

A Communication from the National Association of State Farm Agents, Inc.

Agents Advisory Council Meeting May 24-26 in Bloomington

NASFA wants to encourage every State Farm agent to either call or e-mail their zone representative with your concerns about what is going on in your offices and the current policies when it comes to writing business. This is an opportune time to address these issues in a polite and professional manner.

NASFA has learned there will be breakout sessions for these things and has seen some questions sent to attendees. State Farm has broken it down into Agency/Marketing/L&D, Financial Services, P&C and Technology/Online/Social/Mobile. Sample questions include:

- Retention, what's working? What's not? Besides a lower price, what can we do to help retain your customers?
- Homeowners/Renters. We need to understand our renters growth and where it's coming from. How can we ensure we're offering the appropriate coverage, and collecting the right premium, knowing today's renters aren't just young adults?

Here is a list of the Agents and Zones:

Agent	Zone	Agent	Zone
Cheryl Estep	California	Bob Keig	Heartland
Jose Martinez	California	Bill Alsnauer	Mid-America
Sammy Yim	California	Brian Arends	Mid-America
Kim Edmondson	Canada	Melvin Johnson	Mid-America
Chris Krasilczuk	Canada	Prem Das	Mid-Atlantic
Jay Bernard	Central	Kathy Fowler	Mid-Atlantic
Kathy Kilo-Peterson	Central	Matt Ferraro	Northeast
Connie Doyle	Florida	John Gatto	Northeast
Tony Lopez	Florida	Pam Alfred	Pacific Northwest
Rich Mathews	Florida	Brady Nelson	Pacific Northwest
Norm Glass	Great Lakes	James Owens	Southern
Kimberly Morris	Great Lakes	Trey Rhodes	Southern
Michelle Twitchell	Great Lakes	Leigh Ann Tyler	Southern
Debbie Aragon	Great Western	Jeff Ellis	Texas
Leslie Calkins	Great Western	Joy Knox	Texas
Sam Winter	Great Western	Eloy Leal	Texas
Anthony Anderson	Heartland		

If you wish to be removed from this fax list, please fax 1-800-213-7319