



### 3 | ALLSTATE'S VALUE-ADD PROGRAMS & SERVICES

Allstate goes the extra mile to provide innovative yet simple solutions that helps the customer with their specific needs. Take advantage of perks beyond quality insurance that help you live the good life, every day. On this page you will discover the variety of ways Allstate provides value-add programs and services.

#### EXPLORE

Dive into Allstate.com to find the variety of value-add programs and services Allstate provides. To help you start exploring, here are some quick steps you can follow:

1. Print and save this worksheet for your future reference.
2. Use these steps to learn about these programs and services on Allstate.com:
  - a. On [Allstate.com](https://www.allstate.com), click “**Insurance & More**” at the top of the page
  - b. Click “**Auto**” to find a menu of “**Allstate Extras**” on the left, including the many ways Allstate rewards safe driving
  - c. Click “**Roadside**” to find different assistant services Allstate provides drivers
  - d. Click “**My Offers**” for a list of many other ways Allstate helps customers save money

#### REFLECT

As you explore the variety of value-add programs and services Allstate provides, reflect on how offering these to customers benefits Allstate and your Agency:

Allstate	
Your Agency	



## MATCH

Match Allstate's value-add program 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.)

Allstate Value-Add Program	
1	Drivewise
2	Allstate Rewards
3	Accident Forgiveness*
4	Safe Driving Bonus Check*
5	Allstate Motor Club
6	Good Hands Rescue <sup>(SM)</sup>
7	Services listed under My Offers
8	Claims Satisfaction Guarantee*

\*Not available in every state

Description	
A	Allows customers to avoid a rate increase due to an accident claim
B	This provides roadside assistance service on a pay-per-use basis
C	If a customer is not satisfied with their auto claim, they will get their money back
D	Offers discount on customer auto policy every 6 months for safe driving
E	Even people without an Allstate policy can earn rewards for safe driving
F	Members receive reliable roadside assistance, plus discounts and travel savings for the whole family
G	Provides discounts for services, from auto maintenance to home safety
H	By adding this feature, a customer can get a check every 6 months if they don't have an accident



## TAKE NOTE

Which of the above are Allstate roadside assistance programs that do NOT require the user to have an existing auto policy with Allstate?



## YOUR AGENCY

Value-add services also includes the service your agency provides customers on a daily basis. Think about what it means to provide value to the customer when interacting with customers.

<p><b>Establish Rapport and build trust</b></p>	<p>Taking time to establish rapport with the customer is important to establishing a trusting relationship with the customer.</p> <ul style="list-style-type: none"> <li>➤ When meeting with a customer, what will you do to establish rapport and build a trusting relationship?</li> </ul>
<p><b>Demonstrate and communicate Empathy</b></p>	<p>Allstate recommends demonstrating empathy with 3 steps: <b>Listen</b>, <b>Feel</b>, and <b>Relate</b>.</p> <ul style="list-style-type: none"> <li>➤ When a customer comes to you with an issue, how will you demonstrate and communicate empathy?</li> </ul>
<p><b>Maintain and strengthen Allstate and Agency credibility</b></p>	<p>From the initial greeting and meeting every interaction with a current or potential customer is an opportunity to “make or break” the agency’s credibility.</p> <ul style="list-style-type: none"> <li>➤ How will you ensure you maintain and strengthen your agency’s credibility?</li> </ul>