

[This writer responds to the article “\$17M Jury Award Against American Family Mutual Reinstated” which is posted on the Home Page under LEGAL CASES and posted 5/9/2009.]

Dear NAAFA,

I think it is interesting that the suit was filed in the year 2000. Since then American Family management has been using policyholder monies to say that it was OK to give the people who paid them money inferior parts to repair their cars in the interest of saving the company money. This same management team can then turn around and justify a rate increase because operating expenses were higher than normal; would that be an airplane and carpeting in the hanger, etc.? And “HELLO” this has been going on for not just a little while! I think you might count that as 9, Yup NINE years of spending policyholder money to fight policyholders! DAH!!!!

I was blonde but turned grey when Dale (no degree), Harvey (have you been pierced)/(no degree), Dan DeSalvo (30 pieces of silver) and Joe (the thug/cop) participated in terminating a whole bunch of NAAFA people. At least one employee has said that management was bragging about “taking people out” before they actually did it!

So what is my point? Why in the world would a mutual insurance company not respect its very own policy holders and its agents, who are also policy holders? What will it take before some legislator or investigative media person says, “Gee, there might be a story here!”