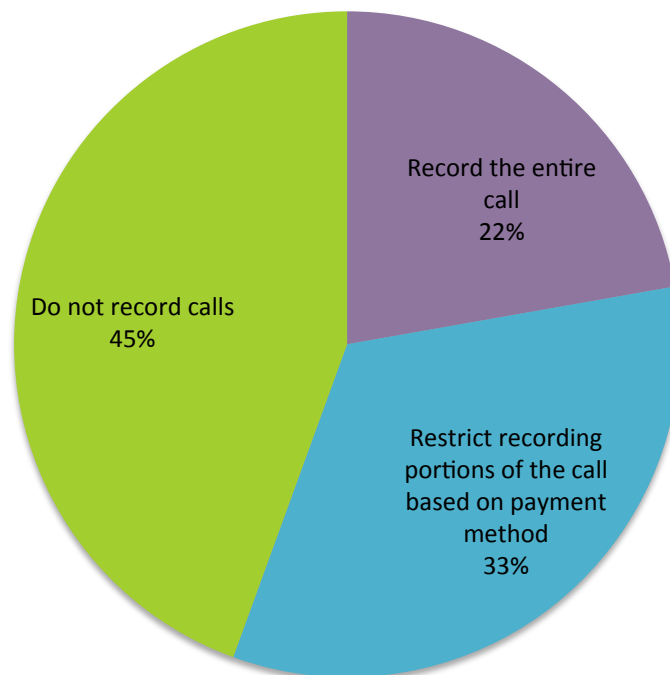


July 2018 QotM (CL Only)

1. For Commercial Lines, do you record calls coming into your call centers?



Value	Percent	Count
Record the entire call	22.2%	4
Restrict recording portions of the call based on payment method	33.3%	6
Do not record calls	44.4%	8
	Totals	18