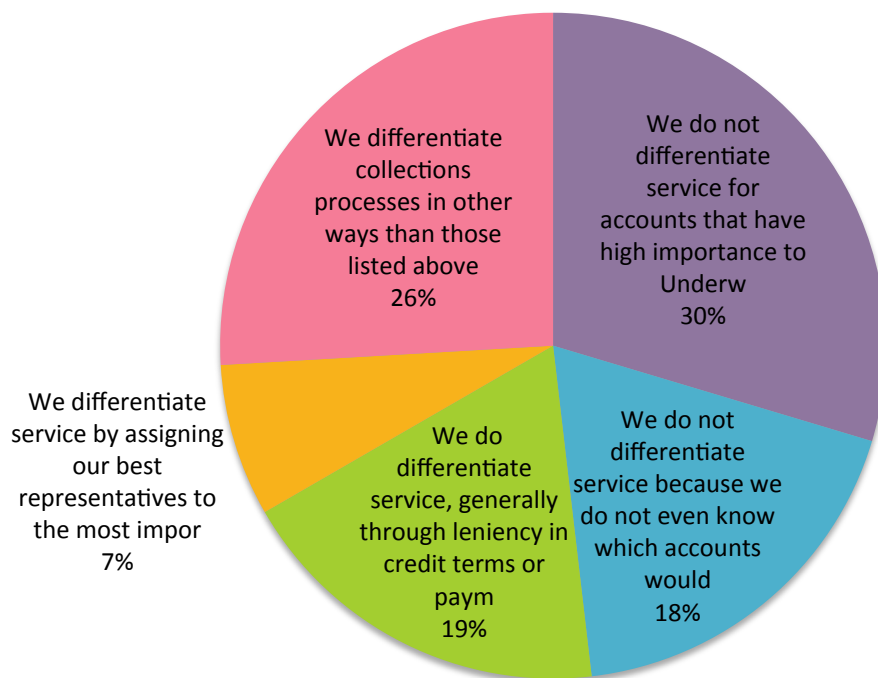


From a collections perspective, do you differentiate your process in any way for “key” customer accounts or producers?



Value	Percent	Count
We do not differentiate service for accounts that have high importance to Underwriting	29.6%	8
We do not differentiate service because we do not even know which accounts would be the most important to Underwriting	18.5%	5
We do differentiate service, generally through leniency in credit terms or payment plans	18.5%	5
We differentiate service by assigning our best representatives to the most important client accounts	7.4%	2
We differentiate collections processes in other ways than those listed above	25.9%	7
Totals		27