4 | THE CUSTOMER BILL MADE EASY

When a customer needs to make a payment, Allstate and your agency can make it easy with support and a variety of payment options. On this page you will begin to learn about how customers can pay their bills. **NOTE**: As an unappointed agency staff, you may be able to take payments on existing accounts. Check with your agency for any restrictions in your state that may restrict your ability to take payments.

EXPLORE

Allstate.com has some helpful information on the customer bill and payment options. To help you start exploring, here are some quick steps you can follow:

1   On Allstate.com, search "Billing" to find a link to the **Billing and Payments** page

2   Explore the information on the **Billing and Payments** page

3   Click the "**+**" sign on the left to see additional links under **Billing**

MATCH

Match the payment option on the left with its description on the right.
(Draw a line between matching items. Or you can write in the correct letter next to the number.)

Payment Option	
1	My Account or Allstate Mobile App
2	Quick Pay
3	The phone
4	At the Agency
5	Recurring Credit Card Pay Plan
6	Easy Pay Plan

Impact on Customer	
A	Customers can call to access Allstate's automated payment system
B	Login to pay today or to schedule a future payment
C	Customer can schedule automatic payment withdrawals directly from their bank account
D	Unappointed staff can take payments for existing policies
E	Customer chooses a charge date for payment to be automatically paid to their credit card
F	Make a payment without logging in
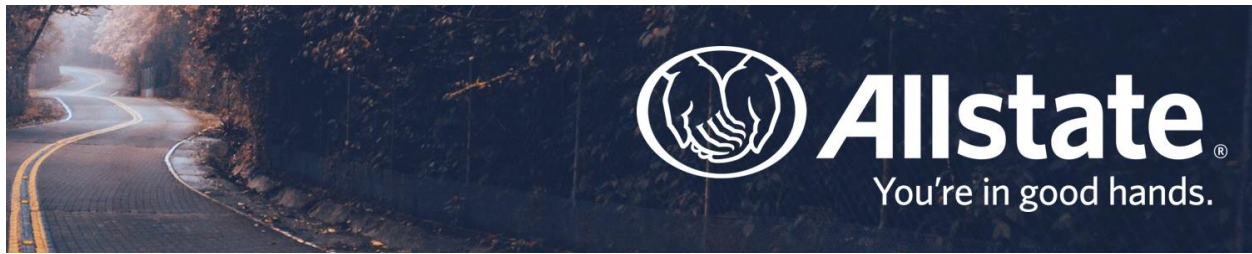
ACTIVITY INSTRUCTIONS

Near the bottom of the Billing and Payments page you will find a link to a sample bill that explains how a bill is laid out. Use the spaces on the image below to identify the following sections of the bill:

Page 1

Page 2

A	Policy holder information, including the policy name and policy number	
B	Amount Due section to cut off and return with payment	
C	Payment History	
D	Installment option (if applicable)	
E	Changes that have been made to the policy (if applicable)	