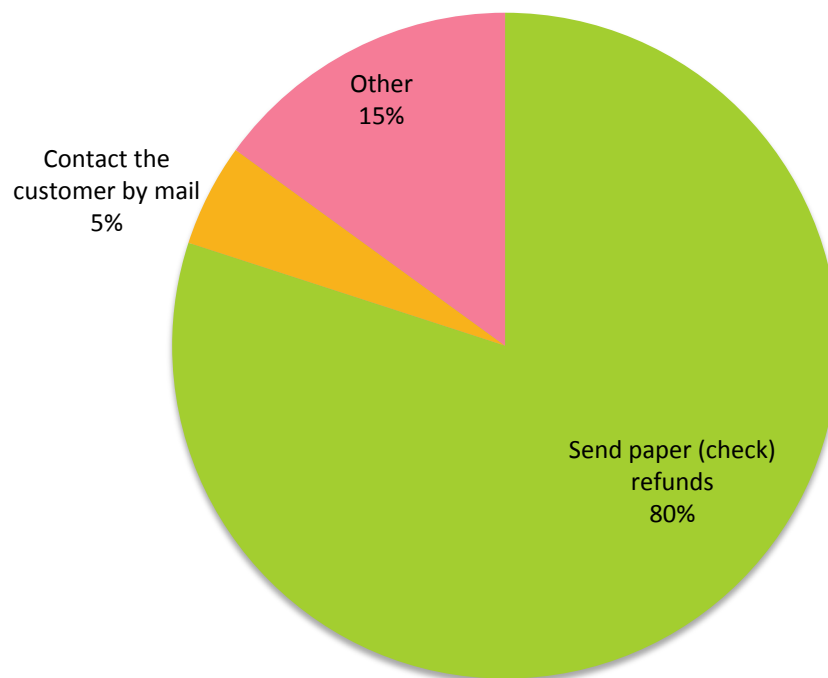


How do you handle customers who continue to send payments from an online banking channel after a policy is canceled or paid in full?



Value	Percent	Count
Send paper (check) refunds	80.0%	16
Contact the customer by mail	5.0%	1
Other	15.0%	3
	Totals	20