



NEWS

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Allstate's National Catastrophe Team Celebrates 20 Years Serving and Helping Customers after Natural Disasters

NORTHBROOK, Ill., August 16, 2016 – Picture this. For the last 20 years, you have traveled the country – not to see the sights – but to see what you can do to help people immediately after a devastating storm. You're not a vacationer. You're a catastrophe team member. It's your job to respond and help customers pick up the pieces after a major weather event has damaged their home or car or community. That has been the job of members of Allstate's National Catastrophe Team (NCT), which today, celebrates 20 years of helping customers and communities immediately after a natural disaster strikes.

"Responding to catastrophes is Allstate's *moment of truth* with our policyholders," said Glenn Shapiro, Allstate's chief claims officer. "Our role after a catastrophe is to do everything we can to help customers recover as quickly as possible. We pride ourselves on that commitment."

From a [hailstorm in Texas](#) to tornadoes in the Midwest to hurricanes along the coast or wildfires in the West, Allstate responds to an average of 70 to 80 severe storms each year. In its' 20-year history the national catastrophe team has grown from a force of more than 50 to 800 full-time members who are dedicated to handling catastrophe claims across the country. Before the dedicated National Catastrophe Team was formed, claim personnel from across the company and country would raise their hand, travel to the scene of a disaster and help customers start the claim process.



Jerry Jimenez, Allstate property claim process specialist, was a member of that very first group of dedicated National Catastrophe Team members to deploy 20 years ago. "There is no better feeling than making a difference in the lives of our customers and employees," said Jimenez.

Technology plays a key role in Allstate's ability to serve customers. Team members use iPads and laptops to help process claims and deliver checks on the spot. A fleet of mobile claim vehicles allows adjusters to immediately access neighborhoods after a storm. And Allstate is currently testing drone flights for property claims as a way to further improve customer service.

"Finding innovative solutions to improve customers' lives is in keeping with Allstate's rich history and complements the character and compassion of our Claim organization," says Shapiro.

[The Allstate Corporation](#) (NYSE: ALL) is the nation's largest publicly held personal lines insurer, protecting approximately 16 million households from life's uncertainties through auto, home, [life](#) and other insurance offered through its [Allstate](#), [Esurance](#), [Encompass](#) and [Answer Financial](#) brand names. Now celebrating its 85th anniversary as an insurer, Allstate is widely known through the slogan "You're In [Good Hands](#) With Allstate®." The Allstate brand's network of small businesses offers auto, home, life and retirement products and services to customers in the United States and Canada. In 2015, The Allstate Foundation, Allstate, its employees and agency owners gave \$36 million to [support local communities](#). Allstate employees and agency owners donated 230,000 hours of service across the country.

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