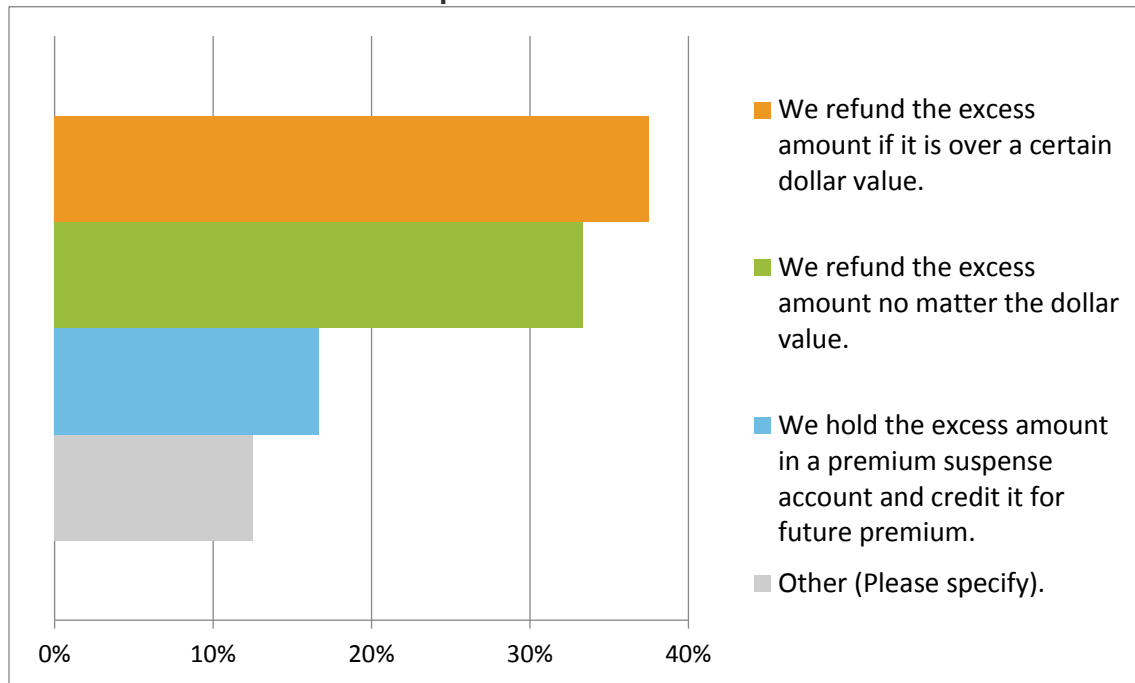


CEFLI Quick Poll

January 2019

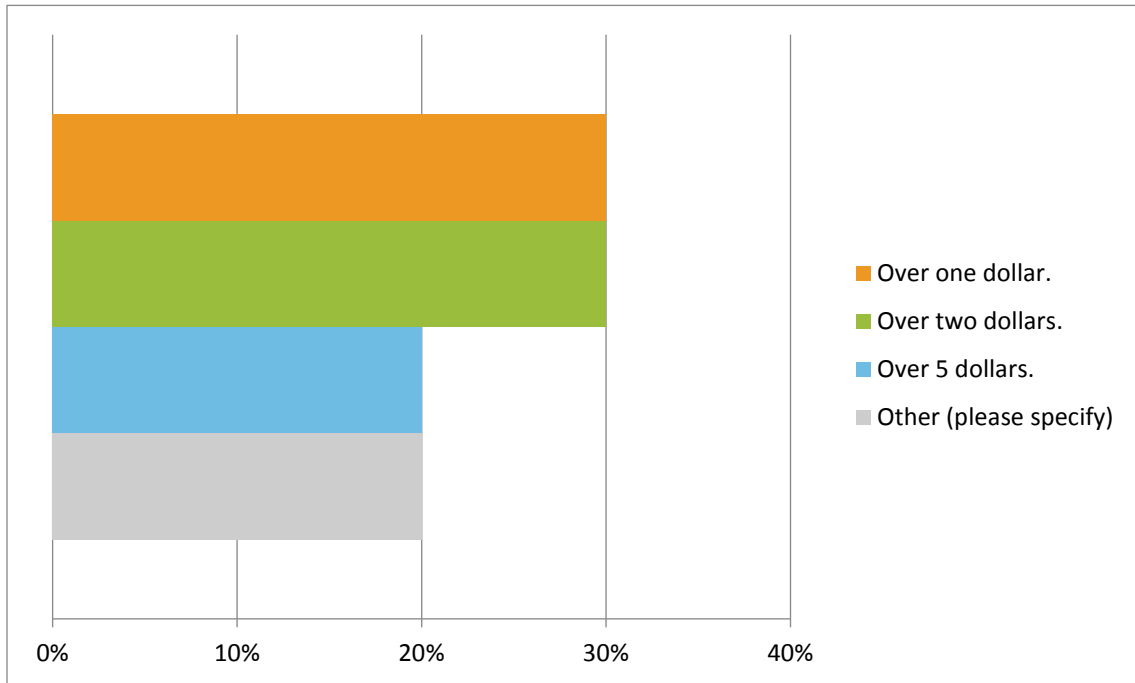
Excess Premium Practices (28 responses)

**Q. 1 If your company receives excess premiums (e.g. over-payment on a term policy or whole life policy with fixed premiums) what is your practice with respect to the excess amount?**



- Other:
  - o We ask member if they would like a refund or to have it applied to future premiums.
  - o We refund it unless customer specifically asks it to be held for future payments.

**Q.2 If your company refunds excess amounts over a certain dollar value, what is that value?**



- Other:
  - o Over three dollars.
  - o Over twenty-five dollars.

**Q.3 Does your company reflect amounts credited to the premium expense account on the next billing statement?**

