

# From the Agent's Desk

A satirical look at an agent's work life, from the files of Joe Dokes, CLU

By David Douglas Ford

AGENT'S  
**sales**Journal

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**ATTENTION: ALL NORTHERN HEMISPHERE REPRESENTATIVES**  
**RE: HOME OFFICE SUMMER HOURS**  
**FROM: MARKETING AND SALES DEPARTMENT**

As all field reps are aware, our home office associates require a little extra time during the summer months to take advantage of the somewhat brief sunny season this far north. In fact, our group carrier informs us that a reduction of vitamin D deficiencies can reduce our overall health insurance rates by nearly 16 percent! To assist in avoiding some of the misunderstandings we had last year over the posting of our summer hours here at national headquarters, it has been decided that this year's announcement will contain specific instructions for each of our field territorial time zones as to availability of telephone communication with the Home Office for June, July, and August. We trust this will be helpful information to you. Have a great summer of sales!!

**< All times shown are your time zone's LOCAL hours for calling. >**

**European Agencies:** There is no change in your scheduled time to phone the home office. Any calls from you between 11:00 p.m. and 11:30 p.m. your time will continue to be acceptable.

**Puerto Rico:** 10:30 p.m. to 12:30 p.m. (NOTE TO OUR GREAT SAN JUAN AGENCY: Thank you for the box of Mofongo you sent us. No doubt it looked and smelled delicious when you packaged it, but perhaps next time you might consider using the services of FedEx inasmuch as the postal service can be a little slow from there to here.)

**Eastern Time Zone:** 10:00 a.m. to 2:00 p.m. Applies to all areas, with the continued exception of Florida. (NOTE: Florida agents may only contact home office via fax and only on Saturdays.)

**Central Time Zone:** 9:00 a.m. to 1:00 p.m. (However, all calls to the underwriting department are to be made between 11:15 and 11:30 a.m.)

**Mountain Time Zone:** We continue to have absolutely no field representation whatsoever in this time zone. Let's get some recruiting going out there, Mountain Time Zone regional vice presidents!!

**Arizona:** Not certain. (When are you Arizona folks going to get with the daylight savings program? Nobody here can ever seem to figure out exactly what time it is there in the summer! Plan to make your calls to home office as you finish the front nine – that should work.)

**Pacific Time Zone:** Best to call when you first wake up. If it's already afternoon, you are probably out of luck.

**Hawaii:** And to our beloved Honolulu agency, we say "Aloha!" Let's plan to talk again in September!!