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Sent: Wednesday, November 07, 2012 11:49 AM

To: 'naafawest@comcast.net'

Subject: Growth

I thought I would let you guys know I am up 9.5% with ZERO transfers coming to me.

My income is up more than \$12,000 in 2012 versus 2011. I think that is pretty good as compared to my independent friends and the current economy.

I think you should encourage agents to get back to selling and eliminate the whining. It would help!

**** We want our customer service to be a 10. If your service is not a 10, please call me so we can improve to better meet your needs. If your service is a 10, please tell someone!

Will Anderson