

April 26, 2024

## UPDATE: Kemper market withdrawal

PIA has received reports from association members who are being denied the ability to fully process endorsements on Kemper's online "AgentInside" portal due to their status as a "terminated agent." PIA subsequently reached out to the New York State Department of Financial Services and has spoken with representatives of Kemper Insurance to get more thorough answers.

### What is happening?

PIA has learned that Kemper had been advised by the DFS that Kemper's decision to reduce commissions late in 2023 constituted a constructive termination of Kemper agency agreements. Based on this decision, Kemper thought it was required to initiate the termination of all its agents.

That process started this spring with many agents being locked out of the "AgentInside" portal and some agents receiving notices of termination. Through subsequent conversations with the DFS, Kemper learned that it was not required to terminate agents' contracts. As such, Kemper will be reinstating terminated agents, as well as making adjustments to the "AgentInside" portal to update agent statuses.

### Have I been terminated?

No. Kemper's decision to terminate agents was motivated by a misunderstanding of DFS orders. Once Kemper learned they were not required to terminate agents, they began the process of reversing the decision.

Agents should receive notices from Kemper within the next week informing them of their status with the company. In addition, Kemper will be updating the "AgentInside" portal to fix the "terminated agent" status. However, this process is expected to take a few weeks.

### How do I make changes to policies?

While Kemper is updating its system, agents with a terminated status will not be prevented from providing service to policies. However, it does add an extra step, as changes must now be approved by the Kemper's underwriting department first.

### What's going on with my commissions?

Kemper will be reinstating commissions to the levels they were prior to the commission cut in October. You should receive a notice by the end of April indicating your commission level and retroactive date of reinstatement.

### What should I expect next?

You should expect to receive a notice from Kemper regarding a reversal of the termination decision and commission notices. Further, agents with "terminated agent" status on the "AgentInside" portal should expect their profiles to be reactivated in the next few weeks.