

February 2018 QotM (CL Only)

Please rank the following topics in order of interest for a Commercial Lines virtual roundtable (1 being of most interest / 7 being of least):

| Overall Rank | Item |
|--------------|--|
| 1 | Technology – what solutions are companies are using to enhance the customer experience and reduce costs. |
| 2 | KPIs what are you measuring and how |
| 3 | Collections Management |
| 4 | Payment Strategy/Customer Experience |
| 5 | ACH/EFT Payments and Card Payments compliance and cost management |
| 6 | Late payment and reinstatement management |
| 7 | Outsourcing/Cost Reduction Efforts |