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 laws 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. Print and save this worksheet for your future reference.
2. Use these steps to find billing resources on Allstate.com:
    a. On Allstate.com, click "**Explore Allstate**" in the upper left to open a menu of links
    b. Under "Company Overview" click "**Customer Support**"
    c. On the left-hand menu, click "**Billing**" to find a link to the "Billing and Payments" page
    d. Click the **plus sign ("+")** next to "Billing" to explore additional resources

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.)

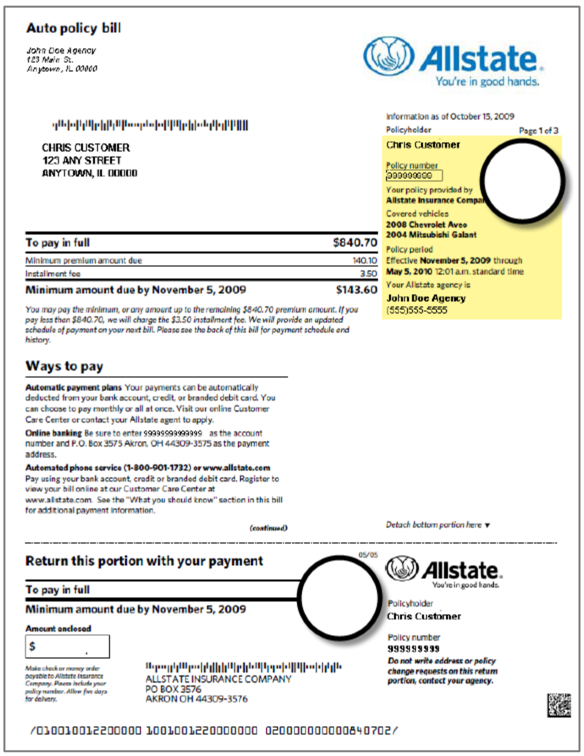
Payment Option		
	1	My Account or Allstate Mobile App
	2	Quick Pay
	3	The phone
	4	At the Agency
	5	Recurring Credit Card Pay Plan
	6	Easy Pay Plan

Description	
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

Allstate
You're in good hands.

CHRIS CUSTOMER
123 ANY STREET
ANYTOWN, IL 00000

Information as of October 15, 2009

Policyholder — Page 1 of 3

Chris Customer

Policy number
999999999

Your policy provided by
Allstate Insurance Compa

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

To pay in full	**$840.70**
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 $840.70 premium amount. If you pay less than $840.70, 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 9999999999999 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.

(continued)

Detach bottom portion here ▼

Return this portion with your payment — 05/05

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. Allow five days for delivery.

ALLSTATE INSURANCE COMPANY
PO BOX 3576
AKRON OH 44309-3576

Allstate
You're in good hands.

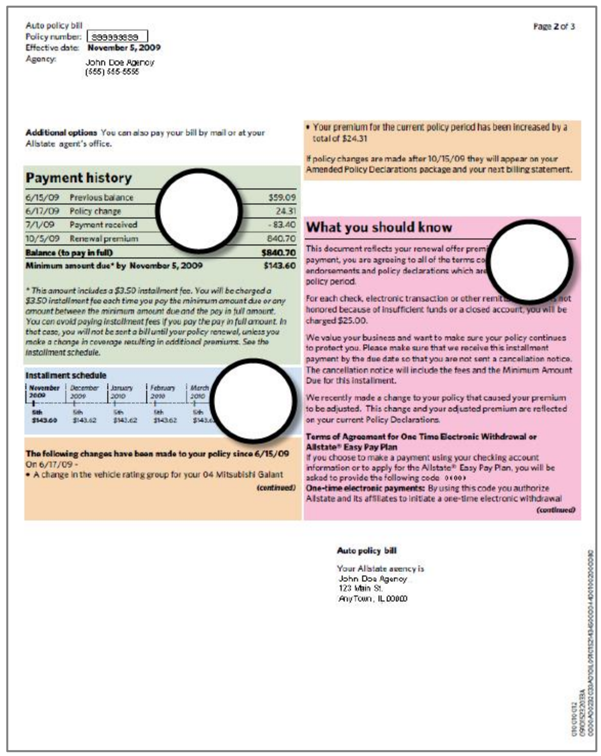
Policyholder
Chris Customer

Policy number
999999999

Do not write address or policy change requests on this return portion, contact your agency.

/01001001220000 100100122000000 0200000000008407O2/

Page 2



Auto policy bill
Policy number: 999999999
Effective date: **November 5, 2009**
Agency: John Doe Agency
(555) 555-5555

Page **2** of 3

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

Payment history

6/15/09	Previous balance	$59.09
6/17/09	Policy change	24.31
7/1/09	Payment received	-83.40
10/5/09	Renewal premium	840.70
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

November 2009	December 2009	January 2010	February 2010	March 2010
5th $143.60	5th $143.62	5th $143.62	5th $143.62	5th $143.6

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

(continued)

- Your premium for the current policy period has been increased by a total of $24.31

If policy changes are made after 10/15/09 they will appear on your Amended Policy Declarations package and your next billing statement.

What you should know

This document reflects your renewal offer prem payment, you are agreeing to all of the terms co endorsements and policy declarations which are policy period.

For each check, electronic transaction or other remit not honored because of insufficient funds or a closed account, 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 0100
One-time electronic payments: By using this code you authorize Allstate and its affiliates to initiate a one-time electronic withdrawal

(continued)

Auto policy bill

Your Allstate agency is
John Doe Agency
123 Main St.
AnyTown, IL 00000

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)