

LIBERTY NATIONAL LIFE INSURANCE COMPANY
2001 THIRD AVENUE SOUTH
BIRMINGHAM, ALABAMA 35233

TELECOPY COVER SHEET
FAX NUMBER
(205)325-4198

DATE: January 29, 2007

PLEASE HAND DELIVER THIS TELECOPY AS SOON AS POSSIBLE

TO: Ms. Nancy Wallace
FIRM: Better Business Bureau
FAX NO: (404) 763-1085
TOTAL # OF PAGES INCLUDING COVER SHEET: 9
FROM: Jim Poole, Esq.
PHONE: (205) 325-2743
MESSAGE: Re: Response to Complaint from John Stemmer; #20012176

PLEASE CALL (205) 325-2734, IMMEDIATELY IF YOU DO NOT RECEIVE ALL THE PAGES.

UNLESS OTHERWISE INDICATED OR OBVIOUS FROM THE NATURE OF THE TRANSMITTAL, THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS ATTORNEY PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE TO DELIVER IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR OR ARE NOT SURE WHETHER IT IS PRIVILEGED, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE AT OUR EXPENSE. THANK YOU.

Liberty National
Life Insurance Company
P.O. Box 2612
Birmingham, Alabama 35202
205 325 2743

James D. Poole
Vice President and Assistant General Counsel

Liberty National 
Life Insurance Company 

January 29, 2007

Sent via Facsimile

Ms. Nancy Wallace
Dispute Resolution Counselor
Better Business Bureau
503 Oak Place
Atlanta, Georgia 30349

Re: #20012176 - Mr. John Slemmer

Dear Ms. Wallace:

Attached is a copy of the email correspondence I received from John Slemmer January 24, 2007, after he telephoned Liberty National Life Insurance Company's Home Office to complain about emails. Please note that corrective measures were taken almost immediately after he forwarded the emails to the Home Office. We regret that things happened as they did, but hope this matter has been resolved to Mr. Slemmer's full satisfaction.

Please let us know should you have questions or need additional information.

Sincerely,



James D. Poole

JDP:tsm
Attachment

cc: Mr. Chip Poppell, Branch Manager
Stone Mountain #75

Mr. Jim Flanders, Branch Manager
Marietta #84

Poolo, Jim

From: Strothers, Ron
 Sent: Wednesday, January 24, 2007 3:57 PM
 To: Poolo, Jim; 'STONE MOUNTAIN'; Marietta Office; Stone Mtn. Office; Marietta Office
 Cc: Morrison, Hubert; Martin, Brenda; Hamilton, Duncan
 Subject: RE: Please call 770-498-7158

John Stemmer at the e-mail address, blakeat@bellsouth.net and at JBATL123@bellsouth.net has been opted out. The opt out should be immediate but allow 2-3 business days for it to complete.

ASSIGN Item/ Office	Entry Date	Campaign /Source Code	State	ZIP	Lead Name	APPLICANT No Letter Loaded.			Phone #	# Response	Last Corres.	ASSIGN E-M Assigned --- Select Agent ---
						Load E-mail Time	Email <input type="checkbox"/> ALL	Email				
						Email Address						
1 075	1/23/07 22:30	Internet Recruiting - Resume Bank (Archive - Monster Resume Bank)	GA	30092	John Stemmer	blakeat@bellsouth.net Last E-mailed (8743) 1/23/2007 12:43:27 AM by batch	<input type="checkbox"/>			Resume		

Item/ Office	Entry Date	Campaign /Source Code	State	ZIP	Lead Name	APPLICANT No Letter Loaded.			Phone #	# Response	Last Corres.	ASSIGN E-M Assigned --- Select Agent ---
						Load E-mail Time	Email <input type="checkbox"/> ALL	Email				
						Email Address						
1 084	1/23/07 03:38	Internet Recruiting - Resume Bank (Monster Resume Bank)	GA	30004	JB Stemmer	JBATL123@bellsouth.net Last E-mailed (8813) 1/23/2007 12:45:40 AM by batch	<input type="checkbox"/>	(770) 364- 5833	Resume (1) 1/24/07 OPT OUT	Letter #4 1/17/07		

Ronald Strothers, Jr.
 Liberty National Life Insurance
 Manager of Internet Recruiting
 (205) 325-4322 / (205) 325-2041
rstrothers@libnat.com

From: Poolo, Jim
 Sent: Wednesday, January 24, 2007 3:28 PM

1/29/2007

Message

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To: STONE MOUNTAIN; Marietta Office; Stone Mtn. Office; Marietta Office
Cc: Morrison, Hubert; Strothers, Ron; Martin, Brenda; Hamilton, Duncan
Subject: FW: Please call 770-498-7158

Chip Poppell and Jim Flanders, John Fenner (blakeatl@bellsouth.net) says he is being spammed with emails from you and he wants it to stop immediately. His resume is posted on Monster.com. Please make sure that he receives no more emails from you or your office. He says that the emails are being sent from Torchmark@tormail.net. If I can help in any way, please let me know. Thanks.

THE INFORMATION TRANSMITTED IS INTENDED ONLY FOR THE PERSON OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN CONFIDENTIAL AND/OR PRIVILEGED MATERIAL. ANY REVIEW, RETRANSMISSION, DISSEMINATION OR OTHER USE OF, OR TAKING OF ANY ACTION IN RELIANCE UPON THIS INFORMATION BY PERSONS OR ENTITIES OTHER THAN THE INTENDED RECIPIENT IS PROHIBITED. IF YOU RECEIVED THIS IN ERROR, PLEASE CONTACT THE SENDER AND DELETE THE MATERIAL FROM ANY COMPUTER. RECEIPT BY ANYONE OTHER THAN THE INTENDED RECIPIENT IS NOT A WAIVER OF ANY ATTORNEY-CLIENT, WORK PRODUCT, OR OTHER APPLICABLE PRIVILEGE. THANK YOU.

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

From: BlakeATL (mailto:blakeatl@bellsouth.net)
Sent: Wednesday, January 24, 2007 3:14 PM
To: Poole, Jim
Subject: FW: Please call 770-498-7158

here's one, I'll forward the others:

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

From: Liberty National Recruiting (mailto:torchmark@tormail.net)
Sent: Wednesday, January 24, 2007 2:19 AM
To: blakeatl@bellsouth.net
Subject: Please call 770-498-7158

M

Dear potential candidate,

Thank you for responding to our ad and for sending in your resume for consideration as a Liberty National representative. Liberty National is growing and we'd like to talk to you about the opportunities we offer such as:

Income, benefits, retirement, advancement, paid trips for you and your spouse and many more!

I'd like to tell you more, please call me as soon as possible so we can set up an appointment.
I look forward to speaking to you. (Proper business attire is required)

770-498-7158

Thank you,
Chip Poppell
Branch Mgr.

Directions to office:

See: www.mapquest.com or:

Take Interstate 285 East to exit 39-B which is 78 East towards Athens. Go to exit 9 which is West Park Place Blvd. Go to the right, approx. 7/10th's of a mile. We are on the left in Park Place Business Center, Suite 124

1/29/2007

Message

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Our Address is 2300 West Park Place Blvd. Suite 124, Stone Mountain, GA 30087

P.S. You received this E-mail because you responded to our ad or placed your resume on one of the internet job boards.

To Stop future E-mails [Click here](#), Please allow 2-3 business days for the removal process of your E-mail address to be complete. Liberty National Life Insurance Company * 2001 Third Avenue South * Birmingham, AL 35233

1/29/2007

Message

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1/29/2007

Poole, Jim

From: JB Stemmer [JBATL123@bellsouth.net]
Sent: Wednesday, January 24, 2007 3:19 PM
To: Poole, Jim
Subject: FW: For an interview, please call (678) 560-3885

Here's the other. I receive 1 or 2 of each of these every day.

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

From: Liberty National Recruiting [mailto:torchmark@tornmail.net]
Sent: Tuesday, January 23, 2007 10:33 AM
To: JBATL123@bellsouth.net
Subject: For an interview, please call (678) 560-3885

I would like to talk to you concerning your resume I received online.

Our 107 year old, fortune 500 company is expanding here in Atlanta and the surrounding areas.

We have openings for two positions; one in the sale of benefits to individuals and businesses, the other in our sales management program. I would like to talk to you about these positions.

First year sales income ranges up to \$140,000 for agents. Management opportunities of up to \$200,000 per year are available as well.

Included in our package for employees is a full range of benefits;

- Major Medical Health Insurance - Group Blue Cross/Blue Shield
- Retirement Plans - Traditional 401-K with company match plus company-funded retirement plan
- Disability Plan - Short and Long Term
- Group Life Plan
- Dental Plan
- Company Stock Options
- Exciting Conventions for qualifying agents and managers

I would like to meet with you in our Marietta office this week, preferable by Thursday. Please call me at (678) 560-3885 to schedule a time.

I look forward to meeting you.

Sincerely,

1/29/2007

Message

Page 2 of 2

Jim Flanders
Branch Manager
Liberty National
(678) 560-3885

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1/29/2007