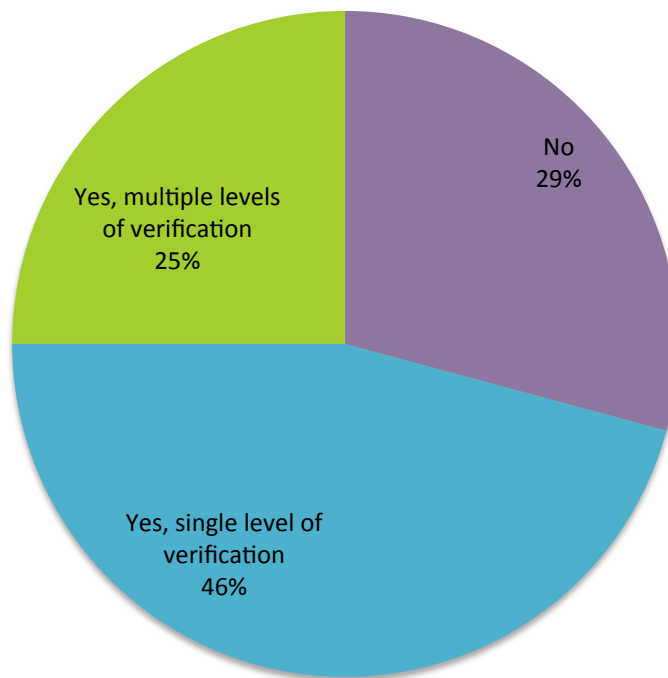


May 2017 QotM (CL Only)

For Commercial Lines, do you require your phone Representatives to verify the caller (i.e. Name on account, Mailing Address, Callers relationship to account, Phone number, etc.) before providing billing information?



Value	Percent	Count
No	29.2%	7
Yes, single level of verification	45.8%	11
Yes, multiple levels of verification	25.0%	6
	Totals	24