

REGISTRATION POLICIES

Mission:

The .GOODHANDS TLD will create a trusted and secure location for our customers, vendors, and others to access information regarding the goods and/or services provided by Allstate Fire and Casualty Insurance Company (“Allstate”), obtain customer service, and exchange information. Allstate is a leading insurance group that provides insurance products for autos, apartments, homes, recreational vehicles, motorcycles, boats, personal property, lives and businesses across the country. Allstate is the largest publicly-held personal lines property and casualty insurance group in America with thousands of agents and operations throughout the United States, Canada, and in the UK. Allstate intends to operate as a closed registry consistent with the mission and purpose of the .GOODHANDS TLD.

Specifically, Allstate’s goals for the .GOODHANDS TLD are to:

1. Provide a secure location for all Allstate-branded services;
2. Ensure no customer confusion regarding location or authenticity of Allstate-branded services; and
3. Provide Internet users a safe location for interacting with Allstate.

Allstate’s Registration Policies for .GOODHANDS:

Allstate intends for the .GOODHANDS TLD to be managed and operated exclusively by Allstate. As Allstate intends to use the .GOODHANDS TLD for its own branding purposes, most of the registration policies will be incorporated into existing corporate policies and/or trademark licenses.

Allstate will implement the following registration policies:

1. .GOODHANDS Domain Name Eligibility Requirements
2. Acceptable Use Policy
3. Rights Protection Mechanisms
4. Privacy

1. .GOODHANDS Domain Name Eligibility Requirements

The .GOODHANDS Domain Registration Eligibility policy sets forth guidelines for what domain names may be registered in the .GOODHANDS TLD, as well as which individuals or entities may register or control the DNS records associated with these domains. Allstate proposes that only Allstate and its qualified subsidiaries, affiliates, and trademark licensees (consistent with Specification 13 requirements) (the “Qualified Registrants”), will be allowed to request domain registrations in the .GOODHANDS TLD. Allstate reserves the right to accept or reject, at its sole discretion, any request to register a second level domain name even if the

requestor would otherwise qualify as one of the Qualified Registrants. Allstate will implement an internal process that will define how qualified registrants can submit registration requests and the process by which such registrations will be approved and executed upon by Allstate. Allstate envisions having a domain management designee (the “Designee”) that will be responsible for the receipt of domain name registration requests through a documented internal request form. Once the Designee receives a registration request, an internal review will be completed to ensure the name complies with internal naming criteria and registration policies, as well as with the specifications described in the ICANN Registry Agreement. Once the name has undergone the standard review and is deemed in compliance with internal rules and procedures, the name will be approved and submitted through a 2013 ICANN-Accredited Registrar for registration.

Upon registration, only Allstate and its Qualified Registrants will be able to control the DNS records associated with domain names in the .GOODHANDS TLD. Allstate reserves the right to delete any second level registration for any reason, including but not limited to a second level registrant no longer qualifying as a Qualified Registrant. Only a Qualified Registrant may take transfer of a domain name in the .GOODHANDS TLD. Should a registrant of a domain name in the .GOODHANDS TLD cease to be a Qualified Registrant, Registry Operator (as defined herein) will revoke the domain name registration or will transfer the domain name to another Qualified Registrant that Registry Operator selects, at its sole discretion.

Allstate reserves the right to modify its Domain Name Eligibility Requirements in its sole discretion and without prior notice, as well as the internal procedures established for requesting, approving, and registering names in the .GOODHANDS TLD. Any changes to the Domain Name Eligibility Requirements will be reflected on <http://www.nic.allstate/registration>. Allstate will promptly notify its Designee and .GOODHANDS registrants of any changes to the Domain Name Eligibility Requirements. Allstate will promptly notify its Designee in the event of changes to its internal registration procedures.

2. Acceptable Use Policy

This Acceptable Use Policy sets forth the criteria and procedures by which Allstate (“Registry Operator”) can quickly lock, cancel, suspend, transfer or take ownership of a name in the .GOODHANDS TLD, either temporarily or permanently. The Acceptable Use policy may be invoked if a domain name in the .GOODHANDS TLD is being used in a manner that appears to threaten the stability, integrity or security of the .GOODHANDS Registry or in a fashion that may put the safety and security of a .GOODHANDS registrant or user at risk or otherwise violates an Allstate policy or procedure. The process also allows the Registry Operator to take preventive measures to avoid criminal or security threats.

The Acceptable Use Policy may be triggered through a variety of channels, including, among others, private complaint, public alert, government or law enforcement agency outreach, or on-going monitoring the Registry Operator or its partners. In all cases, Registry Operator or its designees will alert the sponsoring registrar(s) about any identified threats.

The following are some (but not all) activities that may trigger rapid domain takedown:

- Phishing: the attempt by a third party to acquire personally identifiable information by masquerading as an Allstate website.
- Pharming: the redirection of Internet users to websites other than those the user intends to visit, usually through unauthorized changes to the Hosts file on a victim's computer or DNS records in DNS servers.
- Dissemination of Malware: the intentional creation and distribution of "malicious" software designed to infiltrate a computer system without the owner's consent, including, without limitation, computer viruses, worms, key loggers, and Trojans.
- Fast Flux Hosting: a technique used to shelter Phishing, Pharming and Malware sites and networks from detection and to frustrate methods employed to defend against such practices, whereby the IP address associated with fraudulent websites are changed rapidly so as to make the true location of the sites difficult to find.
- Botnetting: the development and use of a command, agent, motor, service, or software which is implemented: (1) to remotely control the computer or computer system of an Internet user without their knowledge or consent, (2) to generate direct denial of service ("DDOS") attacks.
- Malicious Hacking: the attempt to gain unauthorized access (or exceed the level of authorized access) to a computer, information system, user account or profile, database, or security system.
- Child Pornography: the storage, publication, display and/or dissemination of pornographic materials depicting individuals under the age of majority in the relevant jurisdiction.

Registry Operator reserves the right, in its sole discretion, to take any administrative and operational actions necessary, including, but not limited to, the use of computer forensics and information security technological services in order to implement the Acceptable Use Policy. In addition, Registry Operator reserves the right to deny, cancel, suspend, transfer, or otherwise alter any registration or transaction, or to place any domain name(s) on registry lock, hold or similar status, that it deems necessary, in its discretion (1) to protect the integrity and stability of the registry; (2) to comply with any applicable laws, government rules or requirements, requests of law enforcement, or any dispute resolution process; (3) to avoid any liability, civil or criminal, on the part of Registry Operator as well as its affiliates, subsidiaries, officers, directors, and employees; (4) to enforce the terms of the registration agreement or (5) to correct mistakes made by Registry Operator or any Registrar in connection with a domain name registration. Allstate also reserves the right to place upon registry lock, hold or similar status a domain name during resolution of a dispute or court proceeding or to enforce the .GOODHANDS Domain Eligibility Requirements.

Registry Operator reserves the right to modify its Acceptable Use Policies without prior notice and in its sole discretion. Any changes to these Acceptable Use Policies will be reflected on <http://www.nic.allstate/registration>. Allstate will promptly notify its Designee and .GOODHANDS registrants of any changes to its Acceptable Use Policies.

3. Rights Protection Mechanisms

Allstate is committed to following all mandatory ICANN rights protection mechanisms aimed at protecting third party intellectual property rights within the .GOODHANDS TLD. Allstate plans to operate and maintain the .GOODHANDS space as an extension of its current branding activities and to limit the registration and control of DNS records associated with .GOODHANDS domain names to Allstate and its Qualified Registrants; therefore, it is highly unlikely that names under .GOODHANDS infringe upon with the intellectual property rights of third parties.

Nevertheless, Allstate plans to implement all Rights Protection Mechanisms (“RPMs”) as required by ICANN, including:

- Implementation of the Trademark Claims Process
- Implementation of the Uniform Dispute Resolution Policy (“UDRP”)
- Implementation of the Uniform Rapid Suspension (“URS”) mechanism

4. Privacy

Allstate will ensure that the operation of the .GOODHANDS TLD will be consistent with Allstate’s Privacy Policy, available on its website at <http://www.allstate.com/about/privacy-statement-aic.aspx>.