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Allstate National Catastrophe Team (NCT) Mobile Claims Centers



Allstate has long been at the forefront of catastrophe claim response, and with its National Catastrophe Team creates innovative ways to reach policyholders after disasters strike. In 1997, Allstate introduced the concept of a “mobile” claim vehicle, the Mobile Claim Center (MCC) that can be deployed quickly to damaged communities after a disaster strikes. Depending on the magnitude of a disaster, Allstate may send one or more of its fleet of MCCs – equipped with satellite and other telecommunication equipment – to the scene. These MCCs are a welcome

oasis to Allstate customers, a place where they can speak with catastrophe adjusters, report claims, and inquire about possible claim payment for things like additional living expenses on covered losses, or simply find encouragement, a bottle of water or an Allstate teddy bear for kids.

- The Allstate MCC is usually set up in large parking lots like Home Depot, Wal-Mart, or Lowes. Visibility and easy access for Allstate customers is the priority.
- Allstate currently has a fleet of six diesel powered units that are 39’ long
- Each MCC is equipped with network connectivity
 - Satellite connectivity and satellite phones
 - Hardwired data ports for laptops
 - Wi-Fi connectivity for additional laptops
 - Network printer/fax/copier
- Onboard generators
- Tables and tent awnings are set up alongside the units to serve customers on a first come first served basis.
- MCC usage depends on the cause and severity of damage as well as the availability of infrastructure services in the impacted area
- MCC usage is flexible, and they are able to be relocated depending on damaged areas and customer need.
- Hours and locations of MCCs are posted at <https://www.allstate.com/catastrophe.aspx>.



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Mobile Claim Centers allow Allstate to be visible and accessible to policyholders in their communities following disasters and also provide support to the company's catastrophe response efforts. MCCs have been deployed countrywide after severe events cause damage to homes and vehicles.

(For more information on the Allstate National Catastrophe Team, including its Mobile Claim Centers, please contact the Allstate Media Team at (847) 402-5600 or MediaTeam@allstate.com)