

ALERT!

American Family Director Slams Agents and Plus System

Recently, NAAFA received an anonymous envelope in the mail which contained a 6-page document. This document was a Question and Answer dialogue-type interview with an American Family Director answering the questions. After the NAAFA board looked over the document, it was discovered that this document was posted on a Compass page under the Director's name. This document was posted for quite a long time, but when word got out (as it always does!!) that this document was readily accessible, it was quickly removed. (Removed mid-October, 2008)

We have attached the article here in its entirety but have removed the Director's name in an attempt to protect his identity as is NAAFA's custom. We believe this article truly reflects the attitude of management toward the agency force, which, to put it bluntly, stinks!

Another topic covered to great extent is the opinion that the whole computer system is in such a terrible condition that American Family would experience a "world of hurt" if they were facing an acquisition of a company or block of business. In today's chaotic business environment, an acquisition is obviously something that just might happen.

Should agents be concerned? NAAFA believes agents should be extremely concerned. We invite you to read the article carefully and then we welcome your comments. Please email NAAFAwest@comcast.net with your thoughts and remember, we will post or publish your comments but all names will be removed.