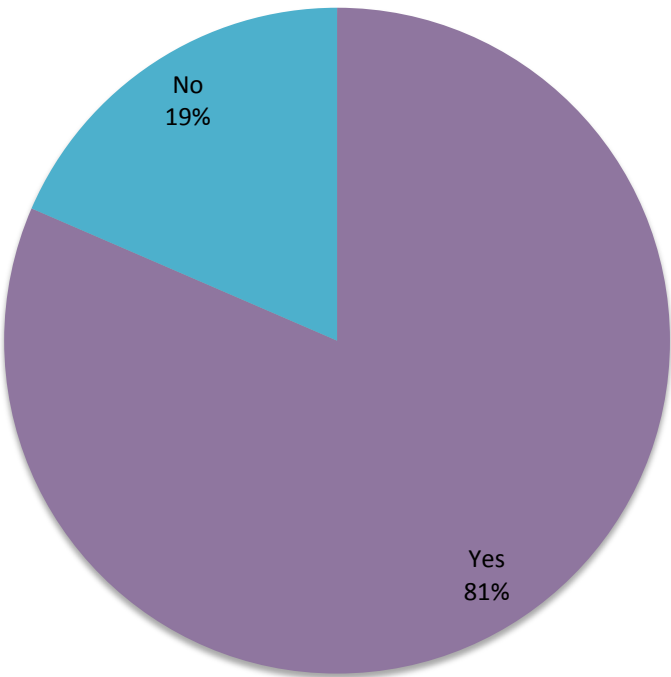
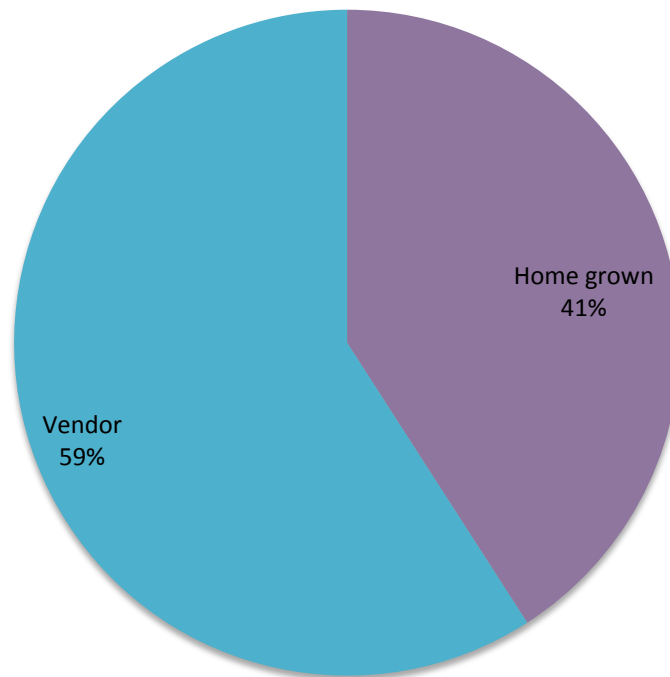


Do you provide self-service tools to your customers / policyholders to manage and make payments directly to your company?



Value	Percent	Count
Yes	81.5%	22
No	18.5%	5
	Totals	27

Is your self-service tool / process home grown or do you leverage a vendor product?



Value	Percent	Count
Home grown	40.9%	9
Vendor	59.1%	13
	Totals	22