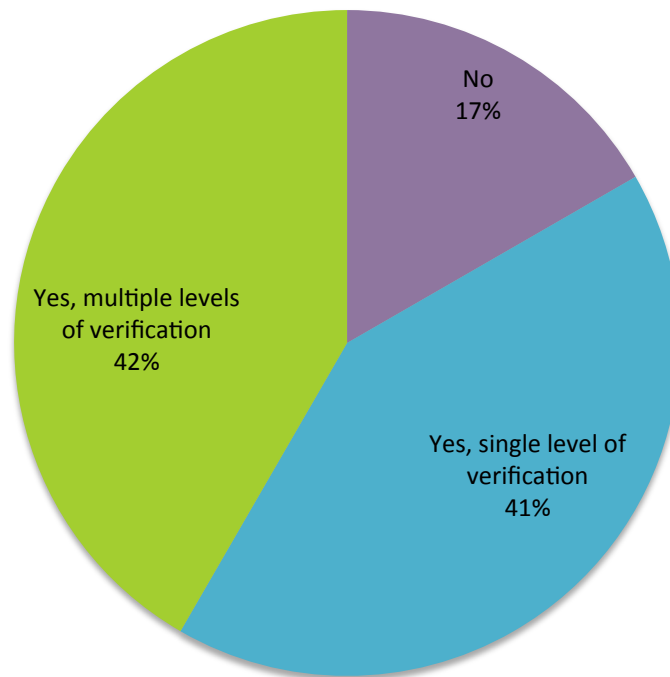


# May 2017 QotM (PL Only)

For Personal 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	16.7%	2
Yes, single level of verification	41.7%	5
Yes, multiple levels of verification	41.7%	5
	Totals	12