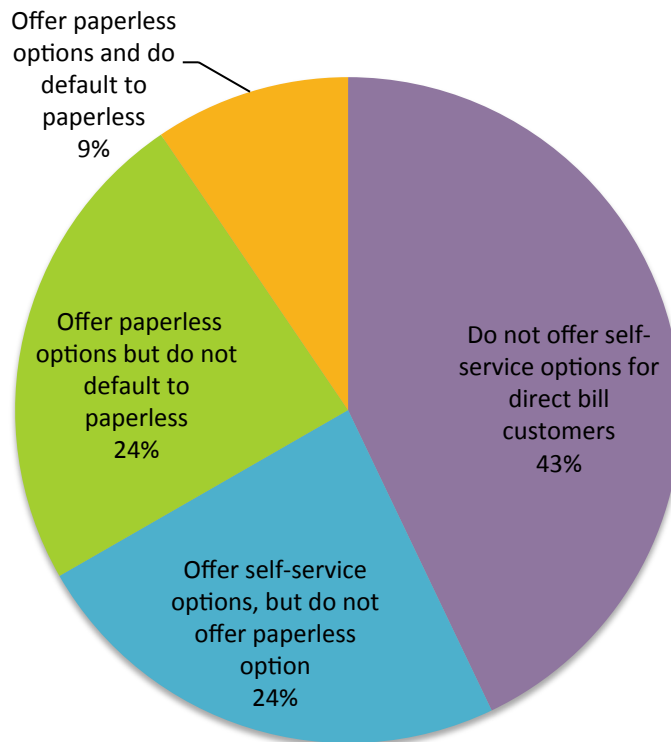# April 2017 QotM (CL Only)

When your Commercial 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	42.9%	9
Offer self-service options, but do not offer paperless option	23.8%	5
Offer paperless options but do not default to paperless	23.8%	5
Offer paperless options and do default to paperless	9.5%	2
	Totals	21