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An Official Publication of the National Association of Professional Allstate Agents, Inc.

Find Your Silver Lining

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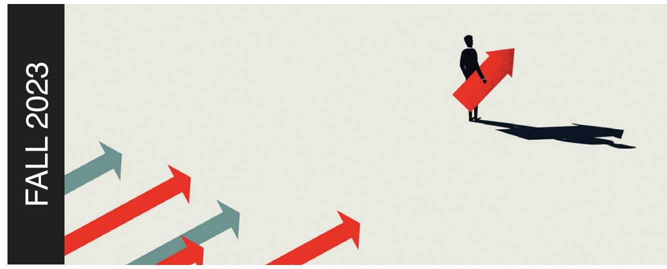

FEATURE

AGENCY MANAGEMENT

SALES and MARKETING

DEPARTMENTS

You Will Find Your Silver Lining

Claudia Gamache, NAPAA President, CPCU, ARM

Heading into the last quarter, take the time left to finish your year strong. Start to outline your strategy for next year. Recognize it needs to be fluid. Get ready to enjoy the holidays with your family.

There is a lot of discussion on the All Agents Page concerning the latest comp changes. Have you reduced expenses? Can you still pay yourself and put away money for the future? We hear potentially up to 40% of the agents are emerging, many with smaller books, so limited cash flow. What writing do you see on the wall for your future? Allstate is shifting money to reduce the expense ratio. I've read some agents who are doing well think that the emerging agents are sitting on their hands, and it's their fault they are unable to hit goals. Remember, goals are set with an expectation that many will fail to achieve them. Allstate knows how many agents they want in each category. Agencies are complex and face their own challenges and abilities. Your strategy, known as your business plan, needs to be fluid.

17½ year into being an EA and 52 years after entering the insurance industry, I had enough, and my strategy became preparation for retirement. I did not want to have another round of conversations about claims or rate changes with the customers even if currently we could defend them. I am a very empathic person, as was my staff that happened to be family.

I was done with changing goals and reports and tools that were poorly introduced and supported. I retired in 2023. Like many of you, I had business expenses that must be paid, meaning I needed to keep collecting commissions. My environment dictated what and when I could move forward. I paid off my business loan a couple of years ago. I put my office condo on the market last year. Commercial real estate in my area had not come back to pre-2008 prices. I got an offer I could live with and sold my property.

As recommended, I listed my agency for sale with Allstate. God would decide how my book exit would proceed. Some agents said this was a mistake to list with Allstate because if the company knew I was leaving, the company would benefit if I took TPP. Like many of you, I did not realize when I purchased that a portion of my book would not be eligible for TPP. I sold my office condo in September, removing a big financial burden. Then I submitted my resignation for year end and let my staff know I would be closing at the end of the year. Now that the 2024 compensation program has come out, 7%, 4% Mono Line vs Bundled, etc., I worry about the agents who are stuck.

Toward the end of last year, even offering the book for TPP 1.5 as a selling price and engaging a broker, few agents appeared to be looking for an opportunity to grow their book. Rules were changing, "time had run out". The uncertainty of what Allstate would do next and the unwillingness of management to approve buyers had taken its toll on me, and I know others. The book was too small to stand on its own and a merger was required. The commitments I'd made in those first three years trapped me. The bright light was the ability to offer employment, control my environment, take care of customers, and my membership in NAPAA.

Today, I could not imagine running a business where I am a working excessive hours for 8%, never mind 7%. (I never count the opportunity, only the sure thing.) Rate increases will only carry you so far as customers leave and Allstate cuts your pay again. Some customers may not be as demanding of you; you may benefit from the flexibility of your hours. My office was always busy with people who needed to talk to the agent or an LSP.

The industry is losing money because of a continuation of supply chain issues and lack of qualified vendor employees. Natural disasters and increases in crime have contributed to the problems. Claims are impacting the agent. We are at a point where the rubber hits the road, and your loss ratio and retention requires that you be aware of how customers are treated and when they need your help. You are educating your customers, to make sure they know that it's not just Allstate having claim problems but the industry in general. Based on those who share results on the All Agents Page, it looks like you are managing your retention with hard work, and you should be proud of your results.

Companies are making changes beyond your control. Only they can determine their underwriting rules based on the results. It might be changing products, temporarily withdrawing from markets, calling a loss a total more often. You need to work within those parameters. I appreciate what it takes to deal with these changes until the market changes again. Many of you have been through these cycles. Allstate has had a lot of new agents join within the last five years. I suggest new agents speak to their peers and read what the competitors are doing in this market.

As for me, I miss the customers; I think about their stories as they renewed with Allstate and went through policy reviews looking for coverage and savings, and those who left but still came into my life for a period of time. It took me months to move past the stress of dealing with their issues, which more often than not were tied to rate increases, their budgets, claims, and often their family traumas. A memory of someone touches me every day!

So this year I've been on four vacations and expect to get in another three, including a Mediterranean cruise before the year ends. I attend a gym, walk, ride my bike, walk the dog, engage in some hobbies, a little volunteer work, and read a lot, all with my health in mind. I have my silver lining, and you will too.

As president of NAPAA, I'm at work with the other NAPAA board members and Ted to bring value to you with our publications, information, education, our legal case, training, and consulting. We ask each of you to reach out to the board or Ted if you have questions or recommendations for us. If you are not a member, please thank your fellow member agents for carrying your water as we work to benefit all agents today and going forward. Although the board is all volunteers, we have a director, management company, editors, and lawyers that we pay. Your participation as a member matters.

Thank you for all you do.

Under Attack! Again

The Never-ending Assault on the EA's Top Line Income Is Destroying Your Bottom Line!

Ted Paris, NAPAA Executive Director

Those of us who have been around Allstate for 15 years or more have become reluctantly accustomed to the Company's assault on our income and the equity in our agencies. Around 50% of the agency owners have less than six years of tenure, so I thought it would be important to relate some of the history of the agent/company relationship leading up to today. I will briefly go into how things got started.

Early on, Allstate agents sold insurance in "booths" located in Sears stores. Later, agents were encouraged to leave the booth and become Neighborhood Office Agents (NOA). In the beginning of the NOA program, agents mostly left in pairs, but eventually many opened solo offices. At that time, Allstate paid almost all of the costs associated with operating an agency through an Allstate employee benefit called Office Expense Allowance (OEA). In 1996, California agents were forcibly converted to independent contractor status due to a Class Action Lawsuit over employee classification and the tax treatment of operating expenses not covered by the OEA. The rest of the country would follow that conversion, despite Allstate telling the remaining agents that the California situation was an exception to Allstate's NOA program. It was in 2000, without warning, that Allstate "fired" the remainder of the Company's employee agents. Allstate allowed agents to quit and leave with a meager severance package or continue as independent contractors. And so, it began. I didn't buy my first agency until 2005, so the above chronology is reconstructed from talking with agents who lived through that process.

But where I really want to start is 2013. I am a packrat, especially when it comes to keeping paper files. So, I began looking at the many printed documents I kept from my time with Allstate. Since these were all in bankers' boxes, marked miscellaneous, I had fun sorting through them while listening to my wife tell me I should have filed them away better, or at least organized, instead of simply tossed them in a box. I am going to try to be logical in presenting them. First, based on commissions and how the Company changed agent compensation. Next, I will discuss reimbursement of expenses and the way Allstate has taken away from pure commissions, followed by changes in ABO. Finally, I will let you know how all of this is affecting your TPP and agency value.

Commission Changes

Effective January 1, 2013, The Company changed new business and renewal commissions to 9%, down from 10%. However, agency owners could earn back 1% if they had one LSP per 1000 PIF, and an approved location. And if the office was "up to standards," there was an additional 1% to be earned. In essence, agents could earn 11% by meeting the new requirements. Plus, agents could earn a 4% bonus based on numerous additional factors. All in all, many agents earned more under this plan. Soon, however, Allstate figured this out and changed how an agent could earn the additional 2%. Instead of 1% for life, they replaced it with ACES score based on a grid. Then shortly after that, the Company replaced the 1% for Aces with a combination of .5% on ACES and .5% on bundling. Each change made it harder to obtain the full 2%. There were other tweaks in the programs along the way in addition to the ones I have mentioned. Challenging, yes. Fair, probably. But still, it required the agency owners to adjust how they did business and where they placed their attention. All in all, even though the base commission rate decreased, the total commissions earned were based on your performance. I know that in the years 2013 to 2017, my agency averaged close to 10.6%, plus I earned bonus in each of those years, so I was personally okay with the changes.

Effective January 1, 2017, The Company upped the requirements to be met for "upsizing" the ever-decreasing commissions. The base rate remained unchanged at 9%, but the first mention of variable compensation appeared. It was during this time that I sold my agencies, so fortunately for me I did not have to decipher the coming comp changes. As I stated, the base comp was 9%, but to earn the new variable compensation bump, your agency had to have the required staffing and issue 12 or 18 life insurance products (IPS), depending on agency size. This would earn you an additional 1%. You could earn .5% for hitting your Customer Experience ACES score and .5% if you hit a larger number of IPS over your required amount. The Bonus opportunity changed, as well. There was an additional 3% if you hit your Portfolio growth number that Allstate assigned to you. There was up to 1% additional comp for bundling and an additional 1% for loss ratio, while hitting a Life bonus multiplier—all these numbers were individualized by the agency. When I saw this plan, I thought it was designed by the people at MIT. The program was described in a 23-page document!

Effective January 1, 2019, Allstate announced "Broaden your Book." They changed how an agent could earn the additional 2% and changed how many agents could earn trips. It tweaked categories and made agencies alter their operations and where to place emphasis for new business sales. Not much of a change, but one needed to pay attention to detail.

Allstate made compensation changes in 2009, 2013, 2017, 2019. Continuing with the Company's practice of making significant changes in commissions, 2020 was the year to announce major changes.

Here comes TRANSFORMATIVE GROWTH. AGAIN, MAJOR CHANGES. At that time, agency owners were being segmented into Elite, Pro, and Emerging categories. Base commissions remained at 9% for new business and renewal. However, the ability to earn an additional 2% on new business and renewal was gone. It was replaced by variable compensation. If you hit your numbers, you earned 25% on auto and home production. The extra new business needed to offset the loss of renewal income was challenging, if not impossible, to obtain for many agents. Even if an agent hit the new business number, the expense the agency incurred to hire the staff and buy leads meant the increased income was not enough to offset the expenses. All in all, the Company was reducing commissions to agents and using the newfound revenue to reduce their expense ratio.

Bye-Bye Cross-selling

Earlier in my career, agents were paid 6% to service assigned accounts and had the opportunity to convert them to their books at full commission. Later, agents were paid 3.5% on assigned accounts and could again convert to them to their agency for higher commissions.

However, in 2021, the Company announced that agency owners would be paid 2% to service the accounts and no chance to convert them. At that same time, if the CIC wrote business that came to them, after hours, through your agency, you were assigned the policy and got 100% renewal comp only. But in 2021 that changed, as well as your opportunity to convert the policy if you cross-sold the account. By now, agents can see that there were a lot of little things that changed over the ten years that added up to major $$$$.

2023—What Can We Say?

Of the three categories of agents: Emerging, Pro and Elite, without a doubt, Emerging agency owners have taken it on the chin with a whopping 8% cut in compensation from renewal commissions. NEW BUSINESS INCOME REDUCED TO 4% FOR AUTO AND 7% FOR PROPERTY. For 2023, renewal income is based on bundling. Auto renewal comp could be bumped up to 7% and Property renewal comp could go up to 10% if bundled with a preferred line. The offset is a higher amount for new business. PLEASE realize most agents DO NOT earn variable compensation every month. The number I hear most often is that around 60% of the agents earn VC "occasionally." Again, most agents don't earn VC each month. Bundling on new business is 65% at best, if that. This program is designed to reduce the commissions paid to the agency force.

And now the newest Coup de grace!

August 2023 announcement of commission changes effective January 1, 2024. All I can say is WOW! More reductions in commission at the very time new business is challenging due to all the rate increases and tightening of underwriting requirements.

The First Change: Allstate is going to deduct the cost of reinsurance from the premium total for each policy you sell, thus reducing the amount of premium used to calculate your commission. This looks to be an average of 4% per policy on new business and renewals as I understand.

Second Change: Renewal compensation on pre-2023 business will be 9% for Elite, 8.5% for Pro (a reduction) and 7% for Emerging.

Third: Pro and Emerging agents will no longer earn VC on an auto policy's first renewal, but only on new business—a further reduction in income. Only 20% to 30% of the agency force is Elite and this segment is unchanged for the most part, other than a reduction in VC commissions rate.

Fourth: For Pro agents, pre-2023 renewal compensation is being reduced by .5%, which equals approximately a 6% reduction in income. The Emerging agent segment, which the largest segment, is going to 7% renewal comp. Remember in 2022, the renewal rate was 9%. This is a 22% reduction in renewal income since 12-2022. This is a major hit on your TPP and agency value if trying to sell. It is my understanding that approximately 40% of the agency force is in this Emerging category.

How much more can this group take?

Other Commission Issues

The amount of money paid on life insurance is less than before. Allstate has discontinued commercial insurance in many states. They have stopped writing other lines and you must now place many discontinued lines outside Allstate's book with Ivantage. Many little things that can, and are, adding up to major dollars out of your pocket are being diverted back into the Company's coffers to help reduce their expenses.

At one time, agency owners were reimbursed for Ad-Aid, then that was changed to Build an Ad. This is no longer available. Agency owners used to get "free" or reduced costs for Blueprint and other marketing programs. This is no longer available. Agency owners used to get an Executive Advantage card loaded with money to spend on business expenses. You guessed it, no longer available other than to buy technology through CDW. Agency owners used to get reimbursed for the cost of internet connections. Again, no longer available.

A lot of little things that are now being financed by you translate to higher overall operating expenses and less profit.

TPP, Going, Going, Gone?

All these changes in commissions also have the effect of reducing your Termination Payment Provision (TPP). TPP is based on commissions earned. Unless your production goes up a greater amount than the reduction in the percentage of commissions, your TPP will decline. As I previously stated, the massive rate increases have masked this potential decrease. These reductions in commission rates have also affected the amount of money you might receive if you are able to sell your agency, as prospective buyers factor the TPP value as a safety net for them too.

Finally, Agency Business Objectives

This program started in January 2013. Based on writing 4 autos in at least 3 months on rolling 12-month basis in most states. In 2019, it was announced that the requirements were at least 6 autos in at least 5 months in a rolling 12-month period. Then again in April of 2021, the program was changed and is now adjusted based on agency size. The required number of autos needed has increased.

Where does it end?

Yes, The Company Needs to Make a Profit

Yes, the Company needs to be financially sound. Yes, the shareholders need an acceptable return on their investments. But what about YOUR RETURN on your investment? It appears that the Company is doing things to reduce their exposure and remain viable. And it appears that management is continuing to be paid well, despite the Company's woes. And, to me, it appears that it is the agency force who is struggling to maintain their agencies, and they are the ones who are burdened by an unjust portion of the Company's reduction in expenses.

I have heard of nickel-and-diming a person, but this is more than I could ever foresee.

Congratulations to the NAPAA 2023 College Scholarship Winners!

Nyia Perry Warmsley,
1st Place Winner ($1,500)

Kara Grace Culey and Nicolette Lucia Obuljen,
Second Place Tie ($750)

Giovanna Aileen Garofalo,
4th Place Winner ($500)

Nolan Steven Wertanen,
5th Winner ($500)

NAPAA is proud to recognize the achievements of our five winners! We wish them continued success in their academic and professional endeavors.

The NAPAA College Scholarship Program recognizes exceptional full-time students who are soon-to-be college students or students in their first two years of college. All recipients are a family member of an active NAPAA member, an active NAPAA member's staff member's child, or nominated by an active NAPAA member. The award amounts may be applied to tuition expenses.

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Is it Time for Me to Leave or Should I Double Down?

Mel C. Clemmons

Agents, for the majority of us selling our agencies will be the biggest decision we make since choosing our spouses. Over ten years ago, I wrote an article titled *Time to Hold Them, Fold Them or Raise Your Bet*. It was about this very same subject. What should an agent do in this unique climate?

Honestly, with 37% new business commission this is the most aggressive new business commission I have seen from any company in years. Growth agents are making more money than they have in decades. I have one agent who is making 200% more than he made just last year. The question we have to ask ourselves is this: what is my #1 goal as an agent?

Actually, you have to think like a business owner. I know a lot of times we don't feel like true business owners because the company makes over 90% of decisions that affect us. As business owners we must decide if we are building this agency to sell down the road. If that is your case, the reduction of renewal commission is destroying our value. Every time the company lowers our guaranteed renewal rate, it drastically reduces our value.

It reduces our value for two main reasons: 1) TPP is reduced based on the new reduced renewal rate so the cash guarantee to the bank is lower. Following suit, the banks lend less, henceforth buyers offer less, and 2) Renewals: residual income is what makes the insurance agency model historically so attractive. So going from 10% on renewals to 9% immediately took 10% of our assets' value.

Now going to 8.5% or 7% on pre-2023 renewal will affect us also. In converse, the items that make an agency more attractive are the ones staffed with 3 plus licensed staff. They also are growing in PIF count as well as premium. Agency owners thinking about selling should try to make their agencies resemble what I just described. Make it look pretty even if you are ready to transition away to your next opportunity. Our business model is changing and just because it doesn't work for you doesn't mean that new business owners won't be attracted to it. Allow a professional to advise you of your options, your agency value, and steps to follow for success in selling.

Our new commission rate makes our business model extremely attractive for new hungry agency owners. Also, before August, pre-2023 renewals were locked in at a 9% rate for pro agents which made all pre-2023 books attractive for buyers, but we found out that is not safe anymore. So that makes it extremely hard for banks and evaluators to bet long-term on the value of an agency that renews at a rate of 4-7%, depending if we bundle enough policies or not.

Now, if you are an agent who is maximizing revenue through policy sales, this is the time to go to all in. An almost 40% new business commission rate is unheard of. Agency owners have the ability to increase their cash flow exponentially. Agency owners who have the resources or desire to invest heavily can see millions of dollars.

You might laugh. I just was at a forum of agents (which we have to connect with other agents more) and met a 27-year-old young lady producing over $170,000 in premium monthly. She is grossing close to 120K MONTHLY with five sales people. She has been here for only two years. That inspired me. It made me realize that now there is a lot of money to be made. I talked to one of the top 5 agency owners recently. He has purchased two agencies this year alone, so I know our agencies are still valuable, but the question is how valuable are we, and for how long we will be valuable?

More importantly, if the company continues to take away our renewal commission, can agencies remain an attractive asset to new owners? Honestly, if you have contemplated selling your agency over the last 4-5 years you have lost a lot of money as far as the agency's value. Let me give you concrete examples: in 2018 at 10% commission, I would have sold a $3.5 million agency with 88+ retention rate for around $1,050,00, give or take. Today that same agency with the same retention rate sells for $750k if it is an emerging book.

Each year if we don't reinvest in aggressive staff who sell policies, our book's value will decrease steadily; luckily, rate increases have increased our premium so much we haven't shrunk but grown in premium value. Each geographic market has their own unique concerns, but the basic answer is when renewal rate is unstable or decreases our agency values suffer.

AGENTS hear me though: if you decide not to sell you must focus on selling policies at a high level and you must increase your marketing efforts and take advantage of the current climate. It is never an emotional decision or personal. Companies don't have any emotional connection to use agency owners. They do what is in their best interest and you must do the same. The way I see it is we have three options: 1) Liquidate our greatest asset (for some of us) and take the best deal we can get at this time, 2) Hire staff and choose a dedicated marketing plan and stick to it, 3) Do nothing, watch our revenue deteriorate, and collect commission until they terminate us or just make it impossible for us to stay profitable. Regardless of what we decide we must decide. Failure is not an option.

Mel Clemmons owns and operates several businesses that promote his life mission of motivating more entrepreneurs. He opened Clemmons Insurance Agencies and has evolved as one of the most successful insurance professionals in the state of Georgia. Partnering with other business and financial executives in 2009 Mel became a member and facilitated the launch of a successful consulting firm, SAMM Consulting, instantly becoming one of the top intermediaries of business consulting firms in the country.

Today, Mel has successfully facilitated and closed over $500 million in business premium as intermediary with SAMM Consulting; and, he is referred to as one who exudes a great understanding of business, and a financial expert for unique business partnerships that expand across various industries.

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National Association of Professional Allstate Agents

Why Should Larger Agency Owners Support NAPAA's Lawsuit?

This is a good question. Actually, there are several great reasons larger agency owners should support the effort to rein in Allstate's overreach in how you run your agencies.

But before we go there, here is what the lawsuit is not about:

1. **It's not a class action suit meant to hurt or harm the brand.** It never was and never will be. No monetary penalty is being asked for on behalf of NAPAA. Only to get the Company to stop some current activities.
2. **It's not about trying to argue that agents are employees.** No one wants to go back to being an employee. The independent contractor argument is not being argued as it is extremely complex.

The lawsuit is about getting Allstate to stop imposing procedures on how you run your agencies. It's about letting you decide what phone system to use. It's about letting you decide what lead system you use and where you buy those leads. Agency owners should not violate Company standards and State and Federal laws, but we feel it's **YOUR** money being invested and spent, and **YOU** should able to decide how to best spend that money.

This is what the lawsuit **IS** about:

1. The lawsuit is about **stopping Allstate from allowing over 60,000 insurance agents who are not under the EA Agreement** from having a better quoting system and far, far fewer restrictions than you have as an EA.
2. The lawsuit is about **making acquisitions of smaller agencies easier and quicker.**
3. It's about Allstate **honoring the agreement to allow agency owners to be able to "transfer its entire economic interest in the business written under this Agreement** by selling the economic interest in the business to an approved buyer. " Currently the rules and procedures vary, and you all know sometimes it's who you know and rules are not consistent.
4. It's about **making Allstate honor the agreement between you and them** as they make you honor that same agreement.

We hope, when all is said and done, that Allstate management will start respecting and appreciating the current agency force — the ones who built the Company. Again, the lawsuit is not about hurting the Company, it's about getting the Company **to stop hurting you and untie your hands** so you can get back to growing your book.

Donations are anonymous.

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DONATE **via NAPAA** at www.napaausa.org

For those of you who have previously donated, THANK YOU. If you can offer additional support, we appreciate it. For those with questions or concerns, Ted can be contacted at **ted.paris@napaausa.org**. or 812-605-1237.

Understanding the Allstate Termination Payment

Dirk Beamer

Allstate Exclusive Agency Owners ("Agents") operating under an R3001 agency agreement may be entitled to a Termination Payment (TPP) following the termination of the Allstate Exclusive Agency Agreement. The older R3001 and R3001A contracts provide for TPP within the contracts themselves. The R3001S and R3001C contracts, however, make no explicit mention of TPP and depend on the provisions of the Supplement to provide TPP. Significantly, the current version of the Supplement states: "Currently, the Termination Payment option available to agents under the R3001S and R3001C Agreements is the same as the Termination Payment option available to agents under the R3001 and R3001A Agreements." Note the hedge: agents under the R3001S and R3001C live under the constant threat that Allstate will modify or eliminate TPP entirely.

Chapter 1, Section 6, of the Supplement describes TPP in detail, and it is worth the time to read the section carefully, especially if you are contemplating TPP. A few things to note:

When Do Payments Commence?

As stated in the Supplement, Allstate will make the first payment toward TPP "beginning no later than the month after the month in which all property, confidential information, and trade secrets belonging to the Company have been returned or made available for return to the Company." Departing agents should document in writing their availability to meet with a company representative to deliver any files or other materials the Company wishes to retrieve. When providing ninety days' notice of termination, you can include the offer to return company property:

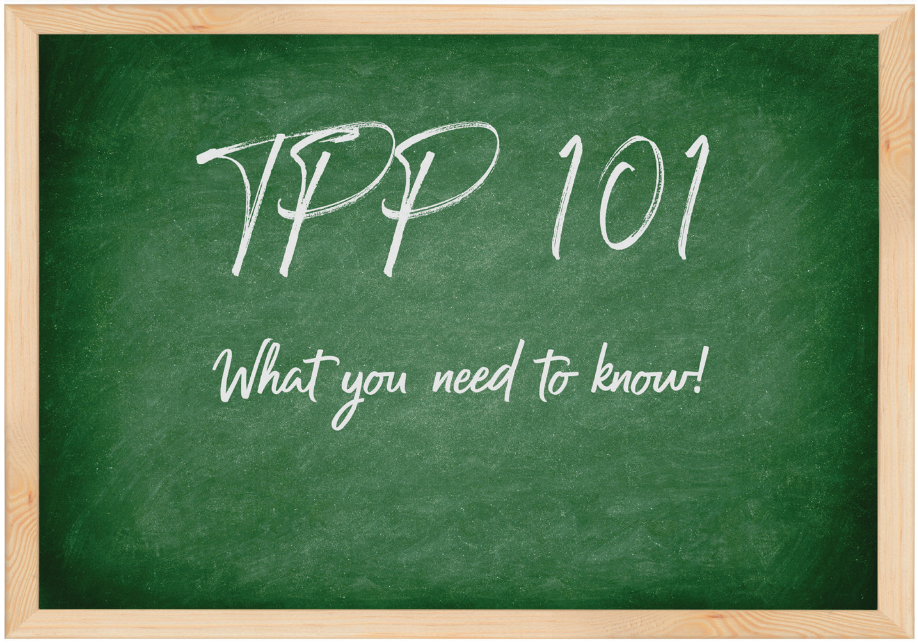
My termination will be effective on Friday, January 31, 2024, and I will be available in my office on that day to return any and all property, confidential information, and trade secrets belonging to the Company. Please make arrangements for a company representative to meet me at that time if retrieval is desired.

According to the Supplement, payments continue over twenty-four (24) months. This differs from the express contractual language in the R3001 and R3001A, which calls for payments over twelve (12) months. It appears that Allstate takes the position that the longer payment term in the Supplement can somehow trump the shorter term promised in the older contracts. I question that logic, but I am not aware of any judicial challenges at this point.

Can Allstate Stop Making Payments?

Be mindful of the fact that "[p]ayments are subject to compliance with the terms of the confidentiality and non-competition provisions of the R3001 Agreement, which survive termination of the agreement." Allstate will stop making payments if it believes an Agent is improperly soliciting his former Allstate book of business. Once Allstate stops making payments, the onus falls on the Agent to try to get them reinstated. Unfortunately, this sometimes means innocent Agents who have done nothing wrong...but whom Allstate suspects of a violation...must engage counsel and go to battle to recover TPP.

Allstate knows whether an agent downloaded a customer list before termination. If you do so, you can expect greater scrutiny from Allstate post-termination.



Often, the person who is most interested in reporting perceived violations of the confidential information and non-solicitation covenants is the Allstate Agent to whom Allstate assigns the book of business. If that Agent sees an exodus of customers, she may pester Allstate with complaints until Allstate takes action against the former, departed Agent. Depending on your risk tolerance, you may elect to stay out of the property and casualty insurance industry completely until you have received all of your termination payments.

How is TPP Calculated?

That's a complicated question, and a detailed answer is beyond the scope of this article. Generally speaking, TPP is the product of the last twelve (12) months of premium (assuming termination was effective on the last day of the month) on eligible business multiplied by current renewal commission rates (plus a variable comp rate) multiplied by 1.5. The Supplement contains complete calculations with examples and also outlines the many lines of business not eligible for TPP.

Business written under older Allstate contracts (pre-R3001) does not count toward TPP, and if you bought the book of an agent who operated under those contracts, the corresponding portion of your book will be excluded from your TPP.

Watch Out for Setoffs!

Since 2019, Allstate has reduced TPP to recoup annual bonuses paid to Agents subsequently terminated for cause. As you evaluate your financial condition post-termination, keep this potential offset in mind.

Conclusion

Agents contemplating termination...voluntarily or otherwise...should invest the time and energy to review the Supplement carefully and to understand how to maximize and protect the Termination Payment.

Dirk Beamer has served the National Association of Professional Allstate Agents ("NAPAA") as General Counsel since 1999. In that capacity, he has successfully defended NAPAA against a federal internet trespass case brought by Allstate. He also sued Allstate on behalf of NAPAA and its members in a highly publicized federal lawsuit challenging Allstate's treatment of its agents. In addition to litigation matters, Dirk regularly counsels NAPAA concerning its ongoing business affairs including contract negotiations, management and employment issues, and member concerns. Dirk provides similar services as General Counsel to The United Farmers Agents Association ("UFAA"). Dirk regularly works with captive insurance agents from across the country, as well as their local attorneys, to handle business issues including purchasing and selling books of business, investigations and disciplinary proceedings with the carrier, employment law and contract litigation. Dirk graduated from the University of Michigan Law School with honors in 1993. He is licensed to practice in Michigan and Ohio, and he is a member of the State of Michigan Bar Foundation—an honor reserved for less than 5% of the practicing bar in the state. In 2014, Super Lawyers magazine named Dirk one of the Top 50 business lawyers in the state of Michigan. He is a past recipient of the National Association of Professional Allstate Agents President's Award. Dirk can be reached at dbeamer@wrightbeamer.com or visit his website at www.wrightbeamer.com/.

The 5 Indispensable Leadership Traits of an Insurance Manager

Wendy Sheaffer, The Omnia Group

In the ever-evolving world of insurance, effective leadership plays a pivotal role in ensuring the success and growth of an agency. Managers across all agency departments bear the responsibility of leading their teams and navigating the complexities of the industry. To excel, insurance managers must possess a unique set of leadership traits that enable them to inspire, guide, and empower their teams.

Ready to hear what leadership traits distinguish exceptional insurance managers from their peers?

1. Visionary Thinking

Successful insurance managers exhibit visionary thinking by developing a clear and compelling vision for their teams and the agency as a whole. They stay aware (and ahead of) industry trends, anticipate future challenges, and identify opportunities for growing revenue. A visionary insurance manager fosters innovation and encourages creative problem-solving, enabling the agency to adapt to changing market dynamics and stay ahead of the competition.

2. Strong Communication Skills

Of course, understanding, anticipating, and identifying are only useful if the leader can effectively communicate their vision and knowledge to their team and inspire them to work towards agency, department, and individual goals.

Communication lies at the heart of effective leadership and relationship management. Without it, everything can slowly crumble. Insurance leaders must be able to clearly articulate the agency's/department's goals and objectives, provide feedback to their team members, and ensure that everyone understands their roles and responsibilities. A skilled insurance manager actively listens to people, encourages open dialogue, and resolves conflicts in a constructive manner. Transparent and frequent communication builds trust, fosters collaboration, and strengthens the overall effectiveness of the team.

3. Self-Awareness

Insurance managers who display self-awareness are better equipped to understand and address the needs of their team members. They recognize that everyone brings unique strengths, weaknesses, and motivations to the agency. By demonstrating self-awareness, insurance managers can build stronger relationships with their teams, promote a positive work culture, and foster loyalty.

Self-awareness runs deep. For example, it's important for leaders to understand their own emotions and how those emotions affect their decision-making and interactions with staff. This is a component of emotional intelligence and can help managers respond to conflict and other challenges in a more constructive, empathetic way.

Self-awareness also involves understanding one's own tendencies and personality traits. We all possess diverse strengths and preferences based on our personality types. For instance, some managers may excel in social interactions and rapport-building, naturally providing motivation and inspiration to their teams. They often have a tall column 3 on the Omnia Assessment and they establish personal connections to foster relationships. However, they may not always provide the specific, factual feedback that the more analytical members of their team desire.

Conversely, analytical leaders, those with a tall column 4 on the Omnia Assessment, possess a natural inclination towards information gathering and data analysis. They excel at approaching issues with a problem-solving mindset. Their guidance is often consultative in nature. However, they may overlook the importance of offering praise

and recognition, which the more social members of their team require.

By understanding their own personality traits and drivers, managers can identify areas where they need to adapt to meet the needs of their employees. Furthermore, managers can leverage personality assessments, like the Omnia Assessment, to gain valuable insights into the individual needs and preferences of their team members. This holistic understanding empowers managers to tailor their approach, providing the right balance of support and guidance to each team member.

4. Strategic Decision-Making

Insurance managers face numerous decisions on a daily basis, and the ability to make strategic choices is a vital leadership trait. Exceptional insurance managers gather relevant data, analyze market trends, and consider the long-term implications of their decisions. They weigh risks and rewards, evaluate potential outcomes, and make informed choices that align with the company's goals. Moreover, they involve their team members in the decision-making process, encouraging diverse perspectives and fostering a sense of ownership. Strategic decision-making ensures that the agency remains competitive and adaptable in a dynamic industry.

5. Resilience

In the complex insurance landscape, resilience is an indispensable leadership trait. Resilient insurance managers remain composed during challenging times, inspire confidence in their teams, and find innovative solutions to overcome obstacles. By modeling resilience, they create a culture of perseverance that positions the company for long-term success.

Becoming an exceptional insurance manager requires more than technical expertise in the insurance industry. The best insurance managers possess a unique blend of visionary thinking, strong communication skills, self-awareness, strategic decision-making abilities, and resilience. By embracing these leadership traits and using tools to recognize those traits in themselves and others, insurance managers can inspire and guide their teams toward achieving agency goals, fostering innovation, and adapting to the dynamic insurance landscape. As the industry continues to evolve, cultivating these leadership traits will be instrumental in ensuring agency growth and success.

Wendy Sheaffer is the former Chief Product Officer of The Omnia Group. She is a subject matter expert in behavioral assessments and in using Omnia's 8 columns as a tool to make more-informed hiring and development decisions and effectively engage staff. For more information, email info@omniagroup.com or call 800.525.7117.

YOU DO YOU: Investments and Franchises

Richard Pope

"You do you" is a simple 3-word slogan but one that is well used. Isn't that what we all strive to do—just to be ourselves and be happy in life? It truly is a fact that most of us were educated to work for someone else. Only recently did colleges and universities start teaching and promoting entrepreneurial studies. I believe that deep down, everyone wants to be an entrepreneur, wants to call their own shots and do their own thing but they just don't know how. That's what franchising is all about—it's an opportunity that allows you to do you.

The great American dream is to get out of school, get a job, get married, buy a house, and have a family. You noticed that the second item said, "get a job". Yes, just another example that we are conditioned from early in life to work for "the man". I don't think that it has to be that way. If you have the drive and the ambition, you can be the man.

There are a lot of examples of people who think that they own something but when you dig into it, they don't really own anything. When you have unlimited earning power, you own the business. When you can sell it, you own the business. When you can make the rules and call the shots—you own it. With a pure franchise—you can do all of the above within the framework of the franchise model but it's still yours—you own it. When you take a hybrid franchise like a Chick-fil-A, it's different. You can't own a Chick-fil-A franchise. It's not going to happen. That's because, while the company does open restaurants across the country, and it even calls these locations "franchises," they really aren't. Chick-fil-A still owns the restaurant; it just lets franchise operators run the store, like a manager. That's why true franchises make such great investments.

With a true franchise, it is your business. You have a license to use the name and intellectual property, but the business is all yours. The franchise company will train you and support you and do everything in their power to make you successful but at the end of the day, you own the business. Many entrepreneurial thinkers own multiple franchises. I have friends who own 25 barber shops, 13 salon suites, 6 diversified franchise types ranging from retail to service. They own these businesses while still holding down a corporate job in most cases. Yes, what started out as a side hustle now makes up the bulk of their net worth and they can continue to build it, sell it, or pass it on as a legacy. Can you do that with your business?

Investing in the stock market is widely considered to be the safe way to go. Wouldn't it be wonderful if we all could be like Warren Buffet? But unfortunately, we can't. Stock market investments are sensitive to external forces, stimuli, politics, and world events. The hot stock today can grow cold quickly. A business, on the other hand, doesn't react the same way as the markets. A business slowdown typically occurs over time. A person who is on top of his business has a chance to see the downturn and work to fix it, stabilize it, or slow it down. You see it coming and you can make corrections. Unless you are a day trader and are on top of the market every day, it's hard to know what's going on quick enough to save your money. I once had a stock that enjoyed a meteoric rise; I thought that I was so smart and that I was just a great stock picker but, guess what? That stock took a nosedive and dropped like a rock. It dropped so fast; I barely salvaged my initial investment. An investment in a franchise business is typically much more stable—a verifiable fact, when / if, you do your homework before you buy into it.

With investments, we all have that built-in failsafe called FEAR. We worked hard for our money, and we want it to grow and multiply and we don't want to throw it away. We want some type of guarantees but, unfortunately, you are not going to get any of those. What you must do before investing your hard-earned money is to investigate and validate. Don't get caught up in the moment. Talk to other investors, talk to other franchise business owners, talk to your trusted advisers. There are people out there who specialize in these things, and they can guide you. You must take the guesswork out of the equation. You must get the facts and then make an informed decision. As the old saying goes, "measure twice and cut once", or put another way, "be sure that you are right and then go ahead."

If you are thinking of investing in a franchise business, a franchise business consultant can help you. With experience in all phases of franchise business development and operation, a franchise business consultant will be on top of trends and new development in the world of franchising. Whether you are seeking a retirement business, a career change, or a side hustle, you still want professional guidance, so you don't miss anything in your due diligence. "Knowledge is the antidote to Fear". Once you have the facts, "there is nothing to fear but fear itself". Remember, "Whether you think you can or think you can't, you are probably right…". All that said, I would like to leave you with one last guiding light –

YOU DO YOU!

Richard Pope is a career franchise professional who has been active in franchising for over 35 years and has helped thousands of people find their way through the process including his son and his daughter. Richard has worked at the highest levels of franchising for several corporate franchising giants and has traveled the world installing franchises. Richard is now self-employed and is affiliated with FranChoice, a franchise referral group. Richard lives in Scottsdale, AZ, and currently works with people from all 50 states. He would love to hear from you.

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The History and Timelines of

Ted Paris

Since most of us are never sued or involved in a lawsuit, most of us don't understand what really transpires. It is inconceivable the amount of time, effort, and expense that goes into successfully filing a lawsuit against a major foe that does not get dismissed by the Judge. I can tell you the journey is long, hard, trying, and difficult. Following I will outline our journey to date.

June 2020

In June of 2020, after Tom Wilson and Company announced the Transformative Growth program, reduced renewal commissions, and started the then-Integrated Services initiative, agents, as a whole, were shellshocked. Allstate basically declared war against the agency force and your way of doing business. The programs were and are still a threat to your ability to run your agency as a business owner, and the value of your biggest asset was and is at stake. NAPAA conducted a 10-question survey and sent it to the entire agency force. One question was very direct to the point: if NAPAA could file a lawsuit against the Company that was designed not to harm the Company but to make them stop from destroying your agency, would you support it financially? The overwhelming response was YES. Over 80% of the agents who responded said YES. Again, this survey was sent to ALL agents, not just to NAPAA members.

Starting shortly afterwards, Dirk Beamer and I contacted numerous major law firms to discuss the possibility of retaining them to study the Allstate contracts and the various documents to determine if Allstate indeed was violating the very contract and rules that they held agents up to. We were looking for practices and policies being enforced by the Company that were a breach of their agreement with you. It needed to be an objective legal merit argument. After conducting the interviews, we presented the Bopp Law Firm to NAPAA's Board of Directors for approval to move forward.

August 2020

In August, we signed a contract with the Bopp Law Firm for them to study the contract, the supplement, the manual, the agency standards, and the reference guide. They had to study the current versions and previous ones as well. This was time-consuming and expensive. Again, we wanted and needed this to be prepared properly. We needed to get it right the first time so the case would not get dismissed with prejudice. After we determined our path, we needed to find

May 2021

From My Desk: NAPAA Files Lawsuit

Ted Paris, NAPAA Executive Director

Originally published May 20, 2021

On behalf of all NAPAA members, our Board of Directors and Officers, I would like to take this opportunity to announce the filing of the lawsuit against Allstate through the press release below. This action has not been without controversy, much of which lies within the purview of Allstate management. Our efforts to communicate our concerns to Allstate have been consistently rebuffed, and we believe their continued efforts to stonewall us are a great detriment to our members as well as all agents.

This is the first step in a long and expensive process. Many agents who asked for action from NAPAA have been generous in their donations to the legal fund. However, we need every agent's contribution to bolster our efforts. NAPAA members should reach out to any non-member they know and encourage them to participate in the funding of this legal effort. It will benefit them too. Now is the time to get involved and donate to the legal fund that will help protect your future.

Press Release: Lawsuit Filed Against Allstate Insurance Company

CHICAGO, Illinois - On Tuesday, the National Association of Professional Allstate Agents, Inc. ("NAPAA") and several former Allstate agents filed a lawsuit against Allstate Insurance Company in the United States District Court for the Northern District of Illinois, Eastern

Our Lawsuit Against Allstate

agents who were injured by the Company's actions and had verification of wrongdoings. We spoke to and communicated with over 500 agents during this time.

May 2021

Eight months later, in May of 2021, NAPAA was ready to file a suit. The attorneys were confident that the case had objective legal merit, and the agents we chose to be part of the case had verifiable information. The Bopp Law Firm—after getting approval from our legal counsel, Dirk Beamer and our Board of Directors—filed suit in Federal Court in Chicago.

August 2021

Shortly afterwards, we withdrew from the Federal Court system and filed in State Court in Illinois in August of 2021, almost to the year that we retained counsel.

October 2021

In October of 2021, Allstate filed with the judge motions to dismiss the entire suit. Then came motions to dismiss each of the individual complaints, to dismiss NAPAA from having the ability to sue on behalf of the agents, and then they filed to have the case severed into 5 separate lawsuits and make NAPAA sue in 5 different States. Those actions would have been costly and made even more difficult for us to be successful. The judge was expected to rule on these in November of 2021, but that judge abruptly resigned and the case was given to a new judge. This Judge set January of 2022 as the hearing date. In addition, NAPAA also filed a motion for injunctive relief trying to force Allstate to stop converting agencies to AAV.

January 2022

In January, Judge Roberts ruled on the case and decided that our case would move forward, and that the entire case would be held in Chicago. She ruled against granting NAPAA Injunctive Relief as under Illinois law it was not allowed. Game on.

And it is still Game On. We have survived all challenges, and the case is still strong and is moving forward. Both sides have asked for their interrogatories and requested production of files and needed information. Allstate has objected to numerous requests for production, and we have currently filed a motion to compel. It is up to the judge to make Allstate give us our information. We started depositions in August of 2023 and hope to complete them as soon as possible.

We still need money. Cases are not cheap. Depositions are not sexy, but they are expensive.

Division. The lawsuit alleges that the insurance giant breached its contract with its NAPAA member agents and the individual agents in several significant ways.

Exclusive agents with Allstate have the ability to build a "book of business" that can be sold at a future date. Many Allstate agents view the future ability to sell their book of business as a key component to their retirement nest egg. The Allstate agency contract gives Allstate broad power to deny or approve of such a sale, but requires Allstate to consider such sales. Many times, a current Allstate agent is interested in purchasing an existing book of business. These agents are often objectively qualified to buy a book of business, but Allstate has told many agents that it will not even consider a current Allstate agent for a purchase. NAPAA asserts that this "blanket policy" of refusing to consider current Allstate agents has harmed its member agents and is a breach of contract.

Allstate publicized that it will only authorize "independent agents" (agents who can also sell non-Allstate policies) to sell in areas not served by its "exclusive agents" (agents who can only sell Allstate policies). However, Allstate has authorized many independent agents to sell in areas that are currently being served by exclusive agents. NAPAA asserts that this practice has harmed its member agents and is a breach of contract.

NAPAA also alleges Allstate has harmed its members and breached the contract by "poaching" policies from agents after hours and on weekends via Allstate's corporate phone and internet portals. Allstate then later "assigns" these poached policies back to the agent for a significantly reduced commission. In addition, Allstate has recently introduced a new phone system it is requiring agents to use. This requirement breaches the agents' contract because the terms of the contract specify the agents are to supply and maintain their own phone system.

Several former Allstate exclusive agents joined NAPAA in this suit. These agents were top producers for Allstate. In some cases, Allstate interfered with the agent's negotiations to sell their book of business, in direct breach of contract. In other cases, Allstate acted in bad faith by interfering in negotiations by trying to direct the sale of an agency to benefit someone who was a personal friend. In still other cases, Allstate unjustly terminated agents' business "for cause."

"Allstate's brutal tactics fly in the face of what it promotes to potential agents," said James Bopp, Jr., who serves as lead counsel in the lawsuit. "Contracts are supposed to represent the interests and intentions of both parties. By wielding outsize control over its contract and then not following the provisions it included, Allstate has breached this contract and hurt people's livelihoods in serious ways."

Full copy of the complaint is available here: NAPAA LAWSUIT

January 2022

The Fight Continues for NAPAA and Agents Against Allstate Insurance Company

Press release originally published Thursday January 13, 2022

Chicago, Illinois - Today, an Illinois state court judge issued a ruling that contained good news for the National Association of Professional Agents ("NAPAA") and for the individual agents who are suing Allstate for various breach of contract claims.

First, the judge ruled that NAPAA did have standing to bring the claims against Allstate on behalf of its members. "The court recognized that some of the claims against Allstate impact agents across the nation," said NAPAA's Executive Director, Ted Paris. "It is critical that our members understand that NAPAA exists in order to help support them in multiple ways—and one important way is by ensuring that Allstate is living up to the terms of its contract with agents. The judge's ruling enables NAPAA to continue this fight for agents' interests."

Second, the judge refused to dismiss some claims brought by NAPAA against Allstate for breaching the contract by allowing Independent Agents ("IAs") to sell in territories serviced by Exclusive Agents ("EAs"). Allstate has promised, in public statements and over its history with

January 2022

From My Desk: What Are They Saying About Jim Bopp and the Bopp Law Firm?

Ted Paris, NAPAA Executive Director

Originally published January 26, 2022

Listed below are but a few of the comments about the lawyer NAPAA chose to pursue our recent litigation against Allstate on behalf of our members. Many agents have asked about our vetting process and how we selected the Bopp Law Firm. Although Jim Bopp's stature

January 2022

Judge Rejects Allstate's Request to Dismiss NAPAA'S Lawsuit:

Denies Restraining Order on Phones but Otherwise Sides With NAPAA

Dirk Beamer

NAPAA scored big wins recently in its Cook County, Illinois lawsuit against Allstate. The presiding judge rejected multiple Allstate arguments to dismiss the lawsuit. She likewise thwarted Allstate's attempt to divide and conquer by ruling that NAPAA and the individual agent plaintiffs can proceed in a single, consolidated lawsuit.

agents, that IAs will not compete in areas already serviced by EAs. Instead of abiding by its own statements, Allstate has authorized hundreds of IAs to directly compete in the same areas served by EAs.

In addition, NAPAA's fight continues against Allstate's implementation of "Allstate Agency Voice"—a VOIP telephone system Allstate is forcing upon agents. Allstate's contract with EAs specifically states that EAs are responsible for providing and paying for their own telephone systems. But now, Allstate removes that contractual benefit from agents—they can no longer shop for the best telephone system for their agency. With AAV, Allstate has removed that advantage from agents while still forcing the agents to pay for AAV. Although the judge did not grant NAPAA's request that Allstate's implementation of AAV be halted while the claim proceeds, the judge did indicate that, if this claim is ultimately successful, agents might be entitled to damages.

Finally, the judge refused to dismiss any of the claims brought by individual agents for various breaches of contract, including unjust terminations for cause and improper interference with the sale of their agencies. One of the primary benefits of being an EA with Allstate is your ability to sell your book of business. Allstate does not have the right to interfere in the negotiations between an EA who is selling his book and potential buyers. But Allstate did just that—steering potential buyers away from purchasing one EA's book, and guiding that buyer to other EAs instead; interfering directly with negotiations regarding selling price, and forcing agencies to be split before selling. In addition, Allstate unjustly terminated agents for alleged infractions. But the reality is, these same agents were some of the most successful agents who were earning high commissions from Allstate.

"We are thrilled that we can continue to fight for what is right in this case," stated James Bopp, Jr., lead counsel for NAPAA and the individual agents. "Contracts mean something, and powerful, large corporations do not have the right to violate their contracts. This is especially true when a company like Allstate writes the contract and requires the agents to sign the contract, as written, with no negotiation as to its terms. We look forward to working with NAPAA to indicate the agents' rights against Allstate.

Click here to read the judge's ruling: NAPAA Lawsuit, January 2022 Ruling

was an important element, we also strongly considered his successes in front of the US Supreme Court, of which there are many, as well as his tenacious approach to litigation.

Please take the time to read some of the comments and to continue to the Bopp Law Firm website through the link below.

- "Nationally prominent." Lawyers Weekly USA 1/22/2001
- "The most prominent lawyer in the country in campaign finance and election law." ABA Journal, November 2006
- "One of the most powerful and influential leaders of corporate America's efforts to dismantle the post-Watergate campaign finance system." Common Cause, October 15, 2010
- Named in 2013 one of the 100 Most Influential Lawyers in America by the National Law Journal. "He is a litigation machine, methodically mowing down restrictions on campaign financing and speech." His strengths: "legal results," renowned for his or her ability to get results for clients, and for "thought leadership," known for cutting-edge commentary about legal issues." National Law Journal, April 8, 2013
- "A tenacious litigator" Common Cause, October 15, 2010
- "A very creative, energetic man." NPR, July 3, 2007
- "Absolutely tenacious, a bulldog litigator." New York Times, January 25, 2010

Continue reading online: What are they saying about Jim Bopp and the Bopp Law Firm? - The Bopp Law Firm.

The Lawsuit

Last year, NAPAA—joined by four former Allstate Agents—filed a lawsuit against Allstate seeking Declaratory Relief, Injunctive Relief, and Monetary Relief. The suit seeks to remedy an extensive list of alleged abuses by Allstate against the agency force in general and the named agents in particular. Here is a brief summary of the claims alleged.

Count I

In the First Count of the complaint, the plaintiffs allege that Allstate maintains a blanket policy against even considering existing agents as potential purchasers of another agent's book of business. The policy has forced many agents to dispose of the economic interest for far less than market value. NAPAA alleges that this blanket policy deprives agents of their reasonable expectation, which is set forth expressly in the Exclusive Agency Agreement, that they will be able to sell to an objectively qualified buyer.

Count II

In Count Two, NAPAA and the agent plaintiffs challenge Allstate's expansion of its use of independent agents into territories historically served by Allstate Exclusive Agents. According to the Complaint, Allstate and its EAs have created an implied term in contract through their historic course of dealing whereby Allstate will use Independent Agency Channels only in areas unserved by Exclusive Agents. Allstate has violated this policy through its recent conduct of signing

Continued on page 26

Continued from page 25

Independent Agents in areas already actively served by EAs, thereby driving down the market opportunity for the EAs.

Count III

NAPAA alleges that Allstate is using its call centers and online resources to "poach" policies from Allstate agents, contrary to agents' reasonable expectation that, if they have substantive conversations with potential customers, they will have a fair opportunity to bind the business themselves and receive the corresponding, higher commission. The plaintiffs claim in Count Three that Allstate's predatory practices violate an implied term of the Exclusive Agency Agreement.

Count IV

Of all the recent anti-agent moves from Allstate, none has generated more outrage than its mandate that agents surrender their phone systems and sign-up for AAV. NAPAA challenges this mandate in Count IV, noting that the Exclusive Agency Agreement makes agents—not Allstate—responsible for obtaining and maintaining a phone system.

Counts V-VII

Counts V through VII focus on the claims of three of the individual agent plaintiffs that Allstate wrongfully interfered in their efforts to sell their books of business. The counts allege multiple actions by Allstate management to interfere with or manipulate the agents' attempts to secure buyers for their agencies.

Count VIII

In Count VIII, the plaintiffs allege that Allstate breached its contractual obligation to act in good faith and fair dealing when it denied Indiana agent Scott Verbarg's proposed sale to an eligible agent, ostensibly because the buyer had not adopted Integrated Services. According to the Complaint, after costing Verbarg a buyer, Allstate ultimately assigned his book of business to another agent who was not on Integrated Services.

Count IX – XI

In the final three counts of the complaint, the plaintiffs allege that Allstate wrongfully terminated three of the individual agent plaintiffs "for cause," notwithstanding prior conduct by Allstate that either expressly or impliedly approved the agents' actions. As a result, the agents suffered monetary damages equal to their expected commission income, plus the additional value their books of business would have netted in a future sale.

Request for Injunctive Relief

When filing the complaint, NAPAA also filed a motion for preliminary injunction, asking the trial court to temporarily suspend Allstate's implementation of the AAV conversion until such time as the court could hold a trial and rule on the merits of Count IV of the complaint.

Allstate's Motions

As expected, Allstate filed a motion with the trial judge arguing that the complaint should be dismissed in its entirety. Separately, it asked the judge to sever the individual plaintiffs' claims from NAPAA's claims (and from each other), effectively forcing the plaintiffs to increase substantially the cost of litigation. Finally, it filed a brief in

June 2023

From My Desk: Lawsuit Update

Ted Paris, NAPAA Executive Director

Originally published June 28, 2023

I want to thank each of you for being more than generous in helping NAPAA fund the lawsuit against Allstate.

I have attached a link to the original complaint here. This complaint has survived numerous motions to dismiss. Allstate tried to get each individual complaint dismissed. They tried to get NAPAA removed from the case, and they tried to get the case severed into five separate lawsuits in four different legal venues. The only change from the original filing was that we dropped Complaint III—Allstate "poaching of policies" via CCC, because we could not get any agents to sign an affidavit stating that they were injured.

Despite their efforts and numerous filings, the Company has not been able to get this litigation thrown out of the Courts. But they have tried, and every time they do something, it costs money. To date, donors such as yourself have been generous. It's been nearly three opposition to NAPAA's motion for preliminary injunctive relief.

In its motion to dismiss, Allstate trotted out its often-tried, often-rejected argument that NAPAA lacks standing to speak and act on behalf of its agent members. Allstate seems repeatedly frustrated by its inability to force agency owners to litigate separately, which would cause their financial ruin in the face of Allstate's massive resources. Fortunately, the court rejected this argument, recognizing NAPAA's legitimate role in advocating on behalf of its members collectively.

Allstate also argued in its motion that the various, nefarious practices alleged—even if proven true—did not amount to breaches of the Exclusive Agency Agreement. In other words, Allstate wanted the court, without the benefit of a trial on the merits, to rule that Allstate has carte blanche to treat its agents as fairly or unfairly as it sees fit and that its contract with the agents provides them with no protection. Again, the trial court rejected Allstate's arguments and ruled against Allstate's request to dismiss.

In its motion to sever and transfer claims, Allstate argued that each of the individual plaintiff's claims arose out of a separate and unique fact pattern. Therefore, it reasoned, each required a separate lawsuit. In response, the lawyers for the plaintiffs pointed out that, "Here, all of the claims are based on Allstate breaching the same agreement in some way....There are questions of fact and law in common among all the Plaintiffs." The plaintiffs also pointed to the extraordinary efficiency for both the plaintiffs and for the legal system in keeping the claims consolidated in a single lawsuit before a single judge. The court agreed, rejecting Allstate's motion.

NAPAA did not run the table completely. The trial judge denied its motion for a preliminary injunction regarding the implementation of AAV. While the court did not rule out the possibility that Allstate's mandate on phone systems may violate the Exclusive Agency Agreement, it found that, if that is the case, the aggrieved agents will have a claim for monetary damages against Allstate that will suffice to remedy the injury.

Conclusion

Lawsuits rarely move as quickly as the litigants would like. And they can take unexpected turns along the way. NAPAA has come out of the gate strong and cleared its first major hurdle with flying colors. With continued support (both financial and other) from its friends and members, it stands ready to fight the fight and shed the spotlight on Allstate's increasingly draconian measures.

Dirk Beamer has served the National Association of Professional Allstate Agents ("NAPAA") as General Counsel since 1999. In that capacity, he has successfully defended NAPAA against a federal internet trespass case brought by Allstate. He also sued Allstate on behalf of NAPAA and its members in a highly publicized federal lawsuit challenging Allstate's treatment of its agents. In addition to litigation matters, Dirk regularly counsels NAPAA concerning its ongoing business affairs including contract negotiations, management and employment issues, and member concerns. Dirk provides similar services as General Counsel to The United Farmers Agents Association ("UFAA").

Dirk regularly works with captive insurance agents from across the country, as well as their local attorneys, to handle business issues including purchasing and selling books of business, investigations and disciplinary proceedings with the carrier, employment law and contract litigation.

Dirk graduated from the University of Michigan Law School with honors in 1993. He is licensed to practice in Michigan and Ohio, and he is a member of the State of Michigan Bar Foundation—an honor reserved for less than 5% of the practicing bar in the state. In 2014, Super Lawyers magazine named Dirk one of the Top 50 business lawyers in the state of Michigan. He is a past recipient of the National Association of Professional Allstate Agents President's Award. Dirk can be reached at dbeamer@wrightbeamer.com or visit his website at www.wrightbeamer.com/.

years since we started this journey together to make Allstate honor their contract with you. The lawsuit was filed in August 2021 in the State of Illinois.

We are nearly through discovery and soon we will be starting depositions. Discovery and taking depositions are expensive. The case is about to become even more expensive. To date, and in confidence, NAPAA has paid over $250,000 in legal fees. This will only increase as the months go by. We have a high degree of confidence that the case will head to trial in early to mid-2024.

I hope you might consider making an additional donation. The case is designed to make Allstate become a true partner and not violate their agreement with you, including not interfering with your ability to transfer your economic interest, and to stop them from imposing the AAV phone system upon agencies.

Navigating the Path to a Successful Agency Sale: Key Strategies for a Smooth Transition

Linda Wagner

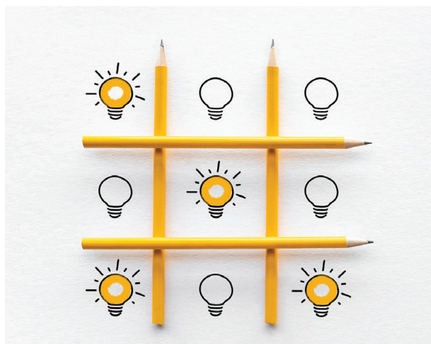
Selling your agency and embarking on a new phase of your professional or personal life can be an exciting yet daunting prospect. After all the hard work and dedication you put into building your business, ensuring a smooth and successful sale is crucial. In this article, we will explore essential strategies to set yourself up for a successful agency sale and transition to the next chapter of your life.

Keep your agency's financial records in order. Maintaining up-to-date agency financial records is the foundation of a successful agency sale. Regularly update and review your agency's financial statements, including a Profit and Loss statement and Balance Sheet. Clearly identify discretionary expenses that do not affect the agency's day-to-day operations, such as owner salary, retirement plan funding, personal auto expenses, and charitable contributions. Maximizing free cash flow is vital, especially in a higher interest rate environment.

Punctual tax filings. Proper tax management is key to a smooth agency sale. Ensure that your agency's tax return for the current year is filed on time and without any extensions, especially if you plan to sell in the following year. Be ready to provide at least three years of agency tax returns to potential lenders (assuming you've owned the agency at least that length of time), as these records play a significant role in the underwriting process.

Maintain performance excellence. Sustaining high performance levels is crucial to attracting potential buyers and lenders. Tier classification, book size, and overall performance are closely scrutinized. Any declines in tier ranking, reduction in retention rates, or missed bonus opportunities could raise questions among interested parties. Today's buyers are financially astute and closely monitor agency performance.

Building and retaining a robust staff. A thriving agency is built on a solid team. A healthy number of licensed staff members actively driving agency performance makes your business more appealing to potential buyers. Promptly fill any open positions and keep a steady pipeline of Licensed Sales Professionals (LSPs). Avoid layoffs or staff reductions once you have a letter of intent, and ensure a smooth transition for your staff to the new owner. Retaining staff is a positive advantage, especially during a tight labor market.



Transparent staff compensation programs. Buyers are interested in understanding how staff members are compensated and may consider adjustments post-sale. Ensure your compensation plans are well-documented, outlining base pay, commission structures, and bonus opportunities. Be prepared to provide W2s and paystubs as verification of staff compensation during the due diligence and loan review processes.

Flexibility in lease agreements. In today's real estate market, longer-term lease requirements are no longer favorable. Reducing fixed costs and avoiding extended lease commitments can make your agency more attractive to potential buyers. With remote agency models becoming more prevalent, flexibility in lease arrangements is becoming increasingly important, a larger sized retail space may not be a desirable location for the buyer.

Disclosing future plans. Be open about your future plans during the due diligence process. If you intend to work in or open another insurance agency, expect robust non-compete and non-solicitation agreements. Both buyers and lenders want to safeguard their investment from direct competition; a last-minute disclosure about a possible competing agency may cause the buyer to rethink their commitment to finalize the purchase of your agency.

Providing post-sale support. Prepare to offer transitional support to the buyer after the sale of your agency. This common request shows your commitment to a smooth transition and enhances the buyer's confidence in the acquisition. Stay flexible and available.

Consider seller financing. In a higher interest rate environment, seller notes can be advantageous. These notes remove liability from lenders and provide reassurance to buyers regarding non-compete and non-solicitation agreements. Holding a seller note may also have tax benefits and yield additional interest income, of course this should be discussed with your tax accountant before committing to hold a seller note.

Successfully selling your agency requires meticulous planning, transparency, and flexibility. By implementing these key strategies, you can confidently navigate the path to a smooth and prosperous agency sale, while preparing yourself for the exciting journey ahead. Stay engaged throughout the process, respond promptly to inquiries, and welcome prospective buyers warmly when the time is right. With careful preparation, dedication, and focus, you can embrace the next chapter of your life with enthusiasm and confidence.

Linda Wagner is the owner of Gateway Consulting Group, LLC, providing consultative services for insurance agencies. With over 35 years insurance industry experience as an accomplished sales, marketing and product development executive, she also owned and operated a successful Allstate insurance agency. If you are interested in buying or selling an insurance agency, visit https://gatewayconsultinggroup.com/ or contact Linda directly at linda@gatewayconsultinggroup.com.

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Check out all of our Member Benefits at https://napaausa.org/membership/membership-benefits/

More Captives Making the Leap to Independence

Daniel Bruck, SmartChoice

Many insurance agents start in the captive insurance model, learning the ins and outs of the industry, and building their knowledge of selling. The hard market, exacerbated by the pandemic and record inflation, has made providing client coverage difficult, and in some cases nearly impossible without having access to a broader range of products—making many captive agents ponder making the leap to independence.

The State of the Insurance Industry

IBISWorld[1] says there are 420,056 insurance agencies and brokers in the U.S., as of 2023. The U.S. Bureau of Labor Statistics (BLS)[2] says there were 523,000 insurance sales agents in 2021 and the number of agents is expected to increase by 6% between 2021 and 2031.

Insurance is a thriving industry because people and businesses need coverage—it isn't optional. However, with the industry's many different competing models of delivery—the captive and independent agency models, direct models that cut out agents entirely, delivering service via consumers' banks, online, and through other services—agents looking to survive need to choose their allegiances carefully.

Although the captive agent traditionally has more security and the comforts of a stable paycheck, benefits, etc., the definition of "captive agent" is in flux and many carriers have altered the agreements with their agents, affecting profitability and viability.

On the other hand, if you're entrepreneurial, comfortable with taking some risk, and want to expand into multiple lines, build your income, and grow a business you can someday sell or pass down to the next generation, going independent may be an appealing path.

The Appeal of the Independent Agency Model

1. The captive model may be losing its luster.

Some captive agents switch to the independent model because they're unhappy with changes at their captive carrier.

Changes at the carrier level may not always be in your or your clients' best interests. For example, you might pay for leads only to have your company pass them to another agent. Alternatively, the company may raise premiums so high that policyholders flee. Worse, companies may do these things while enforcing ever-rising quotas you can't possibly meet under such conditions.

Ted Paris, Executive Director at National Association of Professional Allstate Agents (NAPAA) agrees. He estimates that 75% of captive agents leave for other opportunities within five years and roughly half don't even make it five years. "It changed for the worse. Companies are increasing demands and lessening rewards," he explains.

Jeff Felger, Director of Legal Activities for United Farmers Agents Association (UFAA) notes that continual production tiering changes are perceived to decrease agent commissions. In addition, captive agents can feel pressured to hit carriers' new business quotas. In some cases, captive agents prefer to focus on existing relationships and their referrals rather than pursuing new business, and this choice is not always respected.

Declining consumer loyalty is also making it more difficult to succeed in the captive model according to Felger.

2. The independent agency channel is strong.

Despite growing competition from online and direct channels, the independent agency model is strong. The Big "I" 2022 Market Share Report[3] shows that independent agencies captured 62% of all property-casualty insurance written in the U.S. and 88% of all commercial lines premiums. If you want to be part of an evolving industry, it makes sense to embrace the independent agency model.

3. Independent agents can serve their clients well.

Independent agents are doing well because they can serve their clients better. Period. Insurance is confusing to the average person, and the stakes are high when buying coverage. Instead of trying to buy coverage directly online, many people want the expertise and guidance of an insurance professional. With rising premiums, many consumers want someone who can obtain quotes from multiple carriers, find the best deal, and provide more customized solutions, which helps independent agents close more sales and retain more clients.

> "As I really started trying to take on that trusted advisor role, I often found that we were trying to put circles in square holes. Unfortunately, you can only go so long with believing that your one product is the best fit for every customer. It quickly became clear that I needed to go independent."
>
> *– Jeremy Powers, Powers Insurance Experts*

4. The sky's the limit.

The BLS says insurance sales agents earned an average of $49,840 in 2021. This is only slightly better than the national average of $45,760 for all industries.

Independent agents have the potential to earn much more, as they're not restricted to one carrier, and can seek out the best commission structures. They can also sell more diverse lines of to further increase their revenues. If they're partnered with a network or agency alliance, they may also have access to exclusive incentives and higher commissions.

5. You're in control.

If you've ever wished your captive agency did things differently, you know how frustrating it is to have good ideas you can't implement. As an independent agent, you have the freedom to do things your way. Whether you want to change the way you approach marketing or alter the hours that you work, you're in control.

The Dark Side of the Independent Agency Model

Let's be realistic, the independent agency model holds a lot of appeal, but it's not all sunshine and roses. The challenges can feel intimidating to even a seasoned agency owner.

1. Carrier access can be a barrier.

Carriers can be highly selective about the agents they work with, and often want to see a certain level of experience as well as a commitment to a quota. For agents who are trying to build their book from scratch, this can seem daunting or even impossible. Many agents find they need network support to overcome this hurdle.

2. There's no guarantee of success.

You've heard the expression, "With risk comes reward." The independent agency model has a higher potential for reward than the captive model, but it also has a higher level of risk. Starting over can feel daunting, especially without a guaranteed salary to fall back on. Agents must be willing to evolve and change constantly to succeed.

3. The learning curve can give you whiplash.

Mastering the procedures, systems, and products of dozens of carriers can be an extraordinary challenge. You also need to manage every aspect of running the business on your own—from marketing and operations to following up on claims and underwriting issues.

Journey to Independence: How Three Agents Made the Switch

Allan Miles founded the R. Allan Miles Insurance Agency after twelve years as a captive. He says although carrier access was a major barrier at first, the ability to find alternative solutions each year as companies change and go through cycles, makes it easier to keep his customers. "Because the business is very cyclical, companies may be competitive one year and not as competitive at the next renewal. As an independent agent, it's easier to find alternative solutions." Miles credits client referrals, a lot of hard work, and a great network partner for helping him grow his book to over $7 Million in premium.

Martha Hernandez had a $6M book with State Farm before she left and opened her own agency in 2019, and admits the hardest part of going independent was leaving her existing customers behind. When she moved to the independent side, she didn't want to fall into the same traps that had limited her before. "I actually wanted to be as independent as possible," she says, explaining she didn't want to get stuck in a contract that drained her commissions for carrier access. Fortunately, she found a network relationship that gave her full independence and says her close ratio is so much higher than before. "The fact that customers can access every option with us is just a lot easier for everybody. If I knew then what I know now, I would've gone independent a long, long time ago."

> "No one wants to give a startup agency the opportunity to get direct access. They want to see a minimum premium amount and a number of other things before they'll give you a chance. It can be really difficult to get those appointments."
>
> *– Chris Walters, Integrity Insurance Group*

> "Every single member who has gone independent seems to love it. The toughest part is getting past the original shock that perhaps there are some insurance companies who actually appreciate an ethical and hard-working agent."
>
> *– Harriet Stahl, National Association of Americas Finest Agents (NAAFA) Business Manager*

Jeremy Powers left behind a $4-5M book as a captive with Allstate and shocked everyone when he left to open Powers Insurance Experts in 2019. In just eighteen months, even in the midst of a pandemic, he grew his book to almost $2M. The biggest challenges he faced were working with very limited funds and having trouble accessing the markets he wanted. Powers was able to fast-track the process of securing carrier appointments by joining a network. "I started this business with $3,000 and a dream," he says. "Having access to a network's advisors was an amazing resource, helping me put a strong foundation in place so my agency could succeed immediately. The independent space not only gives us the products and the ability to make sure we're offering the best solution, but we also have more technology to leverage and make sure our customers get the best experience."

Essential Building Blocks

Success isn't a guarantee, but it is within reach. With the right strategies, you can rise to the top. Here are four essential building blocks for starting your agency.

1. Gain carrier access.

Getting access to carriers needs to be your top priority, but going directly to them might not work. You need to find another way to get appointments in the beginning—for example, by joining a network or agency alliance.

2. Choose your partners carefully.

If you decided you need support from an aggregator or network, consider your choices carefully. Some organizations require fees that might be prohibitively expensive for a new agency, and/or lock you into a multi-year contract. Look for a partner that offers the support, carrier access, and commission structures you need without fees.

3. Prepare Your Exit Strategy.

Once you've decided to go independent, make sure you do your due diligence and understand what it will take to exit your current situation. Create a strategy for securing your first new clients, and getting set up with new carriers, and begin to take the steps necessary for a smooth transition.

Are You Ready to Make the Leap?

You should make any major career change with your eyes wide open. Before you decide to transition to independence, read more about the resources you need to be successful.

Go to www.smartchoiceagents.com/leap-whitepaper to view our ultimate guide on how to make the switch.

Sources:

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2. https://www.bls.gov/ooh/sales/insurance-sales-agents.htm
3. https://www.independentagent.com/media/Pages/2022/BigI_Releases_2022_Market_Share_Report.aspx

Shifting the Focus to Turn Hurdles Into Opportunities

Whitney Carpenter, Texas Agency Alliance

With the industry's current hard market conditions leading to rising premiums and tighter coverage, it's never been more important for agents to proactively demonstrate their value. This approach doesn't just improve client satisfaction; it can also enhance an agent's long-term growth in a challenging market. As clients concerned about inflation, rising interest rates, and the economy cave into price shopping, it's essential for agents to prioritize a focus on turning hurdles into opportunities by providing exemplary service.

The Service Difference

The hard market amplifies challenges related to cost, trust, coverage, complexity, and competition. These obstacles, traditionally viewed as sales barriers, can be reframed as opportunities to provide superior service. In the context of rising costs, agents can position themselves as trusted advisors guiding clients to find optimal value for their money and making recommendations that align with their unique circumstances.

In a hard market, trust issues can compromise the relationship between agent and client. These include:

- miscommunication, where a lack of explanation about premium increases or denied coverage can cause confusion;
- unfulfilled expectations, which may happen if coverage and cost needs aren't met;
- and a perceived lack of transparency, particularly about premium changes or reduced coverage.

Clients can also experience feelings of neglect if their concerns aren't promptly addressed. Impersonal service that doesn't cater to clients' specific needs can also harm trust, resulting in the misconception that an agent is more focused on sales than a client's wellbeing.

As we continue to navigate through current market conditions, coverage rejections have increased. This trend has emerged as insurers have started to tighten terms in response to the risk landscape. These terms, often more restrictive and less favorable to the insured, are raising concerns and objections from clients who feel their coverage is insufficient or unsatisfactory. Being equipped with an in-depth knowledge of their clients allows agents to offer the most comprehensive coverage options possible given the prevailing circumstances. This could involve a careful balancing act, where agents have to match the stringent terms of insurers with the diverse needs of their clients, ensuring a fair deal that optimizes protection.

The insurance industry can be daunting for clients, more so during a hard market. It can bewilder clients and make it hard for them to understand the nuances of their policies and premiums. Agents (can) bridge the knowledge gap and make insurance more accessible to their clients by simplifying information, deconstructing jargon, and presenting information clearly. More than just facilitators, agents become educators, helping clients understand how hard market conditions impact their policy terms.

This guidance not only demystifies the process for clients but also enhances their understanding. It empowers them to make informed decisions and offers them a sense of control, which in turn leads to higher satisfaction levels. Consequently, agents who effectively clarify and communicate can maintain strong relationships with their clients, encouraging loyalty and trust even in the toughest market conditions.

A Client-Centered Strategy

Embracing a client-centric perspective is really an opportunity to foster connections and cultivate loyalty. It simply means understanding the client's viewpoint, affirming their concerns, pinpointing the core issues, suggesting solutions, showcasing tangible results, and solidifying trust.

Validating Concerns: High premiums and tight coverage are very real concerns and can cause a significant amount of stress. It's important for agents to empathize with their clients and acknowledge the difficulties posed by these conditions. This opens up a dialogue where clients feel understood, forming the basis of a trusting relationship.

Uncovering Real Issues: Going beyond surface-level concerns requires perceptive questioning and active listening. Agents can delve deeper into the worries and needs of clients by asking open-ended questions. In a hard market, these worries often extend beyond the financial strain. There may be fear about gaps in coverage, or uncertainty about the future. Agents can provide sound advice by identifying these root concerns.

Offering Tailored Solutions: Once you've identified the real issues, the next step is to offer solutions that address these directly. These solutions may not always take the traditional form. For example, it might be about helping clients understand their risk profile better. In a hard market, when comprehensive coverage may be more expensive or less available, advice can be incredibly valuable.

Demonstrating Real-World Impact: It's important to demonstrate the value of your service-oriented approach with real-life examples. Use success stories to show how your service has helped clients navigate challenging times. This could be a story about how you helped a client find affordable coverage in a tight market, or how you supported a client through a claim process during a stressful period. Such stories demonstrate the real-world impact of your services.

Establishing Trust: In a hard market, trust becomes more crucial than ever. Clients need to know they can rely on their agent for guidance. Establish trust by maintaining transparent communication. Regularly update clients on market trends and potential impacts on their coverage. Honesty, even when delivering unfavorable news, will strengthen credibility and foster trust.

Proactive Service Strategies

The key to thriving in a hard market is being proactive, rather than reactive. From strengthening relationships to anticipating needs, being knowledgeable, and addressing concerns, each aspect is critical in ensuring that your clients feel supported.

Building Strong Relationships: Forming a genuine connection with clients lays the groundwork for effective service. Investing time in getting to know clients personally will pay dividends. Understand their family situation, their business, and their future plans. This personal connection enables you to provide tailored advice and reassures clients that you have their best interests at heart, even in challenging times.

Anticipating Needs: You can anticipate your clients' needs and address them proactively by understanding the common concerns in a hard market. This might mean providing information on how to manage risks in a hard market or keeping them updated on potential shifts in the market that could impact their coverage. Anticipating needs and addressing them before they become concerns demonstrates your commitment to serving your clients.

Being Knowledgeable: Being well-informed about policies, coverage options, industry trends, and the hard market's implications is crucial. This knowledge allows you to provide insightful advice and clear explanations to your clients. In a hard market, where uncertainty is rife, your informed perspective can provide much-needed clarity for your clients.

Listening and Addressing Concerns: Active listening goes hand-in-hand with validating concerns. By truly hearing your clients and addressing their worries promptly, you can defuse potential issues before they escalate. In a hard market, this can mean diffusing fears about coverage gaps or costs by providing information and guidance.

Agents can truly shine when they start viewing challenges as chances to upgrade their service strategies. That's what will help you to set yourself apart in a competitive market.

Whitney Carpenter is Regional Vice President of Texas Agency Alliance (TAA), a Master Agency partnered with SIAA, The Agent Alliance. SIAA is a national network of more than 5,000 Independent Agencies, representing over $12.5 billion dollars of written premium. Texas Agency Alliance is one of four growing alliances of Independent Agencies in Texas and offers growth opportunities to agencies wishing to become or remain independent while being able to compete with larger regional agencies.

A Business Guide to Better Time Management:

How Business Owners and Managers Can Use Technology to Find More Hours in the Day

Paychex

Cutting Down on Manual Tasks to Get More Done

An hour of emails here, some phone calls there, and plenty of time spent on administrative work—these tasks are part of the everyday flow in most organizations. In fact, today's workers report that near-constant distractions make them significantly less productive and negatively affect their performance.

One solution to this classic problem is to automate the manual tasks that eat up so much time. Time and attendance technology can help by taking the manual effort out of employee time tracking, payroll processing, scheduling, and more.

Use the information below to find tasks you can automate.

Payroll

Doing payroll is demanding work. Just keeping up with regulatory and tax changes is a major task.

One in five small businesses spend more than six hours each month managing payroll taxes and, if they have five or more employees, that figure climbs to one in three. A manual approach is also fraught with the peril of mistakes. Rule changes can lead to costly errors or require you to spend hours researching how tax adjustments will impact your business. When your payroll is automated, the filing and reporting of this important task are handled for you. As rules and regulations evolve, a quality payroll provider will keep you apprised of changes and help you manage the details so you can focus on your business. Automated payroll also helps streamline your efforts to pay staff correctly and on time, whether you stay in a steady state or scale quickly.

Scheduling and Time Tracking

Time and attendance software gives you a clear picture of each employee's reported hours and/or time off. Scheduling functionality helps make sure that your operations are fully staffed while avoiding costly overtime. Automating time and attendance can also streamline internal communication. Employees report their hours into one system and can clock in or out from their mobile devices, ensuring that their time tracking is as accurate as possible. You can share schedules easily and, if needed, let your staff swap shifts to arrange coverage among themselves with no involvement from you. Biometric time clocks are also an increasingly common feature, helping ensure that your staff reports are accurate.

Online Timekeeping

Automate time and attendance processes with Paychex Flex® Time or Paychex Flex Time Essentials, online solutions integrated with payroll and other Paychex Flex services.

Time Clock

Reduce time theft, tighten security, and increase efficiency with Paychex TrueShift™, our economical and easy-to-use time clock, integrated with Paychex Flex.

InVision Iris Time Clock

Fully integrated with Paychex Flex, and quick and easy to use, our InVision® Iris Time Clock with iris recognition technology is more accurate than any other type of biometric time clock.

More Mobility

Give your employees the ability to punch in and out on their mobile device with Paychex Time, our easy-to-use smartphone app.

Save Time and Improve Payroll Accuracy With the Latest Technology

Our mobile HR, payroll and benefits technology and service solutions support remote and on-site workers. With access to

Paychex Flex, admins and employees can access pay and HR information no matter where you are. These solutions give employees the options of making direct deposit changes on their own, viewing pay stubs and W2s and mobile time-tracking options. Clients can run payroll and automate time- and attendance tracking, as well as streamline HR requests to simplify administrative tasks.

Rising Workloads: The New Normal?

The scope has increased for HR professionals, and not only is the workload bigger—it's more complex. The 2022 Paychex Pulse of HR Survey[1] found some of the most time-consuming tasks HR professionals juggle for their organization:

- Researching and trying to keep up with the latest federal, state, and local regulations
- Developing and implementing return-to-office policies
- Devising workplace health and safety guidelines

How Integrated Software Can Help Your Bottom Line

In short, HR leaders are leaning on HR tools and technology in larger numbers than ever before to effectively manage their evergrowing day-to-day tactical responsibilities. They're also using it to ensure that employees are heard, empowered, and engaged so they can focus on—and succeed in achieving—their ultimate HR and business goals.

HR Software/Technology Contribution to Attaining Business Objectives:

50% - Boosted company efficiency
45% - Improved customer service
40% - Increase profitability
40% - Improved competitiveness
39% - Increased sales

HR Software/Technology Impact on HR Objectives:

38% - Increased employee productivity
37% - Improved ability to manage HR processes such as payroll, benefits administration, and other processes
37% - Improved engagement
36% - Improved ability to train and build skills
35% - Improved ability to attract/hire

About Paychex

Paychex, Inc. (Nasdaq:PAYX) is a leading provider of integrated human capital management solutions for human resources, payroll, benefits, and insurance services. By combining innovative software-as-a-service technology and mobility platform with dedicated, personal service, Paychex empowers business owners to focus on the growth and management of their business. Backed by 50 years of industry expertise, Paychex serves more than 730,000 payroll clients as of May 31, 2022, in the U.S. and Europe, and pays one out of every 12 American private sector employees.

To connect with the Dedicated NAPAA Paychex team for more time saving measures:

- Email - napaa@paychex.com
- Call 844 846 7824 (promo code 5699)
- Visit www.paychex.com/allstate

[1] The 2022 Paychex Pulse of HR Survey was conducted via an online survey from April 15 - May 6, 2022, among 1,000 HR decision-makers at U.S. companies with 20 or more employees.

Afterlife

Lezlee Liljenberg

Those of you who read my articles know by now that I am a bit quirky and I am actually okay with this fact about myself. So, when NAPAA (ie. Ted Paris) asks me to write articles for the magazine, my mind begins to run through topics. The goal is to think differently and inspire a reader to change and or accept circumstances.

Thus, I came up with the thought of "Afterlife":

"The afterlife or life after death is a purported existence in which the essential part of an individual's stream of consciousness or identity continues to exist after the death of their physical body."

I am a true believer in the afterlife, but perhaps I should have entitled this article "Life After". This is not just life after Allstate, but life after any part of our lives that is being left behind. Sometimes leaving things behind can be painful, and there are times when it makes you rejoice.

Life with Allstate was great and there are actually things I miss about being an agent, but I was ready to move on. Most importantly, I wanted to move on under my own terms, if possible. All the changes in the company were frustrating and created a situation that took two years to be able to sell. Looking back, it literally had the capability to kill me if I kept going the way I had been for 17 years.

Once I moved on, I experienced stages of grief. Why? Because it was like I had lost a part of me. I gave birth to the business and lovingly cared for it for 17 years. It did not make everything any easier when the agent who bought the book of business was canned eight months after the purchase. Since my cell number is greatly publicized, phone calls started coming to me to help fix issues. You heard right! Allstate was doing nothing to help clients who had been with us for years. No help whatsoever and they took away all access to the agent. It was heartbreaking and at times I thought I might be experiencing Post Traumatic Stress Disorder with all of the negativity coming at me again. Yet, I survived.

Prior to taking my exit, I began preparing for the next chapter and began working on obtaining various designations. Building a new business is always exciting and a bit scary. However, as I mentally prepared for the next journey, other things began to evolve. One of the changes was in my Spirituality. While still owning the agencies I began making it a morning ritual to take 30 minutes to an hour to read devotionals and meditate. This helped to cultivate a positive mindset for the day ahead. It became mentally rejuvenating to not jump on the computer and run through emails first thing, every single morning (sound familiar)? Two years later, this remains part of my daily routine and it is highly recommended.

Next was my Physical Being. For years I fought to get to the gym, but every day it seemed like something popped up in the office or with an employee. I had become a slave to every whim and hiccup in the agency. After the sale, I got serious and began a regiment of cardio and weights. Without all of the cortisol coursing through my body, and taking the time to take care of me, I started losing weight, feeling better, and my mental focus became clear again. I wish I had done something about it sooner and left the garbage on the curb. Looking back, I realize it would have been best for everyone if the time to take care of me had been a priority.

Lastly, my life had turned upside down over the last ten years from a DNA Surprise. Learning that the man I believed to be my biological father was not and the search that ensued could be overwhelming. This discovery was taking me on a journey I never anticipated, and it was all taking a toll. The challenge before me was to do something about it, and so I decided to become an advocate and a voice for what we call the NPE World (Not-Parent Expected). The book about my journey will be published this October and if you want to check it out go to my blog www.iamlezlee.com.

So, what is my point to all of this? Some call it an Exit Strategy and others may call it "Getting the Hell Out of Dodge". Either way, the point is to keep recreating yourself (no matter your age). Keep learning and developing you! Any business or job can be gone tomorrow so take a minute and think about what this would look like for you and your family.

I give you this sentence to ponder and fill in the blanks.

"In my Life After____________________ ________________________, I want life to look like ____________________________ ___________________________________.

Whether you retire with Allstate or start again, keep in mind we are a blank slate with the possibilities to do anything. Much of the work begins within, and with the commitment to do what it takes to write our next chapter. You get to decide, will it be Life After or After Life?

Lezlee proudly continues to serve on the NAPAA Board of Directors. She lives in Arlington, TX, recently celebrated 22 years of marriage to Magnus Liljenberg (Ex-Allstate Manager) and loves her new career as an Insurance Expert Witness and Author. Her newest publication, "If You Only Knew: Navigating DNA Surprises and the NPE World" will be released October 2023. Connect with her through her website www.iamlezlee.com.

Service Before Sales—Pivoting for Success

Troy Korsgaden

This is something many people don't know about me. When I was younger, I dreamt of becoming a rock star, writing songs and playing guitar for a living. I even went to Los Angeles to pursue my dream. But I soon discovered my skills were no match for the many other talented people seeking fame and fortune in the music industry, so becoming a rock star did not turn out to be my path in life.

Luckily, I turned instead to the insurance and financial services industry where I discovered a passion for helping others—both for the clients that I served and, later, as a consultant advising insurance carriers, their agencies, firms, and representatives to succeed in a complex and ever-changing business climate. I have never looked back with regret. (Though I do still write songs and play guitar!)

I learned early on that adapting to change is not only a necessary part of life, but it can also lead to new and exciting opportunities. I'm sure you've heard the saying: "If you aren't changing, you aren't growing." This has never been truer for our profession. The industry has been, and continues to be, rocked by change. There are exciting, new opportunities out here, but we must change how we are doing business to survive and grow.

Today's consumers are in control. They can buy what they want, when they want, how they want. They are better informed than ever before, with information readily available online. Technology has also changed consumer expectations. They expect easy access to products and services across multiple channels. And as products are increasingly commoditized (at least in the eyes of consumers), client experience has become the great differentiator.

Putting Service Before Sales

Building a thriving business today requires a major shift in mindset, one that puts service before sales. You read that right—I said service before sales. We must take a hard look at every business process and ask ourselves, "Are our clients truly at the center of everything we do? Are we making their lives easier and providing the level of service they expect and deserve?" Success will come from building long-term relationships with our clients rather than focusing on short-term sales.

Don't misunderstand me. I am not opposed to making a sale! But I think of the sales process like breathing. We must breathe to live, but we don't live to breathe. Breathing is not our life's purpose. Similarly, we must generate revenue for our businesses to survive, but that is not our purpose. Our purpose is to provide solutions that help our clients protect what is most important to them and achieve their dreams. When we serve our purpose, the results follow.

One shift you can make to ensure you stay focused on your purpose while placing service before sales is to redefine how you segment your clients. Most people segment clients based on earning potential (A, B, and C clients, for example). I place clients into one of four segments based on relationships.

Discussion Partners. Discussion Partners are engaged in the purchasing process and seek information about the products and services they are purchasing. They want to partner with you in creating a comprehensive plan.

Relationship Clients. These are the clients who are your family, friends, and other people in the community who know you. They don't want to deal with the details of their insurance. They trust you to handle it for them.

Children of Longtime Clients. You can no longer assume that your clients' children will automatically become your clients. You must actively cultivate relationships with them.

Price Shoppers. These clients are exactly what they sound like. They purchase solely based on price and are all about getting the lowest price right now.

The goal is to cultivate discussion partner relationships with clients. You do that by providing unrivaled service and using every opportunity to learn more about them—What I call getting a "360-degree view." With a 360-degree view, you are able to provide more value to your clients, helping them to identify the solutions that are best for them, their families, and their businesses.

Building a Foundation of Trust

Strong relationships are built on trust. And discussion partner relationships are no different. By continually looking for opportunities to connect with your clients and learn more about them, you are building a stronger foundation of trust. As that happens, your clients will view you as a trusted partner in achieving their financial and protection goals.

Of course, trust doesn't come automatically with a financial security title or designation. Trust is something that must be earned. Researchers have identified specific elements that foster trust. Here are two of the elements along with actions you can take to earn the trust of your clients.

Competence. First and foremost, your clients want to feel confident that you and your team know what you are doing. You must project competence and professionalism in every client interaction. Invest in continuous product training and professional development for yourself and your team. Cross-train team members, set and monitor performance standards, and use talk paths to ensure clients always receive consistent and complete information.

Concern. Your clients want to know that you care about them and their unique needs and goals. The two biggest mistakes I see financial security professionals make in this area are not connecting with clients enough throughout the year and not documenting their interactions. You should contact your clients at least seven times each year. You can't build a relationship if your clients never hear from you again after the initial sale. Make annual reviews the cornerstone of your business, reviewing coverage needs with every client every year. Show your clients you care enough to make sure they have the coverage they need at the best possible value.

Use your database to document every client interaction, then make sure everyone on the team is using those notes in their conversations with clients. There's nothing worse than having to explain an issue three times to three different associates.

Of course, your clients should never have to call three times to get an issue resolved, so be proactive and follow up with clients to make sure they are satisfied with each service they receive and address concerns before they become problems.

Embrace Change—New and Exciting Opportunities Await!

I accepted that I was never going to be the professional musician I hoped to be. And trust me, it was not an easy pill to swallow at the time. But I moved forward and found what turned out to be a better and more rewarding path for me.

As financial security professionals, we must embrace the changes that are taking place in the industry today. We must redefine our roles, moving away from transactional business approaches toward building client relationships that last a lifetime—because that is how long our clients need us. We must put our clients at the center of every process and prioritize service before sales. We must continually earn the trust of our clients by demonstrating competence and concern with every interaction. For the good of our clients, our profession, and our businesses, we must embrace the exciting and new opportunities ahead.

Rock on!

Troy Korsgaden is a highly sought-after insurance carrier consultant. He is the principal of Korsgaden International, a company specializing in global marketing, distribution, agency building, and technology strategies for many of the world's largest insurance carriers and financial services companies.

As a consultant, speaker, and author of 11 books, Korsgaden's mission is to help the insurance industry and its representatives wake up to the radical transformation taking place in the insurance industry. He helps those in the industry learn how to better communicate with consumers so that consumers develop a higher appreciation for the value of insurance products.

Agencies for Sale

ARIZONA

Flagstaff
The Halstead Agency
928-380-6357
chbd36@gmail.com
Asking Price: Negotiable
PIF: 3800 Premium: $3,800,000
60+year award-winning established agency. Longstanding loss ratios below 40%, high retention rates, and cross-sales. Beautiful and inexpensive office location in a vibrant downtown location. Rare and very unique opportunity to own a thriving business in a highly desirable mountain town. Mild seasons and natural beauty make for extensive outdoor living, with activities like skiing, hiking, biking, and dining. The town boasts a diverse population, a major university, and a vibrant arts community.

CALIFORNIA

Carmichael
Alain Ionescu
916-752-7706
alainul01@yahoo.com
Asking Price: $Negotiable
PIF: 2700 Premium: $3,300,000+
Organically grown from scratch since 2000, only Allstate agency in Carmichael, California, multiple awards agency, 47% loss ratio, Elite agent and yearly bonus every year (average commission including bonus over the last 3 years $350,000). Beautiful office, lots of natural light, open space, agent owns the building where the agency functions and is ready and willing to help with the transition. Turnkey operation with very good selling and retention processes and procedures.

COLORADO

Colorado Springs
R & T Kied, Inc.
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $1,100,000
PIF: 1866 Premium: $4,350,000
Are you looking for a turnkey business opportunity with excellent growth potential, located in the highly desired state of Colorado? This established $4,400,000 premium agency is located in Colorado Springs, Colorado. The agency owner has built an amazing business and will be retiring and looking for the right successor to take over the reins and continue growing. Colorado Springs is located about an hour south of Denver on the I-25 corridor with a median home price of $450,000 with an average income of approximately $100,000. Families represent 65% of the community, and nearly 70% of residents own their homes. The suburban vibe, proximity to Denver to the north, Colorado Springs airport to the south and a short drive west to the mountains create an ideal location to live and work. Now is the time for you to find that work and family balance!

Commerce City
Petrov Insurance Corp
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $650,000
PIF: 1420 Premium: $3,100,000
Established award-winning agency located in Reunion, Colorado, a growing community just 15 miles northeast of Denver. It has a small-town feel with excellent public schools and focuses on small business owners while offering amenities and easy access to larger cities. With the University of Colorado in Boulder and the Rocky Mountains to the west, Denver International Airport to the east, Cheyenne, Wyoming to the north, and Denver to the south, it's the perfect central location to live and work!

Denver
The Mathes Agency
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $680,000
PIF: 1523 Premium: $3,200,000
Are you looking for a turnkey business opportunity with excellent growth potential, located in the highly desired state of Colorado? This established $3,200,00 premium agency is located in Denver, Colorado. The agency owner has built an amazing business, will be retiring, and looking for the right successor to take the reins and continue growing. Denver is an easy place to own a business, has a sense of community, and a great feel. Denver has a median home price of $750,000 with an average income of approximately $144,000. Families represent 60% of the community, and nearly 72% of residents own their homes. Proximity to both Denver International Airport and a short drive to the mountains creates an ideal location to live and work. Now is the time for you to find that work and family balance!

Fort Collins
Newendyke Insurance Agency, LLC
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $495,000
PIF: 1350 Premium: $2,650,000
This established $2,650,000 premium agency is located in Fort Collins, CO, a growing community just 50 miles north of Denver. Fort Collins is part of the "Gateway to the Rockies", has a small town feel with excellent public schools, and focuses on small business owners while offering the amenities and easy access to larger communities. With Denver International Airport about an hour to the southeast, University of Colorado in Boulder to the southwest, Cheyenne, Wyoming to the north and Denver to the south – it's the perfect central location to live and work!

Johnstown
JK Meksch Financial Services, Inc
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $640,000
PIF: 1435 Premium: $2,800,000
This established award winning agency is located in Johnstown, CO, a growing community just 30 miles north of Denver. Johnstown is part of the "Gateway to the Rockies", and has a small-town feel that focuses on small business owners while offering the amenities and easy access to larger cities. Within 45 minutes to Denver International Airport to the east and Estes Park/Rocky Mountain National Park to the west, 30 minutes to Colorado State University in Fort Collins to the north and Denver to the south – it's the perfect central location to live and work! With median home prices around $580,000, now is the time for you to find that work and family balance you've been hearing about!

Loveland
Allstate Agency
720-779-1500
GChitwood@G-Forceac.com
Asking Price: $850,000
Premium: $3.5M
7+ years established agency with three experienced staff who are familiar with the customers and books.

GEORGIA

SE Metro Atlanta Area
678-223-7397
nicole@sammconsulting.com
Asking Price: $770,000
PIF: 1726 Premium: $3,480,000
$3.4M book of business in SE Metro Atlanta. This is a seasoned book of business. Overhead is low, cash flows well. Call today for NDA and additional information at 678-223-7397.

SE Metro Atlanta Area
SE Metro Atlanta Agency
678-223-7397
nicole@sammconsulting.com
Asking Price: $425,000
PIF: 932 Premium: $2,030,000
$2M book of business in NE Metro Atlanta. This is a seasoned book of business. This is the perfect size to merge. Call today for NDA and additional information at 678-223-7397.

IDAHO

Kuna
Decker Insurance Services, Inc.
720-902-5200
GChitwood@G-Forceac.com
PIF: 1449 Asking Price: $345,000
Premium: $1,500,000
This established $1,500,000 premium agency is located in a highly sought-after Boise suburb. The agency owner has built an amazing business, will be retiring, and is looking for the right successor to take the reins and continue growing. Kuna, ID is an easy place to own a business, has an inviting community feel with easy access to all the amenities of neighboring Boise. The Kuna area has a median home price of $275,000 and an average income of approximately $80,000. Families represent 70% of the community, and nearly 80% of residents own their homes. Search no more, now is the time for you to find that turnkey work and family balance!

ILLINOIS

Aurora (Western Suburbs of Chicago)
Harvey A Goodwin
630-404-7077
harveyg414@aol.com
PIF: 1858 Asking Price: 2x TPP
Premium: $2,647,000
36-year agent ready to move on when the opportunity arises. Either take over (rent $500 all-inclusive) or merge with our other agent. 37.44% LR, 89.31% RR, TPP (termination payment plan).

INDIANA

Evansville, South Bend, Carmel
The Tod Wilson Agencies
812-457-0089
todwilson11@gmail.com
Asking Price: Between 2x-3x annual comp
PIF: 8200 Premium: $9.8 Million
Evansville: $5.1 million 4,400 PIF 90% retention
South Bend: $3 million 2,600 PIF 91% retention
Carmel: $1.7 million 1,200 PIF 88% retention
Each is sold separately.

Agencies for Sale

MARYLAND

Savage

Fred Hazeltine
443-758-8534
fredhazeltine@gmail.com
Asking Price: $249,000
PIF: 21377 Premium: $1,268,559
Agency available in Savage, MD, just north of Laurel.

Pro level agency with a nb percentage of 6.7%. 25 years in business, high customer satisfaction, current loss ratio 39% retention 88.1. Best to contact by email.

MISSOURI

Barnhart

The Blechle Agency, Inc
Telephone: 720-902-5200
GChitwood@G-Forceac.com
PIF: 840 Asking Price: $275,000
Premium: $1,500,000

This established $1,500,000 premium agency is located in Barnhart, MO, a growing suburb just 20 miles south of St. Louis Missouri's Gateway Arch. Barnhart has a small-town feel with several small surrounding municipalities located in the 7th largest county in MO, with excellent public schools and a focus on small business owners, while offering the amenities and easy access to major interstate highways. Larger communities, St. Louis Airport, and Busch Stadium are all within a 30-minute drive to the north and historical towns to the east and south – it's the perfect central location to live and work!

Columbia

Wobig Insurance Group
573-999-3893
lynnwobig@gmail.com
PIF: 1694 Asking Price: $negotiable
Premium: $2,300,000

Long-time agent retiring. Excellent location in the downtown area with great parking!

MONTANA

Bozeman

Allstate Agency
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $960,000
Premium: $3.4 million

Award-winning $3.4 million earned premium agency. Experienced, licensed, and trained staff are willing to stay with the new owner.

Kallspell

Northern Rockies Insurance Agency, LLC
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $945,000
PIF: 2620 Premium: $4,000,000

This established, $4,000,000 premium, agency is located in Flathead County, MT, the fastest growing county in Montana. The agency owner has built an amazing business, will be retiring, and looking for the right successor to take over the reins and continue growing. Flathead County is an easy place to own a business, has a sense of community, and a great feel. The median home price is $615,000, families represent 63% of the community, and nearly 70% of residents own their homes. Look no further for a location with skiing at Whitefish Mountain, highly rated schools, hiking in Glacier National Park, convenient travel in and out of the Kalispell Airport, and relaxing by the lake in the Village of Bigfork. Flathead County is an ideal location to live and work. Now is the time for you to find that work and family balance!

NEBRASKA

Papillion

Paul Stuke & Associates, Inc.
720-902-5200
GChitwood@G-Forceac.com
Asking Price: $1,625,000
PIF: 3814 Premium: $6,500,000

Established 25+ year ELITE agency located in highly desired Nebraska! Are you looking for a turnkey business opportunity with excellent growth potential, located in a highly desired suburb of Omaha? This established, $6,500,000 premium, 25-plus year agency is located just outside of Omaha, NE. The agency owner has built an amazing business and will be retiring and looking for the right successor to take the reins and continue growing. Papillion is near the heart of Omaha and is an easy place to own a business, has a sense of community, and a great feel. Papillion has a median home price of $400,000 with an average income of approximately $105,000. Families represent 65% of the community, and nearly 70% of residents own their homes. The suburban vibe, proximity to downtown Omaha, Omaha International Airport to the southwest, and a short drive northeast to Council Bluffs, IA all make this location great. Now is the time for you to find that work and family balance!

NEW YORK

Staten Island

Lana Pikman Agency
646-644-0606
Lanapi0606@gmail.com
Asking Price: $150,000
PIF: 338 | Premium: $786,000
Retention 96.64%
Annual revenues $78,686

Suffern

Dean Gentile Agency LLC
845.642.3637
deangentile@allstate.com
Asking Price: $1,150,000
PIF: 2900 Premium: $4,400,000 + Commercial Book + Ivantage Book – Allstate Approved Carriers

Premier agency fantastic book of business for sale in Rockland County, NY. Brand new remodeled office and new furniture in 2017. Bundle 67%. Retention 92.41%. Loss Ratio 45%. 2016 – Honor Ring Winner. 2017 – Honor Ring & National Conference Winner. 2018 – Honor Ring Winner. 2019 – On Pace Achieved Production Credit.

NORTH CAROLINA

Cary

The Rob Dyer Agency
720-902-520
GChitwood@G-Forceac.com
Asking Price: $1,300,000
PIF: 4062 Premium: $5,200,000

North Carolina – The #1 State to Own a Business – ADDED BONUS of writing business in South Carolina, Tennessee, Alabama, and Georgia! This established $5,200,000 premium agency is located in the highly sought-after Cary, North Carolina area, a suburb of Raleigh. The agency owner has built an amazing business, will be retiring, and is looking for the right successor to take over the reins and continue growing. Raleigh is an easy place to own a business, has an inviting community feel, highly rated public schools, and easy access to all the amenities of a larger city. The Raleigh area has a median home price of $420,000 and an average income of approximately $100,000. Families represent 65% of the community and nearly 55% of residents own their homes. Search no more, you have found that turnkey opportunity that helps balance work and family.

OHIO

Youngtown

Rocco Nolfi Agency
330-729-5657
rocconolfi2@allstate.com
Asking Price: $900,000
PIF: 1176 Premium: $3,564,574

PENNSYLVANIA

Pittsburgh

SAMM Business Marketing
855-306-8627
nicole@sammconsulting.com
Asking Price: $385,000
PIF: 1546 Premium: $2,100,000

This is the perfect size to merge. Add $2M in premium to your existing book. This agency offers great retention, loss ratio and PBR. Contact us today for NDA and additional info at 855-306-8627.

SOUTH CAROLINA

Boiling Springs

Ken Patel Insurance Agency, LLC
720-902-5200
Chitwood@G-Forceac.com
Asking Price: $410,000
PIF: 1000 Premium: $1,900,000

This established $1,900,000 premium agency is located in Boiling Springs, SC, a growing city just outside of Charlotte, NC. Boiling Springs has a small town feel that attracts families due to their excellent public schools and a focus on small business owners, while offering the amenities and easy access to larger communities. Charlotte, NC is about 60 minutes away; you can get to the mountains in about 45 minutes and over to Spartanburg within a few minutes as well. With a median home price of $300,000 – it's the perfect central location to live and work!

TEXAS

Schertz

Wade A Davis Insurance Agency, LLC
720-902-5200
Chitwood@G-Forceac.com
Asking Price: $750,000
PIF: 1792 Premium: $3,200,000

This established $2,950,000 premium PRO agency is located in the highly sought-after Schertz, TX, a suburb of San Antonio, TX. The agency owner has built an amazing business, will be retiring, and is looking for the right successor to take over the reins and continue growing. Schertz is an easy place to own a business, has an inviting community feel, highly rated public schools, and easy access to all the amenities of a larger city. The Schertz area has a median home price of $360,000 and an average income of approximately $101,000. Families represent 70% of the community, and nearly 80% of residents own their homes. Search no more, you have found that turnkey opportunity with Austin only 60 miles to the north, the Comal and Guadalupe Rivers to the east, and San Antonio 20 miles to the south. Now is the time to balance your work and family life!

VIRGINIA

Richmond
SAMM Business Marketing
855-306-8627
nicole@sammconsulting.com
Asking Price: $300,000
PIF: 1232 Premium: $1,750,800
Great size to merge. Add $1.75M in premium to your existing book. This agency offers great retention and loss ratio. Contact us today for NDA and additional info at 855-306-8627.

WISCONSIN

Madison
Koss Ins & Fin'l Svcs
608-244-8855
bobkoss@allstate.com
Asking Price: $700,000
PIF: 3,260 | Premium: $3,400,000
I'm a hub participant, which means you can continue this occupancy or relocate. Retention is over 91%, loss ratio is 42%. Bundle is 84%

NAPAA Leadership

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NAPAA can be reached at:
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Exclusive*focus*

National Association of
Professional Allstate Agents, Inc.

NAPAA's Mission Statement

NAPAA is dedicated to the success of Allstate Exclusive Agency Owners and to advance the independence and entrepreneurial spirit of our members.

NAPAA's Goals

Our goals are subject to alteration, influenced by a constantly changing environment and the needs and wishes of our members.

NAPAA encourages its members to actively participate in the process of defining and refining our Mission, Goals and Positions.

Our General Goals:

- To provide an organization specifically tailored to benefit Allstate Exclusive Agents
- Monitor legislative and legal issues pertinent to Agents and their clients
- Provide reliable communications on all issues that affect Agents and the ability to call upon our members to act
- Provide Agents with a distinct voice on issues that affect them, continually exploring options and solutions
- Make tools and resources available for members in an effort to increase agency value and success.

For more information, please visit
www.napaaUSA.org

Fall 23

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- High yield savings accounts (Money Market, Certificates, etc)
- Easy online applications and fast service
- No monthly or quarterly audits
- **No pre-payment penalties**

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Barbara Beck – Allstate Agent, ID

"I really enjoyed working with NW Preferred. I had a wonderful experience. They offered a very competitive rate and **they were much more responsive than the other sources**. Thanks again for all your help."

George Price – Allstate Agent, OK

For more information, please call 888.855.6905 or visit nwpreferredfcu.com