



2 | CLAIMS: THE MOMENT OF TRUTH

Experiencing a loss can be an emotional time. Allstate and your agency work with customers every step of the way, making their claims experience as simple and convenient as possible. It is often referred to as “the moment of truth,” and it is at this time when customers can really experience the value of Allstate.



EXPLORE

Follow the steps below to begin learning about how Allstate and your agency can help customers who experience a loss.

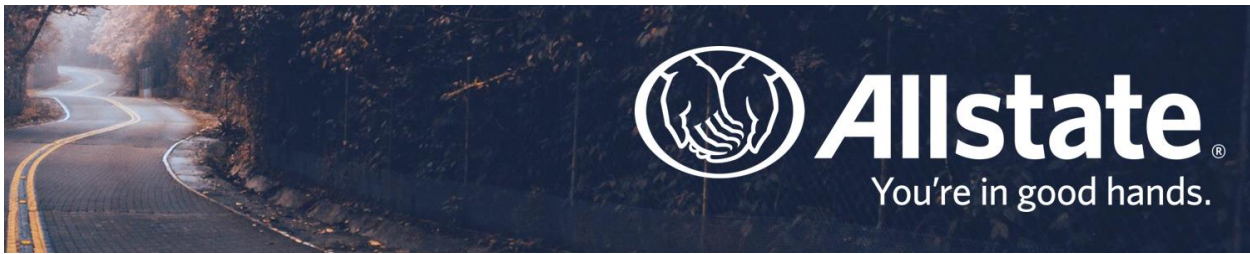
1. Print and save this worksheet for your future reference.
2. Use these steps to find information on claims on Allstate.com:
 - a. On [Allstate.com](https://www.allstate.com), click “**Claims**” at the top of the page
 - b. Click “**Overview**” to meet some of Allstate’s Claims team
 - c. Click “**File a Claim**” to learn the different ways customers can begin the claims process
 - d. Click “**Track a Claim**” to learn what happens after a claim is filed, and how customers can track the progress of their claim
 - e. Click **Catastrophe Claims** to learn how Allstate responds to areas hit with disasters



TAKE NOTE

When a customer experiences a loss, it can be a very emotional time for them. Your role in helping the customer through a claim is critical to making their experience as simple and convenient as possible. Consider below what actions you can take.

Customer Expectations	What you can do
Handle claim in accurate and timely manner	
Help me understand the overall claims process	



SORT & MATCH

The steps for processing a claim are important for a positive customer experience.

1. First, fill in the name of the Claims Processing Step.
2. Then, match that step to the correct description.
 - a. (Draw a line between matching items. Or write in the correct letter next to the number.)

Letter	Step	Claims Processing Step
	1	
	2	
	3	
	4	
	5	

Description
A Claims professional will determine what needs to be repaired or replaced and provide an estimate
B Claims adjuster will send any applicable payment and answer any questions customer may have
C Claims professional works with customer to get details of their loss
D Claims adjuster will discuss with the customer the claims settlement based on policy provisions, terms, and coverages
E Customer receives a claim number that helps them track their claim



REFLECT

1. How can the technology help improve a customer's claim experience?
 - Allstate's QuickFoto Claim^(SM)
 - Fast Mobile e-Payment
 - Allstate's Mobile app
2. Why does the agency's established relationship with the customer play such an important role in the claims process?
3. To deliver a great claims follow-up, why might it be important to contact a customer soon after their claim has been closed?