

September 2017 QotM (PL Only)

For our Personal Lines Members, the ICE Benchmarking Committee sends out two surveys each year to allow members to benchmark their company against its peer group. In order to best meet the needs of our membership, please rank the surveys with the top one being the survey that you find the most meaningful:

Overall Rank	Item
1	Credit/Debit Card Practices
2	Payment Plan and Fees
3	E-Commerce/Self-Service
4	Collection Results
5	Financial Results