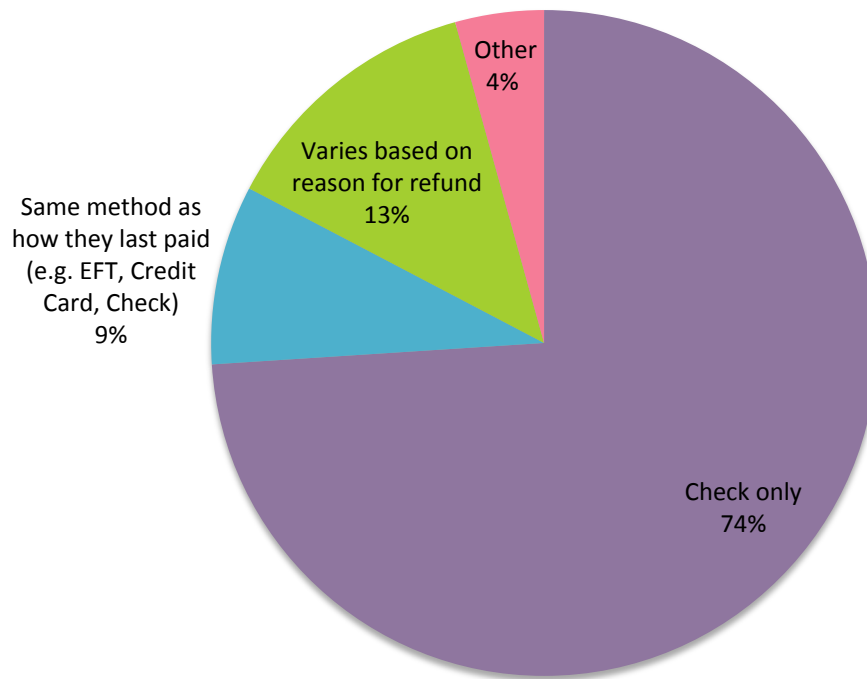


# June 2018 QotM (CL Only)

1.For Commercial Lines, what method do you use to refund an overpayment or return premium to a customer?



Value	Percent	Count
Check only	73.9%	17
Same method as how they last paid (e.g. EFT, Credit Card, Check)	8.7%	2
Varies based on reason for refund	13.0%	3
Other	4.3%	1
	Totals	23