As an agency owner, how satisfied are you with your relationship with Allstate?

- Completely satisfied: 3% (51)
- Not at all satisfied: 16% (206)
- Very satisfied: 13% (237)
- Somewhat satisfied: 37% (668)
- Not very satisfied: 31% (546)

Would you be willing to refer a friend or relative to Allstate to become an agency owner?

- Not at all likely: 33% (552)
- Not very likely: 30% (536)
- Somewhat likely: 22% (396)
- Very likely: 14% (244)
- Wouldn't offer opinion: 5% (26)

If you plan to continue your career as an insurance agent, how likely is it that you will remain with Allstate?

- Very Likely: 49% (866)
- Somewhat likely: 27% (485)
- Not very likely: 10% (175)
- Not at all likely: 7% (130)
- Don't Know / Unsure: 7% (116)
Management and Feedback

How confident are you that Allstate management conducts business ethically and with integrity?
Answered: 1,762   Skipped: 10

I am able to express concerns/opinions and provide feedback to Allstate without fear of reprisal...
Answered: 1,767   Skipped: 30

How satisfied are you that members of the NAB and AEC represent your concerns? (select all that apply)
Answered: 1,798   Skipped: 34
### Variable Compensation

- **I am happy with Variable Compensation:** 81% Agree, 15% Disagree
- **I am happy with the base commission rate 9/9:** 90% Agree, 10% Disagree
- **IPS is fair qualifier for P&C commissions:** 85% Agree, 15% Disagree
- **One LSP is a fair qualifier for P&C...** 63% Agree, 37% Disagree
- **AES is a fair measure for P&C commissions:** 80% Agree, 20% Disagree

### Bonus

- **Bonus structure is easy to understand:** 81% Agree, 19% Disagree
- **Bonus progress is easy to track:** 74% Agree, 26% Disagree
- **Achievable and fair regardless of agency size:** 85% Agree, 15% Disagree
- **Bonus disqualifier “Loss Ratio” is fair:** 58% Agree, 42% Disagree
- **Bonus disqualifier “AF goal” is fair:** 77% Agree, 23% Disagree
General Concerns

Please rank your level of concern with the following issues:

Answered: 1,679   Skipped: 113

- Variable P&C Commission: 6% No Concern, 10% Sight Concern, 16% Moderate Concern, 68% A great deal of Concern
- IPS requirement: 6% No Concern, 11% Sight Concern, 18% Moderate Concern, 65% A great deal of Concern
- LSP requirement: 5% No Concern, 42% Sight Concern, 19% Moderate Concern, 17% A great deal of Concern, 22% A great deal of Concern
- Agency Bonus: 5% No Concern, 12% Sight Concern, 21% Moderate Concern, 62% A great deal of Concern
- Price optimization: 5% No Concern, 9% Sight Concern, 19% Moderate Concern, 68% A great deal of Concern
- Rates and restrictions: 3% No Concern, 8% Sight Concern, 18% Moderate Concern, 71% A great deal of Concern
- House & Home Roof coverage: 15% No Concern, 14% Sight Concern, 24% Moderate Concern, 47% A great deal of Concern
- PJP Rates: 19% No Concern, 26% Sight Concern, 28% Moderate Concern, 27% A great deal of Concern
- ALR underwriting: 0% No Concern, 20% Sight Concern, 28% Moderate Concern, 43% A great deal of Concern
- Technology: 12% No Concern, 27% Sight Concern, 31% Moderate Concern, 29% A great deal of Concern
- Agents in dealerships: 18% No Concern, 13% Sight Concern, 16% Moderate Concern, 53% A great deal of Concern
- Esurance: 16% No Concern, 17% Sight Concern, 21% Moderate Concern, 46% A great deal of Concern
- New agent enhanced: 33% No Concern, 16% Sight Concern, 15% Moderate Concern, 36% A great deal of Concern
- Sale of agency - buyer: 11% No Concern, 12% Sight Concern, 18% Moderate Concern, 59% A great deal of Concern
- New L & Retirement: 7% No Concern, 15% Sight Concern, 22% Moderate Concern, 56% A great deal of Concern
The views expressed by NAPAA are solely those of NAPAA, and do not reflect the views or the opinions of Allstate Insurance Company, or any of its affiliates.