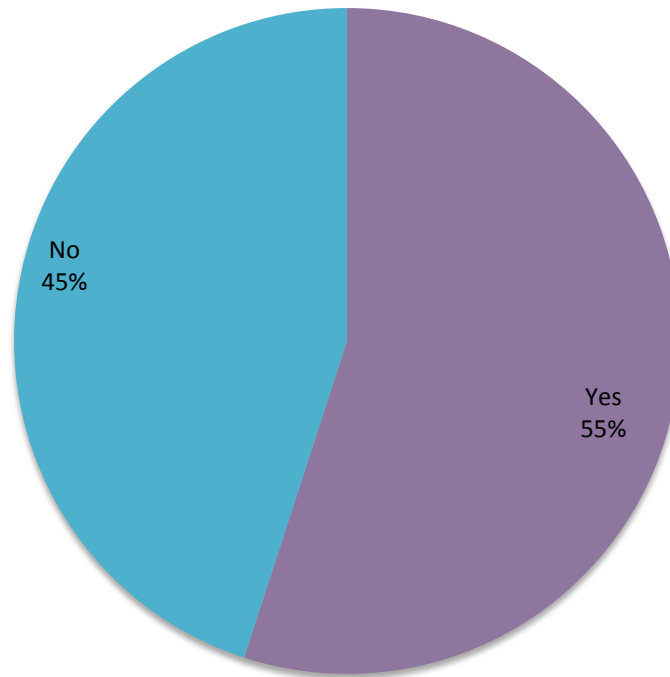


July 2016 QotM (CL Only)

Are a customer's outstanding past due balances reviewed during the Underwriting process? (e.g. when adding new coverages, reviewing endorsements, making renewal decisions, etc.)



Value	Percent	Count
Yes	55.0%	11
No	45.0%	9
	Totals	20