



Claims Careers at Allstate

Good Hands® on the front line.

When an accident or catastrophe happens, that's the moment of truth for Allstate and for our customers. It's our best opportunity to fulfill our promise of helping customers.

Allstate Property-Casualty Claim Service Organization (P-CCSO) is made up of empathetic, resourceful individuals dedicated to responding to customer claims. P-CCSO employees investigate and make informed decisions to resolve claims as fairly, quickly and compassionately as possible.

P-CCSO also provides claims service for Allstate subsidiaries Deerbrook Insurance and Encompass Insurance.



We want people who want to make a difference.

P-CCSO is searching for recent grads and top-notch professionals. Our team comes from a wide variety of backgrounds, including automotive, construction and customer service. **We need people who can:**

- Communicate and negotiate effectively with our customers and vendors
- Treat customers respectfully and compassionately
- Solve problems, make decisions and take action
- Conduct research, estimate damage and investigate details
- Create and maintain business relationships
- Work as a team within their own department and other groups
- Support Allstate's commitment to the highest ethical standards





Discover your potential within one of our many claims groups.

Automotive Groups (Auto Claims, Express Claims and Casualty Claims)

- Auto Claims employees help customers get their lives back to normal after an accident by guiding customers through the process of restoring or replacing their vehicles.
- Express Claims employees use a fast, service-oriented approach to help customers deal with simpler, express-type claims.
- Casualty Claims employees help customers by investigating injury claims. They gather information from customers, witnesses, law enforcement agencies, medical professionals, and other involved parties, and use that information to reach fair settlements.

Claims Learning and Development Team

The Claims Learning and Development team designs and delivers workshops, Web-based courses, videos, and other training products and services that help develop the skills of all Allstate claims employees.

Most workshops are conducted in a state-of-the-art facility that houses an auto lab with more than 20 damaged cars and a tri-level house in various stages of construction. This cutting-edge, hands-on environment provides our adjusters with excellent opportunities to learn or update the skills they need on the job.

Commercial Group

Commercial Claims employees help customers who have claims involving their small businesses or commercial properties. They gather information, investigate and provide compassionate, timely and fair resolutions to commercial small business property and liability claims.

Compliance Team

The Compliance Team performs audits on claim processes to safeguard our company's assets. This team also supports P-CCSO's compliance with federal and state regulations.

Medical Payment Group

Medical Payment Claims employees investigate, evaluate and process first-party automobile medical payment claims for customers who have chosen this coverage.

National Catastrophe Team and National Event Team

- The Allstate National Catastrophe Team sets the industry standard for excellence in catastrophe management and customer response. This team requires exceptional individuals who are available to travel year-round and compassionately respond to customers' needs in the aftermath of catastrophic events.
- The National Event Team assists local claims offices in handling weather-related events that do not qualify as catastrophic events, but have excessive claim volume. This team requires individuals who can travel year-round to lend assistance to claims offices across the country.

Priority Repair Option (PRO)

PRO Claims employees work with thousands of auto body shops nationwide that participate in Allstate's Priority Repair Option program. Together they work to ensure timely, cost-effective, high-quality repairs.

Property Group (Property Claims and Express Claims)

- Property Claims employees work directly with customers who have had a loss involving their homes and personal property. They help restore customers' lives by delivering fast, fair and consistent claim service.

- Express Claims employees use a quick, service-oriented approach to take care of customers. Not only do they settle express-type claims (primarily theft and lightning losses), but they also provide critical claims emergency services to homeowner customers 24 hours a day, seven days a week.

Special Investigation Unit (SIU)

Allstate's Special Investigation Unit has a nationwide staff of dedicated claim professionals who detect, investigate, help prosecute and deter insurance fraud.

Subrogation Department

When another party is responsible for the damages to our customers' property and Allstate has made a payment for that damage, Subrogation employees pursue the responsible party or their insurance carrier for reimbursement.

Tech-Cor Research and Collision Repair Center

The Tech-Cor Research and Collision Repair Center is an industry-leading research facility that works with automobile manufacturers on automobile damage and repair. The results of the research are tested in Tech-Cor's high-tech collision center.

Allstate is the
largest publicly-
held personal lines
insurance company
in the U.S. and
processes more than

6 million
claims a year.



Meaningful work. Plenty of opportunities.

No two claims are alike, and each day offers new opportunities to help solve real problems. The way our team responds to challenging situations is the reason we are recognized as one of the best claims organizations in the insurance industry.

A position in P-CCSO can mean a rewarding claims career with competitive pay and great benefits.

We hire:

Administrative Support Staff

Auto Damage Estimators

Claims Managers/Supervisors

Claims Processing Specialists

Claims Service Adjusters (all disciplines)

Instructional Designers

Instructors

Property Damage Estimators

Subrogation Specialists

To find out more, go to www.allstate.jobs.



"Good Hands" is a registered service mark of Allstate Insurance Company.

©2006 Allstate Insurance Company. allstate.com

0000