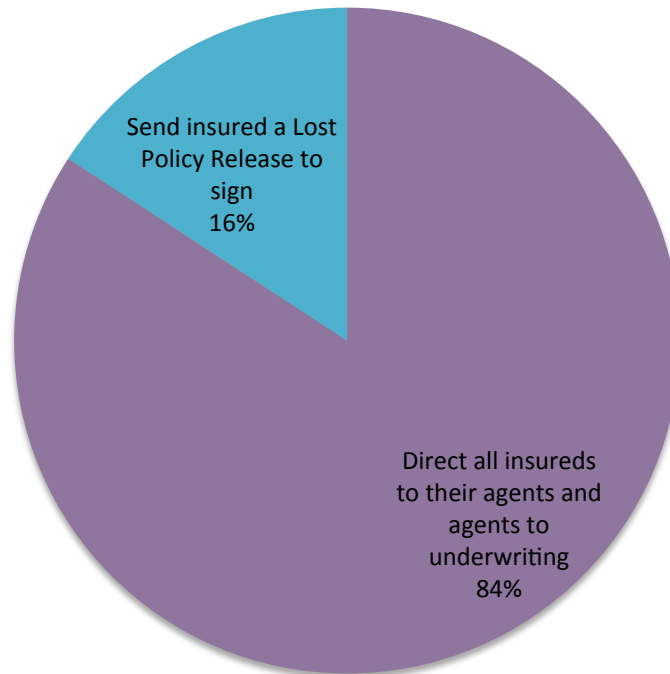


If an insured contacts your billing department and indicates that they did not intend to renew their policy, what is your process to initiate a flat cancel?



| Value | Percent | Count |
|--|---------|-------|
| Direct all insureds to their agents and agents to underwriting | 84.2% | 16 |
| Send insured a Lost Policy Release to sign | 15.8% | 3 |
| | Totals | 19 |