

SS-8 Determination—Determination for Public Inspection

Occupation 02OFF Office Workers	Determination: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor
UILC	Third Party Communication: <input checked="" type="checkbox"/> None <input type="checkbox"/> Yes

I have read Notice 441 and am requesting:

- Additional redactions based on categories listed in section entitled "Deletions We May Have Made to Your Original Determination Letter"
- Delay based on an on-going transaction
- 90 day delay

For IRS Use Only:

Facts of Case

The worker initiated the request for a determination of his work status as a customer service representative in tax year 2018, for which he received Form 1099-MISC. The firm's business is described as an independent insurance agent.

The firm's response was signed by the president. The firm's business is a retail insurance agency. The worker called prospects and clients from March 2015 to May 2019.

According to the worker he was given on-the-job training and instructions, with job assignments given at daily meetings and via emails. The firm determined the methods by which the worker's services were performed and handled any problems or complaints encountered by the worker that required resolution. The worker's services were rendered 20-25 hours per week at the firm's business location. The worker was required to perform the services personally; and, any additional personnel were hired and paid by the firm.

The firm responded that there was training and instructions in-office and continuing education as required by by the state. The work assignments were based on prospects or client's needs/coverage requirements. It was the 4-40CSR/worker that determined the methods based on the needs of the client. Any problems or complaints encountered by the worker were directed to the firm's principal/2-20 license holder for resolution. The worker's services were rendered 3-5 hours daily at the firm's location. The worker was required to perform the services personally.

The firm and worker agree the firm provided the office, computers, headset, and office supplies. The worker indicated he furnished nothing; the firm stated he furnished a cell phone and vehicle and incurred expenses for both as well as the fee for the 4-40 license. Both parties concur the worker did not lease equipment, space, or a facility, the firm paid the worker an hourly wage, and the customers paid the firm. The worker was not covered under the firm's workers' compensation insurance policy. The worker did not establish level of payment for services provided or products sold (residential and commercial insurance policies).

The state 4-40 license is the resident customer representative license, and allows the individual to make quotes, explain policies to clients and provide general assistance to sales agents. It's designed for salaried employees of insurance agencies, not those earning commissions from sales.

The state 2-20 Property and Casualty Agent License, or "General Lines Agent License," allows an individual, after being appointed by the Insurance Company, to transact any of the following kinds of insurance: property, casualty, surety, health, marine, and miscellaneous lines.

The state 2-20 Property and Casualty Agent License allows an individual to:

- Open their own Independent Insurance Agency
- Appoint a 4-40 Customer Service Representative
- Sell Property and Casualty insurance, as well as Health insurance

Analysis

A worker who is required to comply with another person's instructions about when, where, and how he or she is to work is ordinarily an employee. This control factor is present if the person or persons for whom the services are performed have the right to require compliance with instructions. Some employees may work without receiving instructions because they are highly proficient and conscientious workers or because the duties are so simple or familiar to them. Furthermore, the instructions, that show how to reach the desired results, may have been oral and given only once at the beginning of the relationship.

Training a worker by requiring an experienced employee to work with the worker, by corresponding with the worker, by requiring the worker to attend meetings, or by using other methods, indicates that the person or persons for whom the services are performed want the services performed in a particular method or manner. This is true even if the training was only given once at the beginning of the work relationship.

If the services must be rendered personally, presumably the person or persons for whom the services are performed are interested in the methods used to accomplish the work as well as in the results.

A continuing relationship between the worker and the person or persons for whom the services are performed indicates that an employer-employee relationship exists. A continuing relationship may exist where work is performed in frequently recurring although irregular intervals.

Payment by the hour, week, or month generally points to an employer-employee relationship, provided that this method of payment is not just a convenient way of paying a lump sum agreed upon as the cost of a job. In such instances, the firm assumes the hazard that the services of the worker will be proportionate to the regular payments. This action warrants the assumption that, to protect its investment, the firm has the right to direct and control the performance of the workers. Also, workers are assumed to be employees if they are guaranteed a minimum salary or are given a drawing account of a specified amount that need not be repaid when it exceeds earnings.

A person who can realize a profit or suffer a loss as a result of his or her services is generally an independent contractor, while the person who cannot is an employee. "Profit or loss" implies the use of capital by a person in an independent business of his or her own. The risk that a worker will not receive payment for his or her services, however, is common to both independent contractors and employees and, thus, does not constitute a sufficient economic risk to support treatment as an independent contractor. If a worker loses payment from the firm's customer for poor work, the firm shares the risk of such loss. Control of the firm over the worker would be necessary in order to reduce the risk of financial loss to the firm. The opportunity for higher earnings or of gain or loss from a commission arrangement is not considered profit or loss.

We have considered the information provided by both parties to this work relationship. In this case, the firm retained the right to change the worker's methods and to direct the worker to the extent necessary to protect its financial investment and business reputation and to ensure its customers' satisfaction and that its contractual obligations were met. The worker was not operating a separate and distinct business; the worker did not invest capital or assume business risks, and therefore, did not have the opportunity to realize a profit or incur a loss as a result of the services provided. Integration of the worker's services into the business operations generally shows that the worker is subject to direction and control. When the success or continuation of a business depends to an appreciable degree upon the performance of certain services, the workers who perform those services must necessarily be subject to a certain amount of control by the owner of the business. In this case, the worker was not engaged in an independent enterprise, but rather the services performed by the worker were a necessary and integral part of the firm's business.

CONCLUSION

Based on the above analysis, we conclude that the firm had the right to exercise direction and control over the worker to the degree necessary to establish that the worker was a common law employee, and not an independent contractor operating a trade or business.