

Mandatory OSAT Meetings

Mandatory OSAT meetings violate your independent contractor status! American Family can ONLY require attendance at meetings which are required by the state for compliance issues. OSAT is an American Family project and has absolutely nothing to do with fulfilling any state compliance issues.

It is our opinion that OSAT scores are a fabrication made up by American Family. American Family, we suspect, picks the criteria used in the client surveys. While the criteria used in the client surveys are probably good business practices, OSAT scores have become a way for American Family to “*control*” the way agents operate their agencies. Both *required meetings* and an agent’s mode of operation for the individual agency violate the agent contract and the individual contractor status as established by IRS guidelines.

NAAFA encourages good business practices, ethical and conscientious responsibility in the operation of an agent’s business, however, NAAFA strongly opposes scoring agents (OSAT scoring) based on the results of client surveys because of the possibility of tainted results well known to those who evaluate surveys. Although NAAFA believes agents can not be required to attend OSAT meetings, we encourage agents to do what they feel is right for all concerned.