

Tony Lumpkin

From: Brent Cassity
Sent: Tuesday, March 8, 2005 2:43 PM
To: Tony Lumpkin; Kati Scannell; Randy Sutton
Subject: RE: Complaint-Georgia Insurance Department

Tony - I think it would be smart for us to put some system in place so that we can review the business Cliff is writing. I think we would all feel a lot more comfortable if some thing could be designed and put in place to monitor this business.

-----Original Message-----

From: Tony Lumpkin
Sent: Tuesday, March 08, 2005 3:38 PM
To: Brent Cassity; Kati Scannell; Randy Sutton
Cc: Joe Cappleman
Subject: RE: Complaint-Georgia Insurance Department

Brent,

I took a quick look at the complaint and it looks like it could be resolved easily. It involves a claim North America Life (Clif) hasn't paid because they're waiting on medical records. It appears the client thinks they requested the records from the wrong doctor. They haven't refused to pay, but the client is upset with the delay. I'll call Clif and make sure it's resolved ASAP.

-----Original Message-----

From: Brent Cassity
Sent: Tuesday, March 08, 2005 3:20 PM
To: Kati Scannell; Doug Cassity; Tyler Cassity; Randy Sutton; Tony Lumpkin
Cc: Joe Cappleman
Subject: Re: Complaint-Georgia Insurance Department

That is another reason why we shouldn't be allowing Cliff to write business for us, unless we have some kind of checks and balance oversight...

-----Original Message-----

From: Kati Scannell <KScannell@forevernetwork.com>
To: Brent Cassity <bcassity@forevernetwork.com>; Doug Cassity <dcassity@forevernetwork.com>; Tyler Cassity <tyler@forevernetwork.com>; Randy Sutton <rsutton@forevernetwork.com>; Tony Lumpkin <TLumpkin@forevernetwork.com>
CC: Joe Cappleman <jcappleman@forevernetwork.com>
Sent: Tue Mar 08 15:16:56 2005
Subject: RE: Complaint-Georgia Insurance Department

Cliff does under LMLIC

-----Original Message-----

From: Brent Cassity
Sent: Tuesday, March 08, 2005 3:16 PM
To: Kati Scannell; Doug Cassity; Tyler Cassity; Randy Sutton; Tony Lumpkin
Subject: Re: Complaint-Georgia Insurance Department

I can't open the attachment on me blackberry, but we don't do any business in georgia...do we?

-----Original Message-----

From: Kati Scannell <KScannell@forevernetwork.com>

To: Brent Cassity <bcassity@forevernetwork.com>; Doug Cassity <dcassity@forevernetwork.com>; Tyler Cassity <tyler@forevernetwork.com>; Randy Sutton <rsutton@forevernetwork.com>; Tony Lumpkin <TLumpkin@forevernetwork.com>

Sent: Tue Mar 08 14:55:47 2005

Subject: FW: Complaint-Georgia Insurance Department

FYI - We have received a complaint from the GA Dept of Ins. I am going to ask that Rob send us the response before he files it.

From: Joe Cappleman

Sent: Tuesday, March 08, 2005 1:13 PM

To: 'RobNash@nagrp.com'

Cc: Kati Scannell

Subject: Complaint-Georgia Insurance Department

Importance: High

Rob,

Attached is a complaint we received from the Georgia Insurance Department. The response is required within 10 days from today. Please fax or e-mail me a copy of your response.