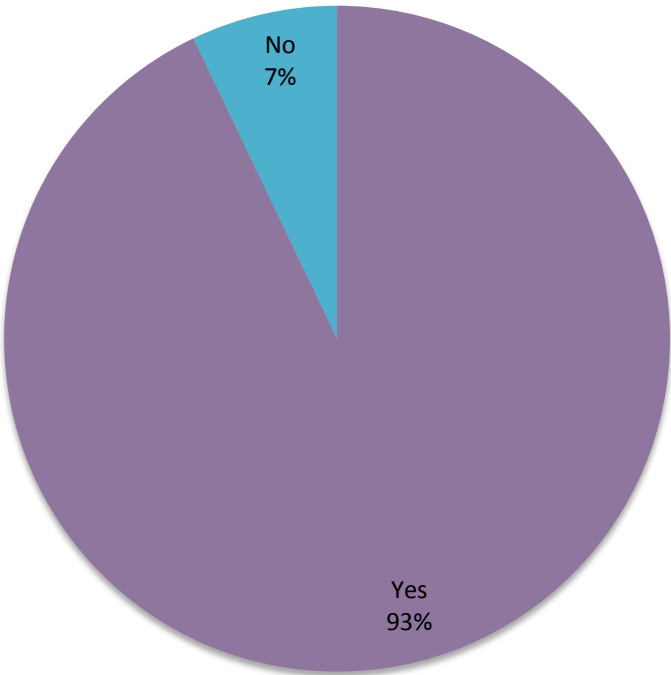
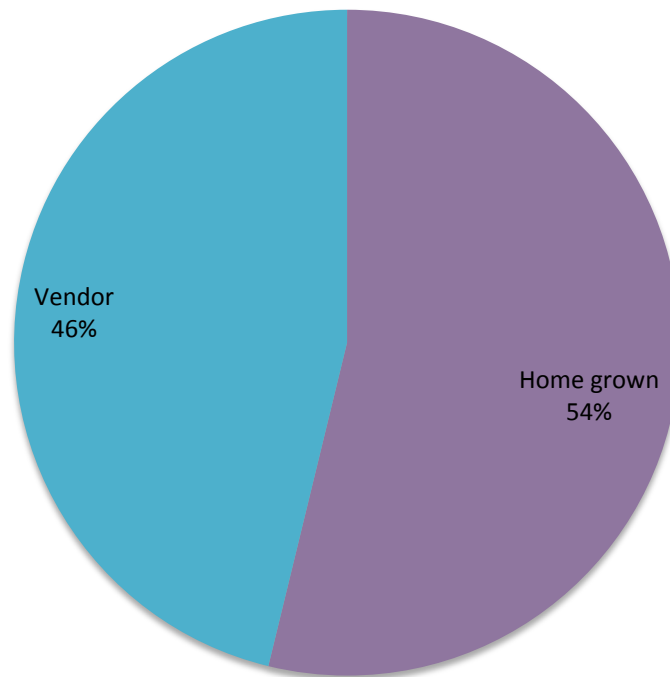


Do you provide self-service tools to your customers / policyholders to manage and make payments directly to your company?



Value	Percent	Count
Yes	92.9%	13
No	7.1%	1
	Totals	14

Is your self-service tool / process home grown or do you leverage a vendor product?



Value	Percent	Count
Home grown	53.8%	7
Vendor	46.2%	6
	Totals	13