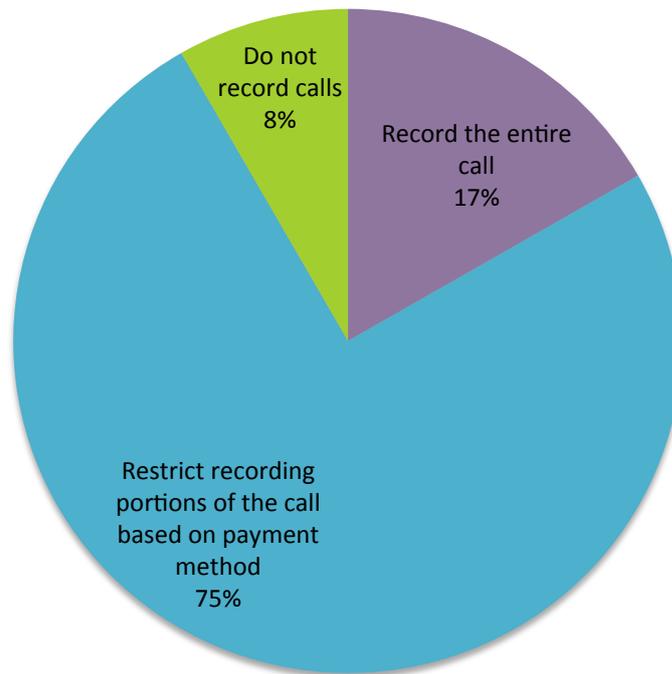


July 2018 QotM (PL Only)

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



Value	Percent	Count
Record the entire call	16.7%	2
Restrict recording portions of the call based on payment method	75.0%	9
Do not record calls	8.3%	1
	Totals	12