

# Technology Helps UA Keep Agents Informed

Nothing epitomizes modern life better than the computer. For better or worse, computers have infiltrated every aspect of our society. The computer also epitomizes change; a change for the better where United American is concerned – particularly with the advent and popularization of the Internet and e-mail.

It's important that everyone gets on board with the changes that UA is making and those we will make in the future. Right now the changes are subtle. Our Website ([www.unitedamerican.com](http://www.unitedamerican.com)) has become a valuable tool for the Home Office and Agents alike, and will become a bigger part of the overall picture in the near future. But probably the greatest tool new technology has created for us – and the rest of the world – is e-mail. E-mail allows us, with the touch of a button, to notify anybody and everybody of information that is of paramount importance. It's the fastest and most economical way to distribute the information that you, as Agents, need. A rate change or state approval that used to take as long as a week to distribute 10 years ago now takes less than 10 minutes. But like virtually everything else, all of this technology does us no good if the Agents are not on the same page. We need our Agents to jump into the 21st Century along with us. We have the technology, but it's useless if you're not connected.

All of our Agents need a computer and an Internet Service Provider that with e-mail access. These items are no longer the wave of the future. They are now necessary tools for conducting business TODAY. If you already have these tools, we need your **correct** e-mail address just like we need your physical address. Please provide this information to us as quickly as possible by sending an e-mail to [aford@torchmarkcorp.com](mailto:aford@torchmarkcorp.com).

John Steinbeck wrote: "It is the nature of a man as he grows older ... to protect against change, particularly change for the better." The types of people Steinbeck referred to are not UA people. UA people are forward thinking and embrace change when it's for the betterment of our policyholders. New technology that enables quick responses and quick distribution of information is a great benefit to those who support and trust UA.




*f*rom the desk of  
**Gene Grimland**  
 President,  
 General Agency  
 Marketing Division

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– John Steinbeck