

National Catastrophe Team



Allstate's National Catastrophe Team (NCT) has more than 900 full-time professionals who are dedicated to handling claims caused by major storms and other catastrophic events. For more than 20 years, no matter where in the US one of these severe events may occur, the NCT's top priority is to arrive quickly onsite and assist affected customers. Within hours after severe weather strikes the NCT, working alongside local claims personnel, begin arriving to assess the scope of the event, assist customers and reach out to Allstate agencies.

The NCT also has a fleet of mobile claim centers (MCC) and catastrophe response vehicles (CRV) that come to local communities to help customers affected by severe weather events. Mobile claim centers are custom motorhomes that serve as fully equipped work centers usually set up in highly visible locations near the damage area where customer can come to us, while the CRVs are smaller and more capable of maneuvering through some of the hardest hit areas to assist customers where damage has occurred. MCCs and CRVs allow Allstate to assist policyholders in their communities, help them file a claim, answer claim questions and when appropriate provide additional living expense coverage payments for covered losses.

When possible, the NCT will often locate its MCCs and/or team personnel where state, federal or other government agencies set up disaster relief centers. This allows customers to start the claims process where they can also find ways to get the other forms assistance they need when disaster strikes.