

From:

Sent: Tuesday, August 20, 2013 3:24 PM

To:NAAFA

Subject:Bob Korvas Column

Hi NAAFA,

I read the writer's letter responding to Bob Korvas' column. Wow, that person's sentiments mirrored mine to a "T"! Similarly, I left AmFam after 35-40 years with the company. I couldn't agree more that the company started sinking into the abyss after Bob Koch left. I, too, had many All-Americans, Life Diamonds, even a couple company agent of the month awards.

The company was sinking, but took its biggest plunge when Harvey Pearce took leadership. Having been an agent and DM himself, many agents felt he would be an agent friendly leader. As it turned out, just the opposite was true. As a state director he once had been overheard stating he felt agents were overpaid for what they did. He made sure to take care of that indiscretion by cutting agent's commissions and shifting more of the company's workload on to them making it necessary for agents to hire more help that they couldn't afford. I can't think of anywhere in the workplace that your employer cuts your income and increases your expenses. While agents were struggling to survive Pearce was greedily lining his pockets with huge salary and bonus increases. Talk about being overpaid for what someone did! Pearce crippled AmFam more than any other leader by causing dissention with employees, agents, and even some DMs.

During the Koch years, you never heard of agents suing the company. Why would you? It was a great company to work for, but not anymore.

As I said, after almost 40 years with Am Family, I could no longer continue to watch my income go down while my expenses rose. I don't know of any job that you work at for that many years and have to take a big cut in pay. I left because I couldn't afford to stay any longer. I went independent, my expenses didn't change much, might even be slightly higher, but my income sure did. It's been over 6 years since leaving AmFam and my income is more than double what it was when I was an AmFam agent. Besides higher commissions, the biggest advantage I have now is access to many companies. If I have an insured who says his rates went up, I can shop him with other carriers. I had no choice with AmFam, you just lost them. My only regret is that I didn't leave AmFam when I could see the downward trend they were taking.

These new agents don't know what it's like to work for insurance companies that appreciate their agents because AmFam is all they have ever been exposed to. If I were to make a statement to some of these new agents it would be, "As an insurance agent, even if you work hard, you may earn a survivable income, but you will never get rich working for American Family."

(Name withheld)