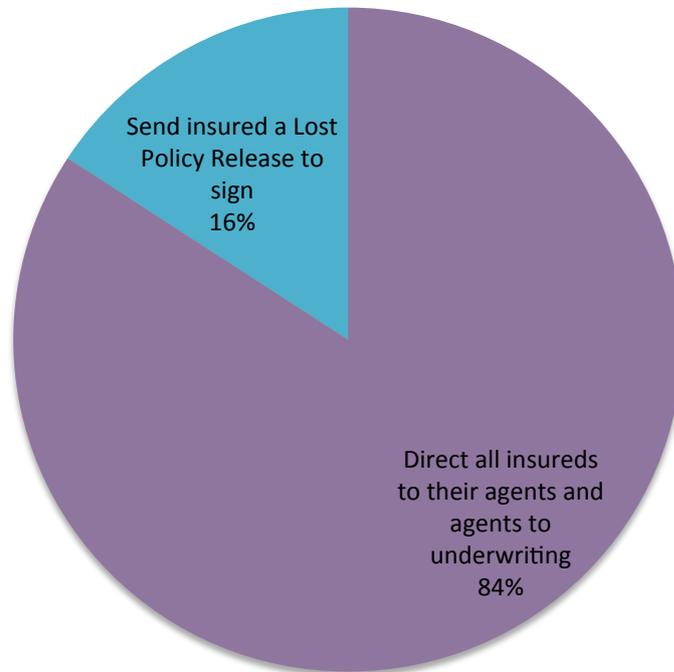


If an insured contacts your billing department and indicates that they did not intend to renew their policy, what is your process to initiate a flat cancel?



Value	Percent	Count
Direct all insureds to their agents and agents to underwriting	84.2%	16
Send insured a Lost Policy Release to sign	15.8%	3
Totals		19