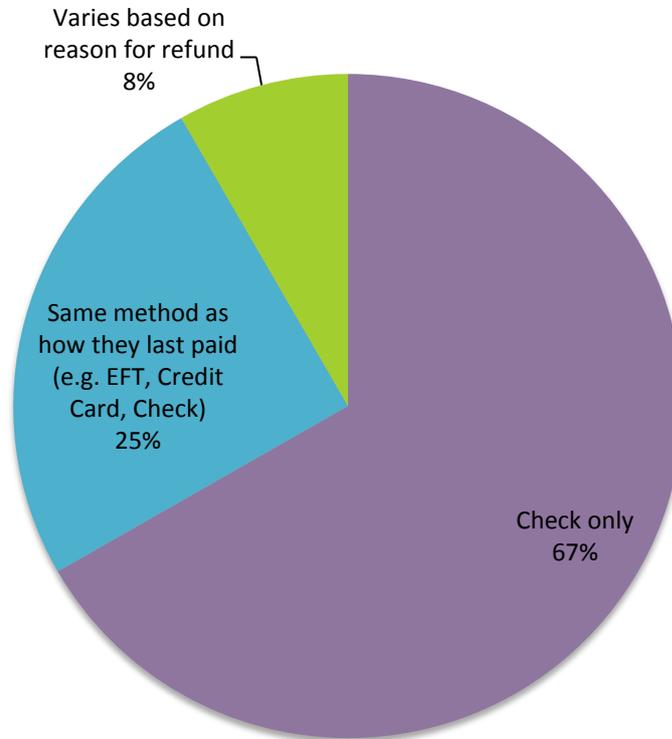


# June 2018 QotM (PL Only)

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



Value	Percent	Count
Check only	66.7%	8
Same method as how they last paid (e.g. EFT, Credit Card, Check)	25.0%	3
Varies based on reason for refund	8.3%	1
	Totals	12