970985255	4/10/2019	7/1/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Brevard	HU-18- Michael
1-970987304	4/10/2019	7/2/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-971037556	4/11/2019	6/21/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-971057784	4/11/2019	7/1/2019	UNDERWRITERS AT LLOYD'S, LONDON	52170	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971053856	4/11/2019	7/29/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Fee Dispute	Contractual Provision	Bay	HU-18- Michael
1-971091101	4/11/2019	7/9/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-971095581	4/11/2019	6/24/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971139989	4/12/2019	7/22/2019	OMEGA INSURANCE COMPANY	09380	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-971194018	4/12/2019	7/16/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971222307	4/12/2019	7/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	ALE Issue	Issue Resolved	Bay	HU-18- Michael
1-971303529	4/15/2019	8/19/2019	XL SPECIALTY INSURANCE COMPANY	01942	Other Commercial P&C	Commercial Inland Marine	Claim Issue	Claim Handling Delay	Contractual Provision	Gulf	HU-18- Michael
1-971311673	4/15/2019	7/16/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971304306	4/15/2019	6/17/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-971327291	4/15/2019	6/21/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971342204	4/15/2019	7/8/2019	GEOVERA SPECIALTY INSURANCE COMPANY	51238	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Contractual Provision	Bay	HU-18- Michael
1-971351116	4/15/2019	7/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971441636	4/16/2019	7/8/2019	AVATAR PROPERTY & CASUALTY INSURANCE COMPANY	03739	Residential P&C	Mobile Home	Claim Issue	Quality of Repair	Company Position Explained	Calhoun	HU-18- Michael
1-971452515	4/16/2019	7/5/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-971460802	4/16/2019	7/15/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-971488639	4/16/2019	7/1/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-971471528	4/16/2019	7/8/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971554668	4/17/2019	6/28/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Calhoun	HU-18- Michael
1-971590110	4/17/2019	6/25/2019	TOWER HILL SIGNATURE INSURANCE COMPANY	03682	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971583544	4/17/2019	6/25/2019	ASI ASSURANCE CORP.	03625	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971615106	4/17/2019	7/8/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-971657769	4/17/2019	7/9/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-971732396	4/18/2019	7/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971748863	4/18/2019	7/15/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Solicitation	Notice Issued-Relief	Jackson	HU-18- Michael
1-971771011	4/18/2019	7/15/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971812669	4/19/2019	5/30/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Policyholder Did not Attend	Osceola	HU-18- Michael
1-971820131	4/19/2019	8/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-971835779	4/19/2019	7/8/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Jackson	HU-18- Michael
1-971866601	4/19/2019	7/9/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-971866629	4/19/2019	7/2/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-971866502	4/19/2019	7/8/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Leon	HU-18- Michael
1-971934701	4/22/2019	7/15/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-971963328	4/22/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-971986495	4/22/2019	7/5/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Adjuster Issue	Adjuster Handling	Question of Fact	Hernando	HU-18- Michael
1-972005170	4/22/2019	7/22/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gadsden	HU-18- Michael
1-972026376	4/22/2019	7/12/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-972042483	4/22/2019	7/9/2019	ASI PREFERRED INSURANCE CORP.	03738	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-972076139	4/23/2019	7/15/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972150325	4/23/2019	7/15/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-972201771	4/24/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Issue Resolved	Bay	HU-18- Michael
1-972213954	4/24/2019	7/1/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972265508	4/24/2019	7/19/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Coverage Explained	Leon	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-972272290	4/24/2019	7/17/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Franklin	HU-18- Michael
1-972240866	4/24/2019	8/13/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-972280072	4/24/2019	7/15/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972290901	4/24/2019	7/15/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Walton	HU-18- Michael
1-972276175	4/24/2019	7/8/2019	SOUTHERN FIDELITY PROPERTY & CASUALTY, INC.	09784	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Holmes	HU-18- Michael
1-972345639	4/25/2019	7/24/2019	LEXINGTON INSURANCE COMPANY	S1009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972346864	4/25/2019	7/15/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-972362041	4/25/2019	7/8/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Saint Johns	HU-18- Michael
1-972356348	4/25/2019	8/2/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Dwelling Fire	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Gulf	HU-18- Michael
1-972363051	4/25/2019	7/22/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael
1-972384065	4/25/2019	7/17/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-972394113	4/25/2019	7/15/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-972403301	4/25/2019	7/8/2019	STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	09785	Personal Automobile	Physical Damage	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-972438018	4/26/2019	7/17/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Gulf	HU-18- Michael
1-972446930	4/26/2019	7/15/2019	FLORIDA FARM BUREAU CASUALTY INSURANCE COMPANY	09222	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Calhoun	HU-18- Michael
1-972449440	4/26/2019	7/15/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972444726	4/26/2019	7/16/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972461239	4/26/2019	7/16/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-972478816	4/26/2019	7/15/2019	LIBERTY SURPLUS INSURANCE CORPORATION	S2206	Other Commercial P&C	Commercial Property	Claim Issue	Other Claim Issue	Company Position Explained	Bay	HU-18- Michael
1-972494638	4/26/2019	8/5/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Adjuster Position Explained	Bay	HU-18- Michael
1-972504451	4/26/2019	7/30/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-972575471	4/29/2019	7/22/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Reopened	Bay	HU-18- Michael
1-972600982	4/29/2019	7/2/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972632487	4/29/2019	7/15/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972626364	4/29/2019	7/8/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Jackson	HU-18- Michael
1-972658028	4/29/2019	6/27/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-972672495	4/29/2019	7/19/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972674601	4/29/2019	7/22/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972729156	4/30/2019	7/22/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972736219	4/30/2019	7/15/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972795043	4/30/2019	8/12/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-972807091	4/30/2019	7/19/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972840646	5/1/2019	7/25/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-972847714	5/1/2019	7/29/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-972877418	5/1/2019	7/8/2019	KINSALE INSURANCE COMPANY	S2208	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-972888765	5/1/2019	7/18/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-972900612	5/1/2019	7/16/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Palm Beach	HU-18- Michael
1-972916611	5/1/2019	8/1/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Bay	HU-18- Michael
1-972927691	5/1/2019	7/22/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-972975491	5/2/2019	8/5/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Mobile Home	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-973000646	5/2/2019	7/22/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Notice Issued-Relief	Liberty	HU-18- Michael
1-973033416	5/2/2019	7/9/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973045281	5/2/2019	7/29/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Question of Fact	Bay	HU-18- Michael
1-973061421	5/2/2019	7/15/2019	TOWER HILL PREFERRED INSURANCE COMPANY	03023	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973108122	5/3/2019	7/29/2019	NATIONAL FIRE & MARINE INSURANCE COMPANY	S1013	Other Commercial P&C	Condo Association	Claim Issue	Mediation	Med Declined-Third Party Req	Bay	HU-18- Michael
1-973106280	5/3/2019	7/30/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Mobile Home	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-973140201	5/3/2019	7/29/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-973169959	5/3/2019	7/22/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Dade	HU-18- Michael
1-973174285	5/3/2019	7/29/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Leon	HU-18- Michael
1-973240671	5/6/2019	8/15/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-973260504	5/6/2019	8/5/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Company Issue	Co Delay/No Response	Question of Fact	Bay	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-973247895	5/6/2019	7/29/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973276990	5/6/2019	7/29/2019	NATIONAL FIRE & MARINE INSURANCE COMPANY	S1013	Miscellaneous Insurance	Vendors Int./Force Placed Cov	Claim Issue	Claim Handling Delay	Company Position Explained	Washington	HU-18- Michael
1-97327169	5/6/2019	8/2/2019	ANCHOR PROPERTY AND CASUALTY INSURANCE COMPANY	24332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973272020	5/6/2019	8/5/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973279981	5/6/2019	7/15/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973300471	5/6/2019	7/29/2019	AMERICAN STRATEGIC INSURANCE CORP.	03029	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973307283	5/6/2019	7/29/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-973307308	5/6/2019	7/16/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Claim Denial	Contractual Provision	Leon	HU-18- Michael
1-973311286	5/6/2019	8/5/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-973329474	5/6/2019	7/29/2019	GEOVERA SPECIALTY INSURANCE COMPANY	S1238	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-973358301	5/7/2019	7/15/2019	STATE FARM FLORIDA INSURANCE COMPANY	03462	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-973358356	5/7/2019	7/22/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973360151	5/7/2019	8/5/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Notice Issued-Relief	Bay	HU-18- Michael
1-973404286	5/7/2019	8/6/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Referred to Mediation	Bay	HU-18- Michael
1-973407874	5/7/2019	7/22/2019	FIRST LIBERTY INSURANCE CORPORATION (THE)	01997	Residential P&C	Renter's Insurance	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973411739	5/7/2019	7/29/2019	FIRST COMMUNITY INSURANCE COMPANY	02932	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-973413668	5/7/2019	7/19/2019	APPALACHIAN UNDERWRITERS, INC	L036309	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Hurricane Exp	Notice Issued-Relief	Bay	HU-18- Michael
1-973422212	5/7/2019	8/5/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Referred to Mediation	Bay	HU-18- Michael
1-973422530	5/7/2019	7/22/2019	FLORIDA PENINSULA INSURANCE COMPANY	03648	Residential P&C	Homeowner	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-973432091	5/7/2019	7/23/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-973434148	5/7/2019	7/29/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-973464735	5/7/2019	7/23/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Reopened	Bay	HU-18- Michael
1-973464838	5/7/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Withdrawn by Submitter	Gulf	HU-18- Michael
1-973454461	5/7/2019	8/12/2019			Residential P&C	Homeowner	Public Adjuster Issue	Unfair Trade Practices	Notice Issued-No Relief	Bay	HU-18- Michael
1-973468035	5/7/2019	7/15/2019	CAPITOL PREFERRED INSURANCE COMPANY, INC.	03043	Residential P&C	Dwelling Fire	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973468195	5/7/2019	7/23/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-973506086	5/8/2019	8/16/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gulf	HU-18- Michael
1-973625901	5/9/2019	7/23/2019	EDISON INSURANCE COMPANY	03672	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-973630821	5/9/2019	7/30/2019	SAFEPOINT INSURANCE COMPANY	19593	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-973655598	5/9/2019	8/12/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-973684556	5/9/2019	8/5/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Gulf	HU-18- Michael
1-973684667	5/9/2019	7/30/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-973710519	5/9/2019	7/29/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-973739567	5/10/2019	7/29/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-973760607	5/10/2019	8/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Windstorm	Company Issue	Co Delay/No Response	Company Position Explained	Bay	HU-18- Michael
1-973806288	5/10/2019	8/2/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Mobile Home	Agent Issue	Misrepresentation	Agent Position Explained	Jackson	HU-18- Michael
1-973811031	5/10/2019	8/2/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-973945754	5/13/2019	7/31/2019	AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	01055	Residential P&C	Renter's Insurance	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-973941927	5/13/2019	7/30/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974032090	5/14/2019	7/30/2019	UNITED SERVICES AUTOMOBILE ASSOCIATION	04340	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974053065	5/14/2019	7/29/2019	FLORIDA SPECIALTY INSURANCE COMPANY	03021	Residential P&C	Mobile Home	Claim Issue	Claim Denial	Claim Settled	Bay	HU-18- Michael
1-974087488	5/14/2019	7/22/2019	UNDERWRITERS AT LLOYD'S, LONDON	S2170	Other Commercial P&C	Condo Association	Claim Issue	Claim Handling Delay	Question of Fact	Bay	HU-18- Michael
1-974094381	5/14/2019	8/5/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974111220	5/14/2019	8/12/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-974105740	5/14/2019	8/5/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974124672	5/14/2019	7/30/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Deductible/Copay Issue	Company Position Explained	Leon	HU-18- Michael
1-974296956	5/16/2019	7/23/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Underwriting	Statutory Provisions	Escambia	HU-18- Michael
1-974335084	5/16/2019	8/9/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Claim Issue	Mediation	Policyholder Did not Attend	Bay	HU-18- Michael
1-974339433	5/16/2019	8/6/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Issue Resolved	Bay	HU-18- Michael
1-974412075	5/17/2019	8/5/2019	ST. JOHNS INSURANCE COMPANY, INC.	03599	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Dade	HU-18- Michael
1-974432601	5/17/2019	8/19/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Jackson	HU-18- Michael

SR Number	Date SR Created	Date SR Closed	Company Name	FL Co Code	Area	Subarea	Reason	Sub Reason	SR Resolution	SR County	TRENDS
1-974440460	5/17/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Gulf	HU-18- Michael
1-974488212	5/17/2019	7/24/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-974493954	5/17/2019	8/9/2019	UNITED PROPERTY & CASUALTY INSURANCE COMPANY	03468	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-974494288	5/17/2019	8/7/2019	ARMED FORCES INSURANCE EXCHANGE	09570	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Jackson	HU-18- Michael
1-974589364	5/20/2019	8/13/2019	OLYMPUS INSURANCE COMPANY	03719	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-974606177	5/20/2019	7/29/2019	TOWER HILL SELECT INSURANCE COMPANY	03614	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974596427	5/20/2019	8/12/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-974667329	5/20/2019	8/5/2019	NATIONAL SPECIALTY INSURANCE COMPANY	01415	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Reopened	Franklin	HU-18- Michael
1-974707395	5/21/2019	8/16/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gadsden	HU-18- Michael
1-974730493	5/21/2019	7/15/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Impasse	Bay	HU-18- Michael
1-974721389	5/21/2019	8/13/2019	FLORIDA HEALTHY KIDS	FHKID	Health Maintenance Org.	Cover Florida	Claim Issue	Claim Handling Delay	Claim Settled	Washington	Health Care Reform
1-974736100	5/21/2019	8/1/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Mediation	Settled in Mediation	Jackson	HU-18- Michael
1-974780946	5/21/2019	8/6/2019	GEICO GENERAL INSURANCE COMPANY	01288	Personal Automobile	Combination of Coverages	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-974868031	5/22/2019	8/19/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-974876981	5/22/2019	8/2/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-974912173	5/22/2019	8/12/2019	FAMILY SECURITY INSURANCE COMPANY, INC.	30463	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975014900	5/23/2019	8/12/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Claim Settled	Bay	HU-18- Michael
1-975084822	5/24/2019	8/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-975102126	5/24/2019	8/12/2019	SAFE HARBOR INSURANCE COMPANY	03688	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Jackson	HU-18- Michael
1-975155501	5/24/2019	8/20/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Dwelling Fire	Claim Issue	Claim Denial	Question of Fact	Lee	HU-18- Michael
1-975246601	5/28/2019	8/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975276231	5/28/2019	8/5/2019	PROGRESSIVE PROPERTY INSURANCE COMPANY	03729	Residential P&C	Homeowner	Claim Issue	Unsatis Settlement Offer	Company Position Explained	Bay	HU-18- Michael
1-975370012	5/29/2019	8/9/2019	TOWER HILL PRIME INSURANCE COMPANY	03481	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975378662	5/29/2019	8/5/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Claim Settled	Polk	HU-18- Michael
1-975399264	5/29/2019	8/19/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Gulf	HU-18- Michael
1-975561060	5/30/2019	8/19/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Issue Resolved	Jackson	HU-18- Michael
1-975583017	5/30/2019	8/19/2019	PEOPLE'S TRUST INSURANCE COMPANY	03733	Residential P&C	Windstorm	Claim Issue	Claim Underpayment	Company Position Explained	Bay	HU-18- Michael
1-975613744	5/31/2019	8/21/2019	FIRST PROTECTIVE INSURANCE COMPANY	03057	Residential P&C	Homeowner	Claim Issue	Claim Denial	Company Position Explained	Bay	HU-18- Michael
1-975636742	5/31/2019	8/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975646637	5/31/2019	8/19/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gulf	HU-18- Michael
1-975660793	5/31/2019	8/19/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Gulf	HU-18- Michael
1-975655351	5/31/2019	8/20/2019	FEDNAT INSURANCE COMPANY	01010	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-975776693	6/3/2019	8/6/2019	PROGRESSIVE SPECIALTY INSURANCE COMPANY	09397	Other Commercial P&C	Comm. Package Policy	Claim Issue	Claim Handling Delay	Insufficient Information	Bay	HU-18- Michael
1-975782118	6/3/2019	8/6/2019	GULFSTREAM PROPERTY AND CASUALTY INSURANCE COMPANY	03630	Residential P&C	Condo Unit Owner's	Claim Issue	Claim Handling Delay	Claim Settled	Bay	HU-18- Michael
1-975801997	6/3/2019	8/19/2019	SECURITY FIRST INSURANCE COMPANY	03647	Residential P&C	Homeowner	Claim Issue	Mediation	Settled Prior to Mediation	Bay	HU-18- Michael
1-975849812	6/3/2019	8/20/2019	HOMEOWNERS CHOICE PROPERTY & CASUALTY INSURANCE COMPANY, INC.	03716	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975882962	6/4/2019	8/23/2019	LEXINGTON INSURANCE COMPANY	51009	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-975947142	6/4/2019	8/13/2019	CASTLE KEY INDEMNITY COMPANY	03022	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Jackson	HU-18- Michael
1-976048533	6/5/2019	8/16/2019	UNIVERSAL PROPERTY & CASUALTY INSURANCE COMPANY	03031	Residential P&C	Condo Unit Owner's	Cancellation Issue	Cancel/Nonrenew Underwriting	Company Position Explained	Bay	HU-18- Michael
1-976095625	6/5/2019	8/23/2019	FOREMOST INSURANCE COMPANY	01332	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Claim Settled	Gadsden	HU-18- Michael
1-976316863	6/7/2019	8/12/2019	HERITAGE PROPERTY & CASUALTY INSURANCE COMPANY	13908	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Claims	Cancel/Nonrenew Withdrawn	Bay	HU-18- Michael
1-976500303	6/10/2019	8/20/2019			Residential P&C	Homeowner	Public Adjuster Issue	PA Non-Responsive	Adjuster Position Explained	Bay	HU-18- Michael
1-976558398	6/11/2019	8/23/2019	CITIZENS PROPERTY INSURANCE CORPORATION	99042	Residential P&C	Homeowner	Claim Issue	Claim Handling Delay	Company Position Explained	Bay	HU-18- Michael
1-977236820	6/18/2019	8/23/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Cancellation Issue	Cancel/Nonrenew Claims	Statutory Provisions	Bay	HU-18- Michael
1-977349579	6/19/2019	8/23/2019	AMERICAN INTEGRITY INSURANCE COMPANY OF FLORIDA	03700	Residential P&C	Homeowner	Claim Issue	Claim Underpayment	Company Position Explained	Calhoun	HU-18- Michael