

NAAFA has just received word that American Family is appealing the case of Missouri agent Brad Teets' jury decision. Why should this surprise us? This action indicates the Company is sticking to its standard treatment of agents. What kind of satisfaction must Corporate American Family get out of actions such as they have been exhibiting lately? Where does this attitude of revenge come from? Are these agents such a threat that they must be stopped at all costs? (Certainly such legal action must cost this Company a pretty penny!)

At the present time, NAAFA is aware of agents who have been falsely accused of forging signatures on life applications, agents who are being accused of violating their non-compete even though the Company apparently has no proof, agents who have been blackballed through their local newspapers by Company officials, agents who have allegedly been threatened and racial slurs used against them, agents who have been threatened with quotas or even fired even though the agents were having very serious health problems at the time, and the list of inflictions goes on and on.

Does someone get some kind of sick pleasure out of inflicting this kind of pain on people? Who is profiting from such behavior? The policyholders certainly aren't when the Company continues to spend millions of dollars in litigation fees year after year. We are at a loss to explain it.

Isn't it time the public learned about how this Company treats its agents?" If a Company will treat the people who work for it in this manner, how can policyholders think they will be treated any better? Agents have been brow beaten to the point that many of them are suffering from depression and anxiety. Perhaps this is also becoming a consumer issue.

What can be done about it? NAAFA suspects the only person who can change the tenor of this Company is the CEO. It must come from the top. The CEO must learn that treating people kindly endears them to you. Treating them unkindly causes alienation. Mr. CEO, you need Company support. You need the support of your Agency Force. Why can't you see this? It's your loss, Mr. CEO!

**[NAAFA would appreciate your feedback on this issue. You may email us at NAAFAwest @comcast.net.]**