

[Following are two letters. The first is from a reader we've heard from before (see May 21, 2010, Agents Bulletin Board Letter) who is a member of the Agency Council named Will Anderson. He is making a proposal to NAAFA. The second letter is the response from NAAFA.]

From: Anderson, William L [mailto:WANDERSO@amfam.com]
Sent: Monday, December 27, 2010 1:47 PM
To: naafawest@comcast.net
Subject: FW: Agency Council

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**** 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

VIEW and PAY your account online @
www.willandersonagency.com
click on "MY ACCOUNT"

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-----Original Message-----

From: Anderson, William L
Sent: Monday, December 27, 2010 1:46 PM
To: 'ww.naafawest@comcast.net'
Subject: Agency Council

NAAFA:

I have read your publication religiously. I don't agree with a lot of it (okay 99% of it). But, that said, you are AmFam agents and have a right to be heard. I will be going down to Madison to represent the agents at Agency Council. If you all or a portion of you would like to meet, I would be willing to meet with any or all of you to hear your concerns. I will keep your identity(ies) 100% confidential.

I will attempt to address any and all of your concerns and follow up with you.

I leave on the 11th of January. Please let me know if you are interested in meeting.

Thanks

Will Anderson

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NAAFA

National Association of American Family Agents

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Email:NAAFAwest@comcast.net

January 6, 2011

Will Anderson
American Family Agency Council

RE: December 27, 2010 Email

Dear Will:

We are very pleased that you read The NAAFA Report '*religiously.*' As you know, the NAAFA Report is a collection of articles written by various agents. These articles certainly express their concerns and hurts and we thank you for realizing that their concerns should be heard. NAAFA does not necessarily endorse these articles, letters, poetry, and opinions, but we simply provide an avenue for agents to express them.

The NAAFA Board has considered very carefully your offer to meet with us to hear our concerns. Our conclusion is that it would be futile to ask someone who disagrees with 99% of what is expressed in The NAAFA Report to represent those concerns to the American Family Agency Council, a group with apparently very little actual influence. It might be as foolish as hiring an attorney to represent you who thinks you are guilty. Not wise!

Certain NAAFA writers have written that they would like to meet with *company leaders* (CEO, President, AmFam board, etc) to discuss the issues most serious to the NAAFA members. Our board feels that a meeting such as this might be worthwhile as it could be a **direct** dialogue between concerned parties with perhaps enough authority and influence to cause positive change.

Again, we appreciate the fact that you keep up-to-date with concerns of the agents by reading The NAAFA Report.

Yours truly,

The NAAFA Board of Directors