



Globe Life – “Independent” “Investigator”

Globe Life uses hopelessly conflicted law firm with ties to its General Counsel to investigate agent complaints.

PLEASE READ IMPORTANT DISCLAIMER – PAGE 4

August 6, 2024 – On July 31, 2024, Viceroy published a report including the name of a former AIL agent who made repeated complaints of sexual harassment and the complete failure of Globe Life to investigate her claims. The same day Globe Life sent an email to the former agent about its investigation of the complaint. Also included in the correspondence is AIL’s union catspaw, OPIEU Local 277’s Tyler Turner.

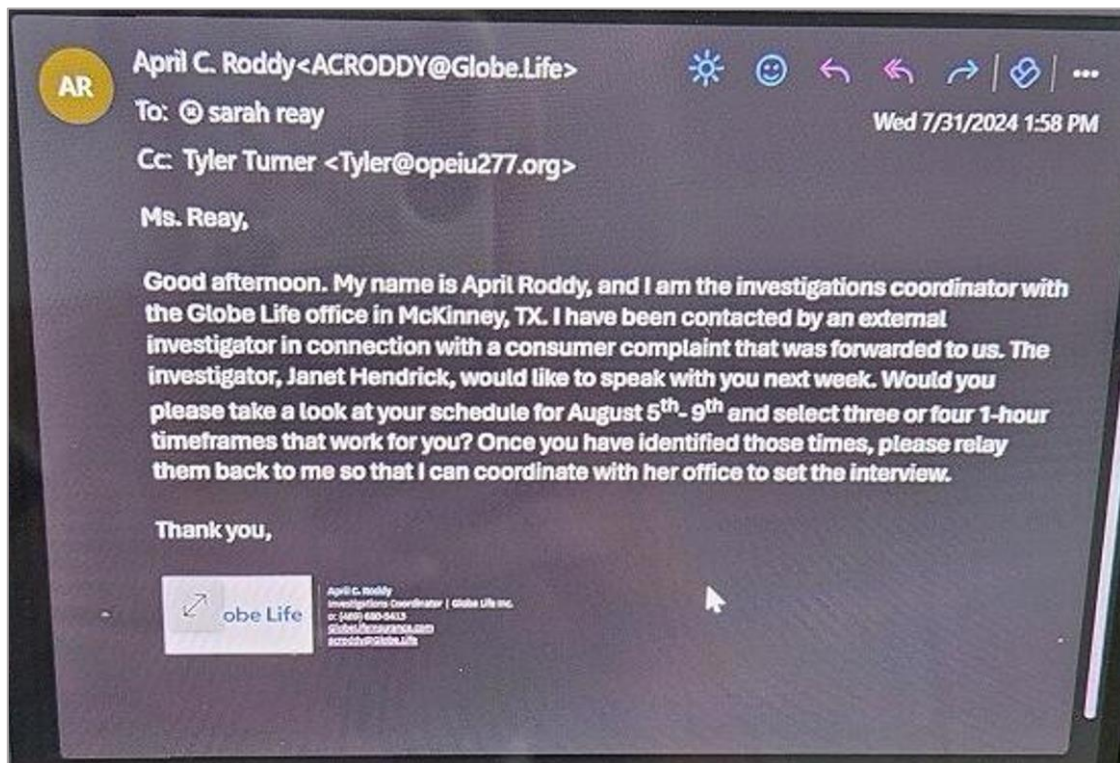


Figure 1 – Email from Globe Life Investigations Coordinator April Roddy dated July 31, 2024

This is a damning indictment of the so-called processes that the company’s independent investigation found to be flawless. As it turns out airing the company’s dirty laundry is a requirement to get those processes to work.

However, because this is Globe Life, the company has engaged Phillips Murrah, a hopelessly conflicted law firm whose remit appears to be shielding Globe Life from responsibility instead of a good-faith investigation.

Firm Links

The email states that Janet Hendrick of law firm Phillips Murrah is the external investigator used by Globe Life in their investigation. It would be hard to find a more inappropriate firm or investigator considering the multiple links and long history with the firm.

Previous engagement

Phillip Murrah has represented Globe Life in its actions against whistleblowers and agents. Hendrick was also the “neutral and independent third-party investigator” in Zinsky’s complaint, while **another Phillips Murrah lawyer, Kathryn Terry, represented Globe Life against Zinsky**¹.

¹ <https://www.businessinsider.com/departments-of-justice-probe-globe-life-american-income-life-2024-3>



That investigator, attorney Janet Hendrick of the Phillips Murrah law firm in Dallas, was "a neutral and independent third-party investigator," according to an email that an AIL lawyer sent to Zinsky in late 2021. Despite the claim of neutrality and independence, another attorney from the same firm, Kathryn D. Terry, later represented Globe and AIL against Zinsky after she filed a charge against them with the EEOC. Neither Phillips Murrah attorney responded to a request for comment.

Figure 2 – Business Insider - Department of Justice opens probe of Globe Life, American Income Life

Keeping in the family

The daughter of Globe Life EVP and general counsel R. Brian Mitchell, Phoebe Barber (nee Mitchell) works at Phillips Murrah. Barber also appears to be close friends with Terry with the two frequently interacting on social media.

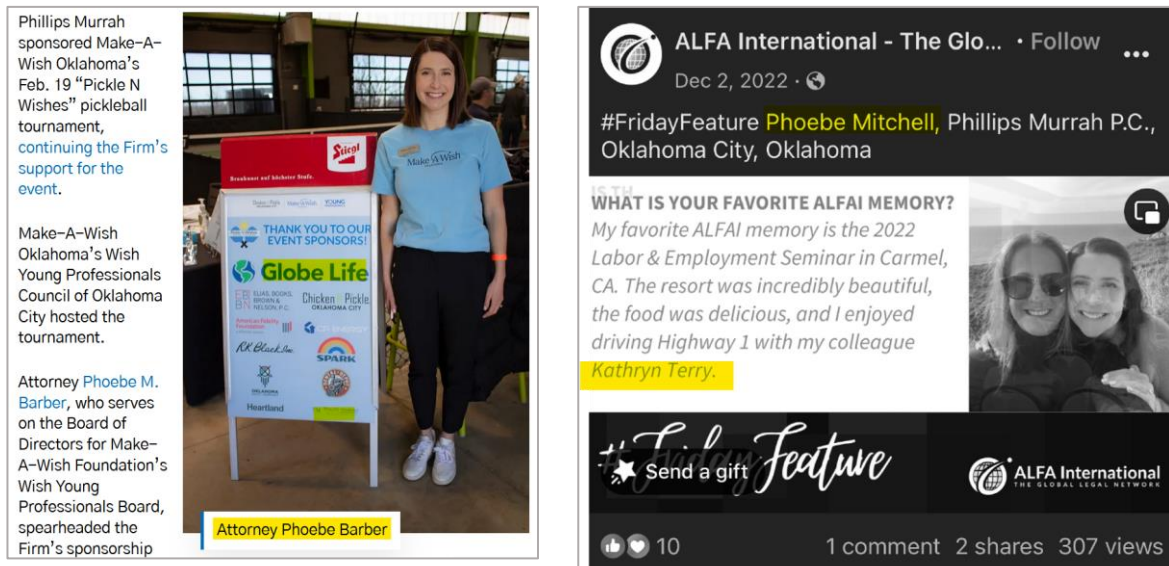


Figure 3 – Phillips Murrah sponsors 2022 Make-A-Wish Pickleball Tournament

Barber under her maiden name co-authored an article on Phillip Murrah’s website about the Biden Department of Labor’s rescindment of the Joint Employer rule, the **exact statute Globe Life is currently facing multiple lawsuits about**. More damning is the fact this piece was co-authored with Janet Hendrick, the attorney investigating Globe Life agent claims.

Biden DOL Rescinds Trump Administration’s Joint Employer Rule

By Janet A. Hendrick and Phoebe B. Mitchell

On July 29, 2021, the Department of Labor (DOL) rescinded the Trump Administration’s joint employer rule under the Fair Labor Standards Act (FLSA). This pro-worker change makes it more likely that an employer will be considered a “joint employer” and liable for another employer’s actions under the FLSA.

Figure 4 – Phillips Murrah – Biden DOL Rescinds Trump Administration’s Joint Employer Rule²

² <https://phillipsmurrah.com/2021/07/biden-dol-rescinds-trump-administrations-joint-employer-rule/>



Phillips Murrah is Brian Mitchell’s only interest on LinkedIn apart from a fraternity and Globe Life, and he graduated from the same alma mater as Kathryn Terry and other Phillips Murrah attorneys. We suppose that conducting a fair investigation of agent complaints ranks below keeping in his former classmates’ good graces.

The Investigator

The third-party, independent investigator used by Globe Life is Janet Hendrick who “prepares, defends and enforces restrictive covenants” and defends “employers of all sizes against discrimination, harassment, retaliation, and related claims”.

We have been reliably informed that Hendrick has handled almost all the investigations into allegations of misconduct by Globe Life agents.

Her bio goes on to state that: “Rather than simply managing a case, Janet applies a resolution strategy from the beginning of a matter that informs every decision, always with her clients’ goals in mind.”. **This approach is exactly the opposite one required for an actual investigation.**

Biography

Janet Hendrick is an experienced employment lawyer who tackles each of her client’s problems with a tailored, results-oriented approach. Whether training managers on employment law compliance to minimize an employer’s legal risk or representing employers in high stakes employment or trade secret litigation, she brings years of experience and in-depth legal knowledge to deliver results.

Janet regularly appears in state and federal court to defend employers of all sizes against discrimination, harassment, retaliation, and related claims. **Rather than simply managing a case, Janet applies a resolution strategy from the beginning of a matter that informs every decision, always with her clients’ goals in mind.** Her approach has led to successful resolution of claims whether by dispositive motion, favorable settlement, or judgment.

Figure 5 – Phillips Murrah – Janet Hendrick profile

Conclusion

Never attribute to malice that which is adequately explained by stupidity, although Globe Life appears to employ both in almost everything it does. That includes choice of a hopelessly conflicted law firm to investigate (or fail to investigate) agent complaints as well as its “independent investigation” which somehow concluded that this was an appropriate arrangement.

More to come.

By the way, if any Globe Life agents still have Life360 installed on their phones, we suggest uninstalling it.



Attention: Whistleblowers

Viceroy encourage any parties with information pertaining to misconduct within Globe Life, its affiliates, or any other entity to file a report with the appropriate regulatory body.

We also understand first-hand the retaliation whistleblowers sometimes face for championing these issues. Where possible, Viceroy is happy act as intermediaries in providing information to regulators and reporting information in the public interest in order to protect the identities of whistleblowers.

You can contact the Viceroy team via email on viceroy@viceroyresearch.com.

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