

## February 2018 QotM (PL Only)

Please rank the following topics in order of interest for a Personal 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	Payment Strategy/Customer Experience
3	ACH/EFT Payments and Card Payments compliance and cost management
4	Late payment and reinstatement management
5	KPIs what are you measuring and how
6	Outsourcing/Cost Reduction Efforts
7	Collections Management