



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](https://www.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**

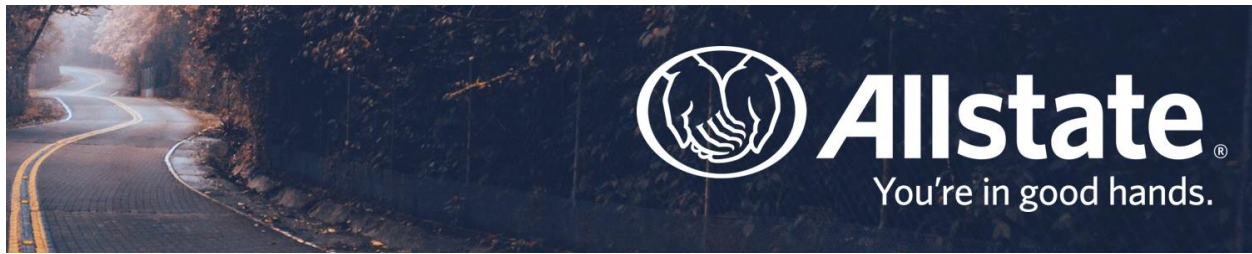


MATCH

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

Auto policy bill
John Doe Agency
123 Main St.
Anytown, IL 00000

CHRIS CUSTOMER
123 ANY STREET
ANYTOWN, IL 00000

To pay in full **\$640.70**
Minimum premium amount due 140.10
Installment fee 3.50
Minimum amount due by November 5, 2009 \$143.60

You may pay the minimum, or any amount up to the remaining \$640.70 premium amount. If you pay less than \$640.70, we will charge the \$3.50 installment fee. We will provide an updated schedule of payment on your next bill. Please see the back of this bill for payment schedule and history.

Ways to pay
Automatic payment plans Your payments can be automatically deducted from your bank account, credit, or branded debit card. You can choose to pay monthly or all at once. Visit our online Customer Care Center or contact your Allstate agent to apply.
Online banking Be sure to enter 999999999999 as the account number and P.O. Box 3575 Akron, OH 44309-3575 as the payment address.
Automated phone service (1-800-901-1732) or www.allstate.com Pay using your bank account, credit or branded debit card. Register to view your bill online at our Customer Care Center at www.allstate.com. See the "What you should know" section in this bill for additional payment information.

Return this portion with your payment
To pay in full
Minimum amount due by November 5, 2009
Amount enclosed
\$

Make check or money order payable to Allstate Insurance Company. Please include your policy number when you return this portion.

ALLSTATE INSURANCE COMPANY
PO BOX 3575
AKRON OH 44309-3575

Information as of October 15, 2009
Page 1 of 3
Policyholder
Chris Customer
Policy number
9999999999
Your policy provided by
Allstate Insurance Company
Covered vehicles
2008 Chevrolet Aveo
2004 Mitsubishi Galant
Policy period
Effective November 5, 2009 through
May 5, 2010 12:01 a.m. standard time
Your Allstate agency is
John Doe Agency
(555) 555-5555

Allstate
You're in good hands.

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Auto policy bill
Policy number: 9999999999
Effective date: November 5, 2009
Agency: John Doe Agency
(555) 555-5555

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Additional options You can also pay your bill by mail or at your Allstate agent's office.

Payment history

Date	Description	Amount
6/15/09	Previous balance	\$59.09
6/17/09	Policy change	24.31
7/1/09	Payment received	\$3.40
10/5/09	Renewal premium	\$640.70
Balance (to pay in full)		\$840.70
Minimum amount due* by November 5, 2009		\$143.60

* This amount includes a \$3.50 installment fee. You will be charged a \$3.50 installment fee each time you pay the minimum amount due or any amount between the minimum amount due and the pay in full amount. You can avoid paying installment fees if you pay the pay in full amount. In that case, you will not be sent a bill until your policy renewal, unless you make a change in coverage resulting in additional premiums. See the installment schedule.

Installment schedule

Month	2009	2010	2010	2010	2010
Nov	\$43.60	\$43.62	\$43.62	\$43.62	\$43.62

The following changes have been made to your policy since 6/15/09:
On 6/17/09:
• A change in the vehicle rating group for your 04 Mitsubishi Galant.

What you should know
This document reflects your renewal offer premium payment, you are agreeing to all of the terms, coverages, endorsements and policy declarations which are part of your policy.
For each check, electronic transaction or other remittance, you will be charged \$25.00.
We value your business and want to make sure your policy continues to protect you. Please make sure that we receive this installment payment by the due date so that you are not sent a cancellation notice. The cancellation notice will include the fees and the Minimum Amount Due for this installment.
We recently made a change to your policy that caused your premium to be adjusted. This change and your adjusted premium are reflected on your current Policy Declarations.
Terms of Agreement for One-Time Electronic Withdrawal or Allstate® Easy Pay Plan
If you choose to make a payment using your checking account, information or to apply for the Allstate® Easy Pay Plan, you will be asked to provide the following code: 9999
One-time electronic payments: By using this code you authorize Allstate and its affiliates to initiate a one-time electronic withdrawal

Auto policy bill
Your Allstate agency is
John Doe Agency
123 Main St.
Anytown, IL 00000

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- 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)