

Subj: **Re: Mountain America Credit Union Alliance**  
Date: 8/29/02 6:16:56 PM Pacific Daylight Time  
From: [paul.hopkins@farmersinsurance.com](mailto:paul.hopkins@farmersinsurance.com)  
To: [PDrockton@aol.com](mailto:PDrockton@aol.com)  
CC: [brian\\_braddock@farmersinsurance.com](mailto:brian_braddock@farmersinsurance.com)

*Sent from the Internet (Details)*

Paul,

This sounds exciting and I am happy for you and appreciative of your efforts... My week has become pretty hectic so I wanted to get back with you regarding our conversation earlier in the week and it would appear e-mail may be the best vehicle to accomplish this...

As I told you I would, I covered your concerns in detail with Brian Braddock and have asked him to digest the issues and respond back to me which he has promptly done...unfortunately, I have some extremely serious issues to deal with tomorrow which must take priority so I will have to discuss them with you next week.

Based on what I find, I believe the next step will be for you and Brian to meet with either me or a delegate of mine should I not be able to personally schedule the trip on a timely basis.

Until then, I want to reaffirm part of our conversation so we are all clear on our roles going forward.

First, Brian completely understands and agrees that you were completely within your rights to bring your concerns forward and there will be no discussion of them with you or retaliation or retribution in anyway towards you. He will also do everything within his control to make sure his staff abides by these same parameters should they have knowledge of any of the individual concerns as may have occurred through our investigation.

I am confident that Brian intends to do just that.

Secondly, that you must continue to discharge your responsibilities as business as usual without any discussions with agts., staff, and/or employees regarding these issues until such time we can meet and put forth every effort to resolve them .....and that bringing forth these concerns doesn't change any of your contractual or performance criteria as a District Manager.

I wanted to clarify this as when I spoke to Brian today on this matter he mentioned he was having some difficulty reaching you. We are all busy but must continue to fulfill all of our responsibilities, again, "as business as usual".

Again congratulations on creating an exciting opportunity with the credit union, and I am very optimistic we can all sit down and work to create a positive and productive working relationship as it relates to the issues of concern you have raised.

Have a safe and fun Labor Day weekend.

Paul Hopkins