

Dear NAAFA,

I want to tell you that I think we agents need to stand up to American Family. We need to join forces or we won't survive. We are being set up to be criticized by our own clients (customer evaluations) when it is really the company who is making life hard for both the agent and the customer. Agents should be evaluated on things that are in their control, i.e., relationships. AF is doing such a poor job servicing our clients that it is making the agents look bad on customer evaluations. There are many variables in the relationship between the agent and the insured. We have to look out for the insured, for ourselves and for the company and sometimes that is very hard. The company should rate their employees but not the independent contractors. The whole JD Power thing is wrong; it's a way to intrude in the life and work of an independent contractor. I think AF uses bonus money that should be paid to agents to pay JD Power.

Although it appears American Family has plenty of employees, I would like to say that they must have these employees in the wrong departments. The company is short on employees who handle customer billing questions. The wait to speak to someone is between 12-17 minutes. When I question why the wait is so long, the answer is "there are more people in training." This is concerning, there must be a high turnover rate with employees. My customers have told me that when they want to pay with a credit card, often they cannot get through at all. If we the agents made our customers wait this long we would be out of business. This is no way to run a company. J D Power is for rating company employees not people working for themselves. If service is so important, then American Family should do something to solve the service problem.

Another problem agents have is the fact that our computers are antiquated. If we had new computers the company could easily install new software to make the agents life easier by allowing us to make a change in one place that would update the rest of the system. Quoting and making changes requires so many steps it's redundant and takes too much time. When we are asked to do all the company's data entry work, the least they could do is give us faster computers and better software programs. But better yet, AF should **take this work back so we can get back to our original assignment of selling insurance.**

I also believe that because I hire and pay my employees, that American Family should NOT be training them. They work for the agent ONLY. We are doing so much of the underwriter's work. This is not right. This should be done by the underwriters. All of these things I mention waste my time. I just want to sell insurance.

**Name withheld by request**