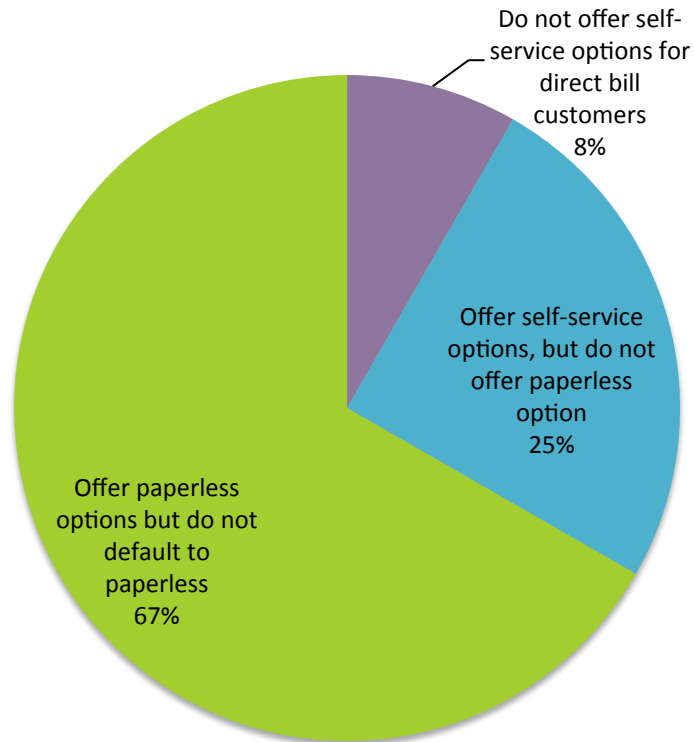


April 2017 QotM (PL Only)

When your Personal Lines Direct Bill Customers register for self-service, do you default their settings to paperless?



Value	Percent	Count
Do not offer self-service options for direct bill customers	8.3%	1
Offer self-service options, but do not offer paperless option	25.0%	3
Offer paperless options but do not default to paperless	66.7%	8
	Totals	12