

ROBERT E. O'CONNOR JR.

Attorney at Law

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Edward B. Rust, Jr.
Chairman and CEO
State Farm Mutual Insurance Company
One State Farm Plaza
Bloomington, IL 61710

RE: Internet Agent Discrimination

Dear Mr. Rust:

I am the attorney for the National Association of State Farm Agents. It is apparent the State Farm's website is discriminating against agents.

Visitors on your website cannot find agents. If a visitor begins the quote process and then requests a specific agent, that agent will not come up in the system, unless apparently, that agent participates in the Select Agent Program.

Thus, many agents are disenfranchised. The purpose of this letter is to insist on behalf of all affected agents, that State Farm cease and desist from this discriminatory practice. Since agents are losing potential business, time is of the essence.

request

Very truly yours,



ROBERT E. O'CONNOR, JR.

REOjr/sd