



2 | MY ACCOUNT & ALLSTATE MOBILE APP

When customers create an online account, they can access and manage their policy easily using My Account and Allstate Mobile App. On this page you will explore the different features and capabilities of these two platforms customers can use every day.



EXPLORE

Take some time to familiarize yourself with what customers can do with My Account and the Allstate Mobile App. To help you start exploring, here are some quick steps you can follow:

- 1 Go to [Allstate.com's](https://www.allstate.com/support) **Allstate Support** page
 - a Click **Manage Your Account** on the left to find information on ways customers can manage their accounts
 - b Click the "+" sign next to **Mobile Apps** to find a link to information about Allstate Mobile
- 2 Download the Allstate Mobile app to your own phone for a hands-on way to learn about the tools





ACTIVITY INSTRUCTIONS

My Account or the Allstate Mobile App offer many of the same features and functionality. However, there are some differences. Can you identify what is available on My Account vs. Allstate Mobile? Put a “Yes” in the appropriate column for each feature & functionality.

Feature & Functionality	My Account	Allstate Mobile
1 Get ID Card		
2 Pay bill		
3 View policy documents		
4 Manage contact information		
5 Instant agent access		
6 Digital ID cards*		
7 Manage claims		
8 QuickFoto Claim ^(SM)		
9 Drivewise		
10 Good Hands Rescue ^(SM)		
11 ePolicy		
12 Preference Management		
13 Parking Reminder		
14 Gas Finder		
15 eBill		
16 ePayments		

**Not available in every state*



REFLECT



How does offering customers the option for self-service live into Allstate’s brand?