

AGENDA

File
meeting
by date
H.O. update
6/25/98

*ROOF PROCESS UPDATE

*FIRE PROCESS UPDATE

*CSC PROCESS UPDATE

*HDS UPDATE

*GENERAL ISSUES

1

H000002820

TECHNICAL PROCESS UPDATE

2

H000002821

Roof Process Update

Roof Paid Severity*

	<u>Baseline</u>	<u>Test</u>
Phoenix	\$1,287	\$743
Denver	\$2,225	\$1,160

% CWP*

	<u>Baseline</u>	<u>Test</u>
Phoenix	25%	47%
Denver	29%	67%

Total Roof Replacements*

	<u>Baseline</u>	<u>Test</u>
Phoenix	21%	7%
Denver	32%	14%

ICSS Results^

	<u>Baseline</u>	<u>Test</u>
Phoenix	62%	79%
Denver	65%	67%

* As of May 31, 1998

^ As of June 4, 1998

Roof Process Highlights

- Test results indicate consistent process execution with 1,008 files in process
- Test results driving desired behaviors through CWP/CWA ratio's and full replacements vs repairs
- ICSS results are showing positive trends in customer satisfaction with a total of 64 ICSS surveys in test

Glenhardie Roof Process

Early Observations

- Training was completed for roof process adjusters and office management. This training was very well received.
 - "I can see how this works, it's very logical"
 - "This is well planned, it makes sense, and will help when dealing with the customer"
- A high degree of the transfer of learning was measured through the pre/ post test scores
- Initial rides with the adjusters further indicate the process drives the right decisions and enhances customer service levels

Fire Process Update

Total Paid Severity

	<u>Baseline</u>	<u>Test</u>
Roseville	15,767	9,018
VA/DC	10,577	3,312

Contents Paid Severity

<u>Baseline</u>	<u>Test</u>
9,569	3,967
5,132	1,810

% Cleaning \$'s to Dwlg Pd

	<u>Baseline</u>	<u>Test</u>
Roseville	27.1	44.2
VA/DC	7.2	19.9

ICSS Results - % of #5's

<u>Baseline</u>	<u>Test</u>
79%	84%
73.1%	75%

- Total Severity remains favorable after a full year of testing in Roseville
- Adjuster controlled on-site inventory and pricing is driving a radical decrease in contents severity.
- Increasing % of cleaning is directly proportionate to declining severity

Number of claims in process: Roseville 230, VA/DC 127 All data is as of 3/31/98

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H000002825

Fire Process Update

<u>% Subro Submitted</u>	<u>Subro % Dollars Submitted</u>	
	<u>Baseline</u>	<u>Test</u>
Roseville	4.8	25.2
VA/DC	9.0	12.6

- Identification of subrogation potential has increased through up front triage and on-site, early causation investigation
- Results in the Roseville test site after a year of data collection are very encouraging.
- Roseville's % Dollar Submitted has stabilized at 26.9% .

Glenhardie Fire Process

Early Observations:

- **Technical Adjusters are very enthusiastic about the process**
 - **“The technical process training added the greatest value to my job”**
 - **“The objectives were clearly communicated and I understand why change is needed”**
- **Ride-a-long with the adjusters by the CCPR Team verify:**
 - **Adjusters are able to properly execute the process demonstrating a transfer of process knowledge**
 - **Adjusters like the focused approach to claim handling**
- **Skip McFarland immediately took a lead role as a change champion**
 - **Contents Specialist Approach is a major hit with the contents adjusters.**

CSC PROCESS UPDATE

ATLANTA

Atlanta test data

- Since the beginning of our test (2/23/98), we have had 2,686 claims go through the process and closed 872 claims*
- During the test we experienced 3 abnormally high claim volume periods and 2 CATS
- The peril mix for the test is:

	<u>Opened</u>		<u>Closed</u>	
Fire	181 claims	6.7%	63 claims	7.2%
Water	746 claims	27.8%	200 claims	22.9%
Theft	646 claims	24.1%	237 claims	27.2%
Wind/hail	455 claims	16.9%	160 claims	18.3%
Lightning	371 claims	13.8%	138 claims	15.8%
Misc.	283 claims	10.6%	74 claims	8.5%

*Data is as of 5/27/98

Results Cont'd

The breakdown of the claims by position are as follows:

	# of claims	% of claims	% contacted w/in 1 day
Inside Coord	2576	95.9%	63.2%
Outside Coord	110	4.1%	63.6%

Atlanta Workload*

	<u>Avg rec'd per day</u>	<u>Goal per day</u>
Inside Coordinator	6.02	6.0
Outside Coordinator	N/A	undetermined
Express	6.78	8.0
Inside Adjuster	2.70	undetermined
Outside Adjuster	3.05	3.2
OC Adjusters	N/A	-

* Workload results are as of the introduction of the Express team

Atlanta Operating Results*

	Variance to Prior Year	
	<u>3MM</u>	<u>YTD</u>
Total all perils - May		
Notice Counts	27.6	20.7
Pending Count	28.4	28.4
Severity	-7.3	4.0
F&L	-29.5	-2.0
EC	5.9	1.8
AEC	2.8	7.0
EC/AEC	3.9	3.1
CPL	71.5	50.0
T&J	-2.8	2.6

*Results are from the Georgia Property OIS report

Atlanta Operating Results cont'd

- Pending is up on all measures; 3 MM and YTD
- Several factors may be contributing to these increases:
 - Increase in PIF
 - Storm activity
 - CSC process

Next Steps:

- % Pending to Reported is the more accurate measure and will be completed on Atlanta Property only results to further our analysis
- A comprehensive file review will be conducted in late July to identify the drivers of this pending

Atlanta Customer Satisfaction Results

- The early indications form the test show positive improvement in the Customer Satisfaction results
- The following is a breakdown of the results:

ICSS 1997 YTD	67.0%
ICSS 1st SP 98	63.2
CSC Test Baseline*	67.1
CSC Test Surveys*	80.0
ICSS Live Results	82.8

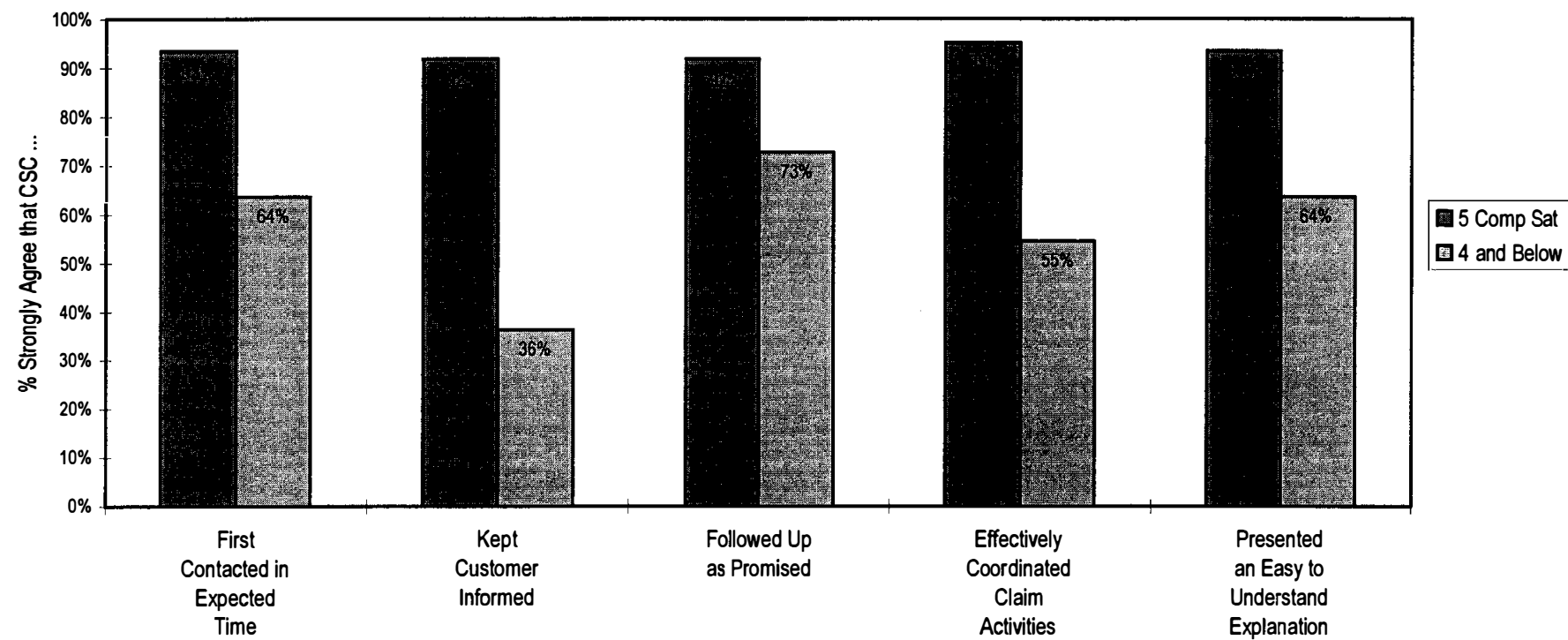
Baseline and test results were surveys conducted using files cloed 5 to 15 days vs traditional 30 to 36 days*

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Georgia Property Test - Performance of CSC by Overall Satisfaction

♦ Keeping the customer informed and effectively coordinating claim activities are key factors that contribute to less than completely satisfied customers

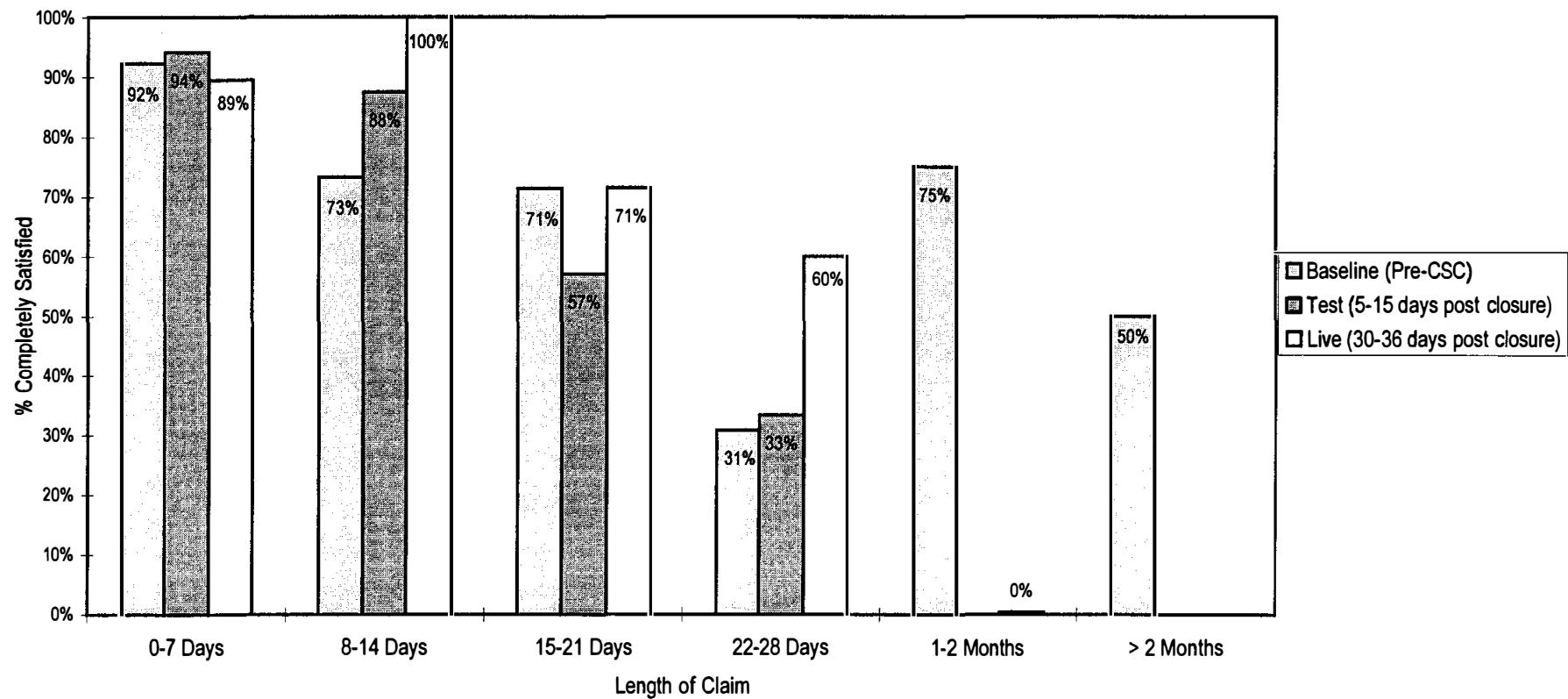


Results represent responses from 35 test surveys plus 64 live surveys

6/24/98

Georgia Property Test - Overall Satisfaction by Length of Claim

♦ Longer pending claims are beginning to trend favorably in comparison to Baseline and Test results



Test and Live results represent CSC claims only

Baseline = 80 claims surveyed

Test = 35 claims surveyed

Live = 64 claims surveyed

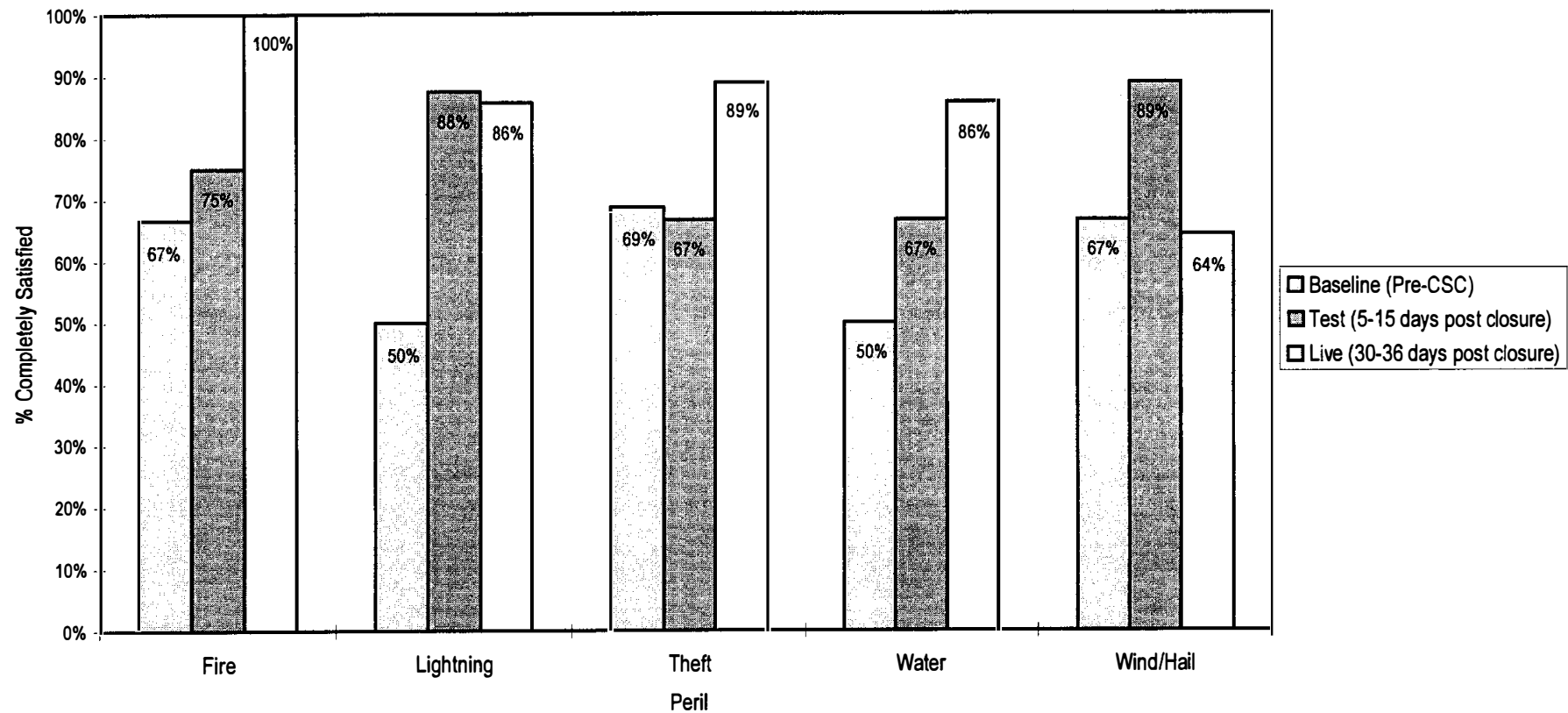
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Georgia Property Test - Overall Satisfaction by Peril

- Overall satisfaction is trending positively in all major perils other than wind/hail



Test and Live results represent CSC claims only

Baseline = 80 claims surveyed

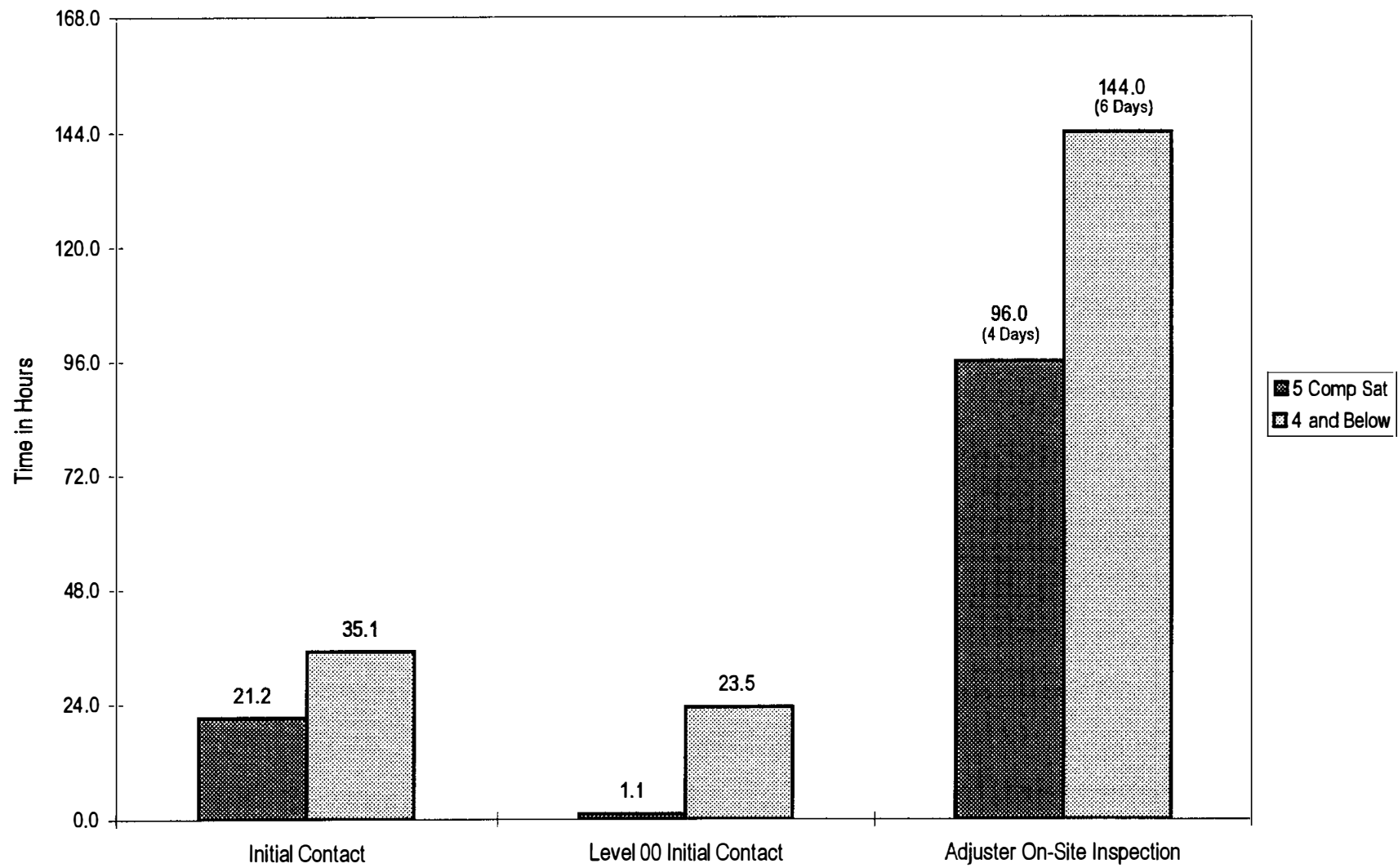
Test = 35 claims surveyed

Live = 64 claims surveyed

6/24/98

Georgia Property Test - Impact of Contact Times on Overall Satisfaction

- ♦ Quicker initial contacts and inspections are leading to completely satisfied customers



Results are medians for 35 test surveys plus 64 live surveys

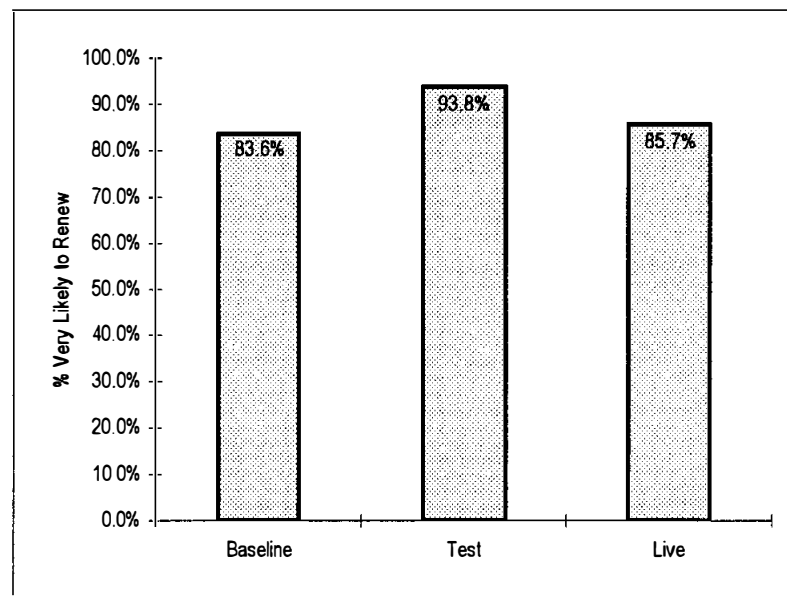
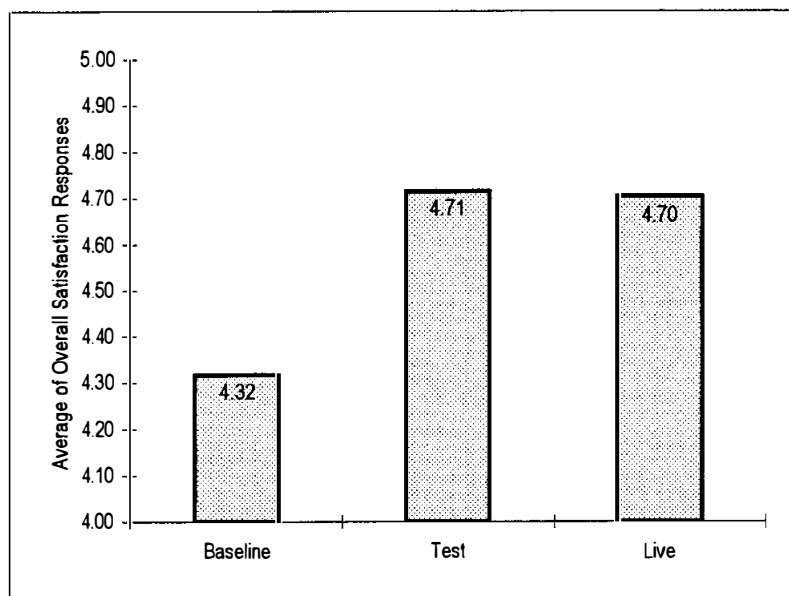
6/24/98

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Georgia Property Test - Overall Average of ICSS Responses and Likelihood of Renewal

- The CSC process has "averaged up" customers' overall satisfaction and consequently, increased the percentage of customers that are very likely to renew



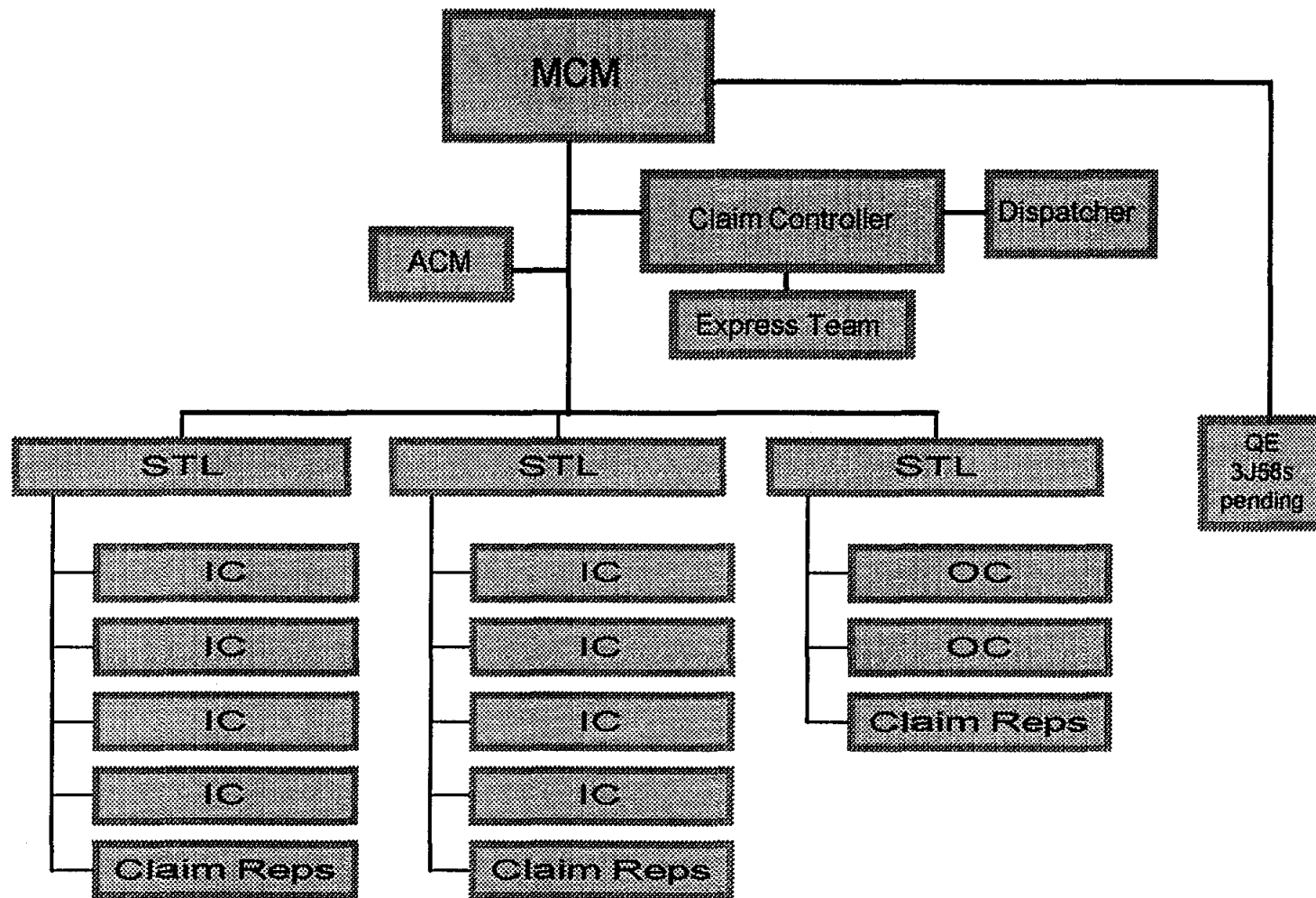
Test and Live results represent CSC claims only
Baseline (Pre-CSC) = 80 claims surveyed
Test (5-15 days post closure) = 35 claims surveyed
Live (30-36 days post closure) = 64 claims surveyed

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CSC Organization Structure - Atlanta Test site *Present*



6/1/98

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CSC Organization Structure - Atlanta Test Site *Present*

Structure Description

- STL added to manage the OC's
- Express Team is added to handle the subset of claims that a Coordinator doesn't add value to
- Multiple IC's within teams allows greater flexibility and more efficeint use of adjusters

Key Learnings

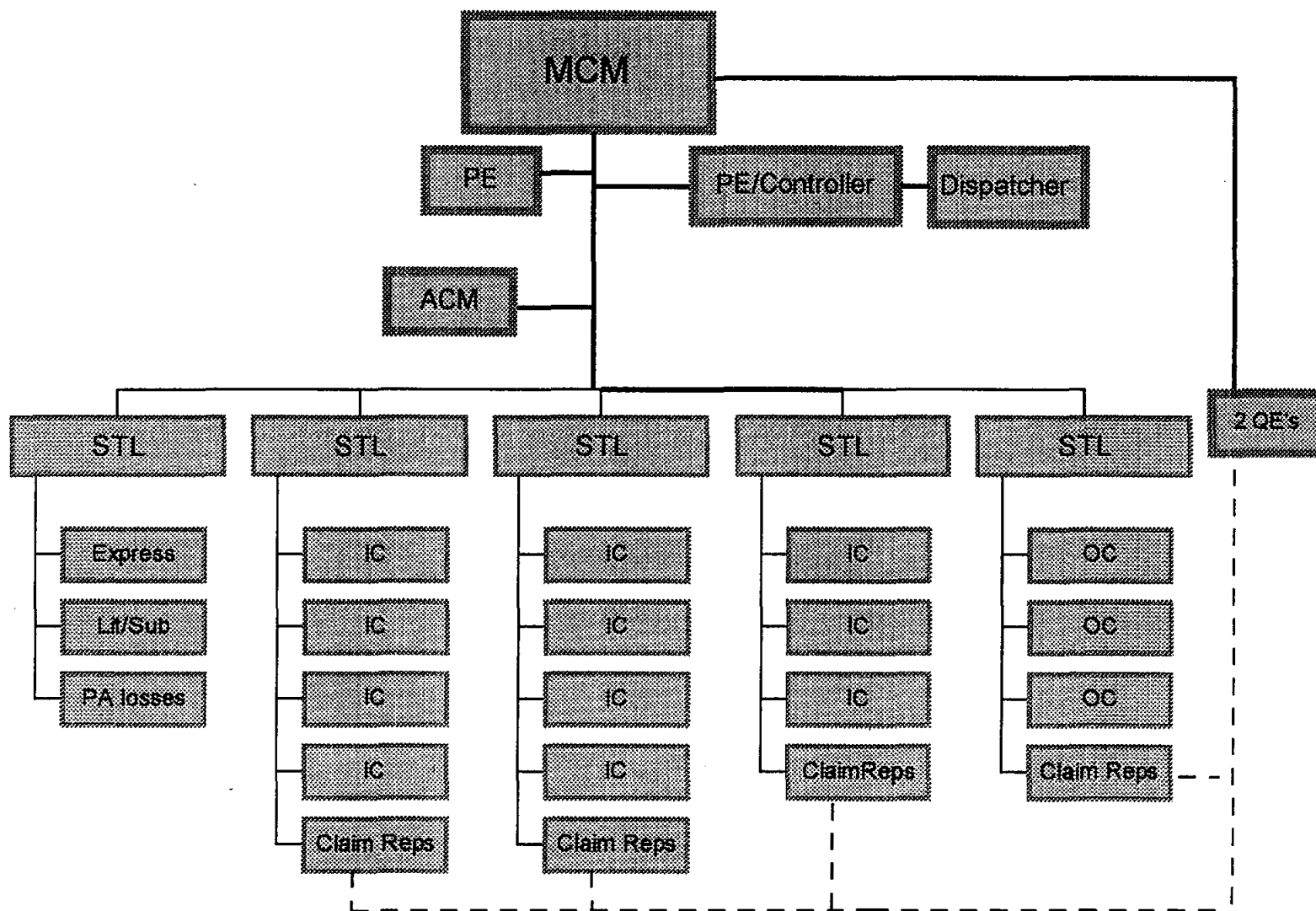
- Express team allows greater flexibility for Controller
- STL manages the OC's, now the OC's can focus solely on the customer

GLENHARDIE

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CSC Organization Structure - 2nd Round test - Glenhardie *Present*



6/23/98

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Glenhardie Workload

	<u>Avg rec'd per day</u>	<u>Goal per day</u>
Inside Coordinator	7.73	6.0
Outside Coordinator	0.64	undetermined
Express	5.00	8.0
Inside Adjuster*	8.51	undetermined
Outside Adjuster	1.96	3.2
OC Adjusters**	0.26	-

* Includes Independent Adjuster assignments

** Workload is predominantly Fire process

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Glenhardie Customer Satisfaction Results

1997 YTD ICSS	70.4%	
Test Baseline results	71.2 %	153 surveys
Test results	92.0%	12 surveys

Key Activities to be completed

- Controller Job re design
- Time studies for:
 - Controller
 - QE
 - Express
 - Inside/Outside Adjuster
- QE design work
- Focus Group updates

HDS ISSUES

- HDS Status
 - Requirements
 - Design Database/Programs
- HDS Timeline
 - 7/13 deliver Coordinator workflow
 - 8/24 deliver Process data capture
- Training/Audit Support
 - Provided training on dispatch/ADS to HO. CCPR team

HDS Issues

- HDS Future Plans
 - Design Inspection, Testing and Implementation
 - Performance Management and Report Requirements

General Issues

STATUS UPDATE-MAJOR DESIGN WORK ACTIVITIES

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H000002851

AREA	STATUS	NEXT STEPS	EXPECTED COMPLETION DATE
Skill Assessment Worksheet	*Design work completed *Worksheets reviewed by Ed. Services (Donna Porrier) *Recommended changes completed	*Meet with Bill Rathey & Paul Zigterman *Make final changes if necessary	Jul-98
New Job Descriptions and pay grades	*Job descriptions completed for IC,OC,STL,QE	*Meet with Bill Rathey to review content, Determine pay grade	Jul-98
Process Training Manuals	*Roof and Fire manuals completed *Currently working with Ed Services on Recommended enhancements *Currently working with Zigterman to review manuals from legal perspective	*Finalize CSC training manual, including word paths *Refer to Ed Services and legal for sign off	Aug-98
Staffing Model	*Time study work completed for IC/OC, Roof & Fire *Brian Dittle has had several meetings with Finance to understand methodology	*Complete time studies for Controller, STL & Express *Build Model	Aug-98 to Sept-98

AREA	STATUS	NEXT STEPS	EXPECTED COMPLETION DATE
Implementation Video	*Meet with Dave Kenney, Corp Relations to discuss approach and time line	*Complete video	Sep-98
Implementation Manual	*Begin work on manual while at currently test site for Roof, Fire Processes, general issues	*Finalize manual following CSC testing in Glenhardie	Sep-98

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WORK GOING FORWARD - KEY ISSUES TO RESOLVE

AREA

ISSUE

Skill Assessment Worksheet

- 3 PCCSO philosophical approach on use of this tool
- 3 Oversight needs to assure ongoing usage in employee job placement decisions
- 3 Linkage to H.R. screening of new hires

New Job Positions/Pay Grade

- 3 Implications of CSC structure on PG 37 (PE, PL)
 - 3 Approach with current PL's who have the skill-set for STL position, but no opening to place them
 - 3 Approach with current PL's who do not have the skill-set for STL position
 - 3 Approach with PE's who do not have the skill-set for new PE position

Cost/Benefit Analysis of Outside Coordinator/Adjuster Team Concept

- 3 Do the customer satisfaction benefits and/or retention benefits justify the high number of resources dedicated to the process
 - 3 Claims that fit the O.C. profile are minimal (3-4% of total claim counts)
 - 3 Virtually no impact on ICSS results
 - 3 Retention is not measured

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TDY STATUS

	Name	Start Date	End Date	Re-up Date	MCO
ROOF TEAM	Mike Bolts-Team Leader	11/1/96	9/1/98	No	NCT
	Hugh Davis	8/1/97	8/1/98	Until 9/1/98	Nashville
	Dick Fisher	8/1/97	8/1/98	Until 12/31/98	Glenhardie
	Glenn Sternisha	5/1/98	11/1/98	Until 5/1/99	Denver
FIRE TEAM	Paul Tracey-Team Leader	12/1/97	12/1/98	No	Prop. PCCSO
	Margie Bowman	7/1/97	7/1/98	Until 10/1/98	Roanoke Subro
	Diane Collier	9/1/96	9/1/98	Until 12/31/98	Nashville
	Terry Arnall	5/1/97	11/1/98	Until 5/1/99	Phoenix
	David Rydell	5/1/98	11/1/98	Until 5/1/99	San Antonio
	Kim Bearden	5/1/98	11/1/98	Until 5/1/99	BAHO
	Vicky Lusby	6/1/97	6/1/98	Until 12/31/1998	Dallas
CSC TEAM	Jeff Dwyer-Team Leader	12/1/97	12/1/98	No	New Jersey
	Tracey Geigerich	5/1/98	11/1/98	No	Ct. Prop.
	Melanie Thurston	5/1/98	11/1/98	No	Indiana
	Grantley Aaron	5/1/98	11/1/98	No	Harrison
	Lori Quagliano	5/1/98	11/1/98	No	Florida
	Ed Patane	5/1/98	11/1/98	Maybe	New Jersey
	Scott Sylwester	8/1/97	8/1/98	No	WA. PROP.
	Jude Samson	8/1/97	8/1/98	No	Ryder
	Wayne Evans	8/1/97	8/1/98	Until 9/1/98	Carolinas
	Penny Howell	8/1/97	8/1/98	Until 9/1/98	Atlanta
	Chrissie Bowers	9/1/96	9/1/98	Until 12/31/98	Maryland
	Jeff Menaguale	6/1/98	12/1/98	Until 12/1/98	
	Roy Delph	1/1/98	1/1/99	Maybe	VADC
	Carol Palmer	5/1/98	11/1/98	Until 5/1/99	Roseville

IMPLICATIONS: 24 of 25 team members will spin off the team prior to or during planned 10/98 countrywide implementation start; however, we can keep 8 of these team members for the first-round implementation (10-98 to 12-98) if re-ups are approved.

Appendix - Roof

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CCPR PROCESS - BASELINE SUBPERIL PAID STATISTICS BY STATE

24-Jun-98

STATE	SUBPERIL	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	OOF SEVERIT	ROOF CLOSED COST	FILE PAID	FILE CLOSED COS
UT	WIND	62	41	33.87%	\$26,550	\$647.56	\$428.23	\$43,263	\$697.79
NV	WIND	109	68	37.61%	\$55,888	\$821.88	\$512.73	\$127,018	\$1,165.30
NM	WIND	162	116	28.40%	\$139,644	\$1,203.83	\$862.00	\$181,004	\$1,117.31
AZ	WIND	85	58	31.76%	\$71,347	\$1,230.12	\$839.38	\$116,676	\$1,372.66
CSA	WIND	418	283	32.30%	\$293,429	\$1,036.85	\$701.98	\$467,961	\$1,119.52
UT	HAIL	9	5	44.44%	\$3,760	\$752.00	\$417.78	\$6,456	\$717.33
NV	HAIL	2	0	100.00%	\$0	#Error	\$0.00	\$2,086	\$1,043.00
NM	HAIL	85	62	27.06%	\$145,274	\$2,343.13	\$1,709.11	\$167,066	\$1,965.48
AZ	HAIL	14	10	28.57%	\$20,773	\$2,077.30	\$1,483.79	\$25,573	\$1,826.64
CSA	HAIL	110	77	30.00%	\$169,807	\$2,205.29	\$1,543.70	\$201,181	\$1,828.92

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CCPR PROCESS - HAIL PAID STATISTICS BY STATE

24-Jun-98

STATE	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	OOF SEVERIT	ROOF CLOSED COST	FILE PAID	FILE CLOSED COST
AZ	177	131	25.99%	\$136,476	\$1,041.80	\$771.05	\$393,417	\$2,222.69
NM	23	4	82.61%	\$6,793	\$1,698.25	\$295.35	\$8,284	\$360.17
NV	6	3	50.00%	\$7,316	\$2,438.67	\$1,219.33	\$14,834	\$2,472.33
UT	4	4	0.00%	\$7,612	\$1,903.00	\$1,903.00	\$9,433	\$2,358.25
CSA	210	142	32.38%	\$158,197	\$1,114.06	\$753.32	\$425,968	\$2,028.42

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CCPR PROCESS - SUBPERIL BY STATE FACTORS

24-Jun-98

SUBPERIL	STATE	CLAIMS	24 HR CONTACT	CONTACT %	ROOF INSP	ROOF INSP %	EST ON SITE	EST ON SITE %
HAIL	AZ	177	80	45.20%	146	82.49%	129	72.88%
HAIL	NM	23	20	86.96%	23	100.00%	5	21.74%
HAIL	NV	6	3	50.00%	5	83.33%	2	33.33%
HAIL	UT	4	2	50.00%	4	100.00%	4	100.00%
WIND	AZ	142	86	60.56%	131	92.25%	63	44.37%
WIND	NM	72	45	62.50%	66	91.67%	44	61.11%
WIND	NV	175	78	44.57%	121	69.14%	57	32.57%
WIND	UT	79	67	84.81%	70	88.61%	57	72.15%
	CSA	678	381	56.19%	566	83.48%	361	53.24%

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CCPR PROCESS - WIND PAID STATISTICS BY STATE

24-Jun-98

STATE	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	OOF SEVERITY	ROOF CLOSED COST	FILE PAID	FILE CLOSED COST
AZ	142	61	57.04%	\$33,311	\$546.08	\$234.58	\$62,500	\$440.14
NM	72	29	59.72%	\$13,065	\$450.52	\$181.46	\$25,925	\$360.07
NV	175	88	49.71%	\$48,901	\$555.69	\$279.43	\$155,576	\$889.01
UT	79	44	44.30%	\$16,969	\$385.66	\$214.80	\$26,198	\$331.62
CSA	468	222	52.56%	\$112,246	\$505.61	\$239.84	\$270,199	\$577.35

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CCPR PROCESS - SUBPERIL BY STATE SCOPE OF DAMAGE

24-Jun-98

SUBPERIL	STATE	TOTAL CLAIMS BY AREA	DAMAGE TYPE	COUNT OF DAMAGE	DISTRIBUTION OF DAMAGE
HAIL	AZ	177	1	30	16.95%
HAIL	AZ	177	2	119	67.23%
HAIL	AZ	177	3	10	5.65%
HAIL	NM	23	1	1	4.35%
HAIL	NM	23	2	3	13.04%
HAIL	NV	6	2	4	66.67%
HAIL	UT	4	1	1	25.00%
HAIL	UT	4	2	2	50.00%
HAIL	UT	4	3	1	25.00%
WIND	AZ	142	1	7	4.93%
WIND	AZ	142	2	51	35.92%
WIND	AZ	142	3	44	30.99%
WIND	NM	72	2	17	23.61%
WIND	NM	72	3	31	43.06%
WIND	NV	175	1	8	4.57%
WIND	NV	175	2	56	32.00%
WIND	NV	175	3	26	14.86%
WIND	UT	79	1	2	2.53%
WIND	UT	79	2	50	63.29%
WIND	UT	79	3	10	12.66%

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CCPR PROCESS - BASELINE SUBPERIL PAID STATISTICS BY STATE

24-Jun-98

STATE	SUBPERIL	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	ROOF SEVERITY	ROOF CLOSED COST	FILE PAID	FILE CLOSED COST
CO	WIND	97	58	40.21%	\$45,479	\$784.12	\$468.86	\$59,405	\$612.42
CO	HAIL	108	80	25.93%	\$261,557	\$3,269.46	\$2,421.82	\$308,083	\$2,852.62

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CCPR PROCESS - HAIL PAID STATISTICS BY STATE

24-Jun-98

STATE	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	ROOF SEVERITY	ROOF CLOSED COST	FILE PAID	FILE CLOSED COST
CO	228	70	69.30%	\$104,401	\$1,491.44	\$457.90	\$115,451	\$506.36
CSA	228	70	69.30%	\$104,401	\$1,491.44	\$457.90	\$115,451	\$506.36

CCPR PROCESS - SUBPERIL BY STATE FACTORS

24-Jun-98

SUBPERIL	STATE	CLAIMS	24 HR CONTACT	CONTACT %	ROOF INSP	ROOF INSP %	EST ON SITE	EST ON SITE %
HAIL	CO	228	205	89.91%	189	82.89%	90	39.47%
WIND	CO	102	83	81.37%	78	76.47%	64	62.75%
	CSA	330	288	87.27%	267	80.91%	154	46.67%

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CCPR PROCESS - WIND PAID STATISTICS BY STATE

24-Jun-98

STATE	CLAIMS	ROOF CWA'S	ROOF % CWP	ROOF PAID	ROOF SEVERITY	ROOF CLOSED COST	FILE PAID	FILE CLOSED COST
CO	102	39	61.76%	\$22,042	\$565.18	\$216.10	\$32,216	\$315.84
CSA	102	39	61.76%	\$22,042	\$565.18	\$216.10	\$32,216	\$315.84

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CCPR PROCESS - SUBPERIL BY STATE SCOPE OF DAMAGE

24-Jun-98

SUBPERIL	STATE	TOTAL CLAIMS BY AREA	DAMAGE TYPE	COUNT OF DAMAGE	DISTRIBUTION OF DAMAGE
HAIL	CO	228	1	40	17.54%
HAIL	CO	228	2	31	13.60%
HAIL	CO	228	3	19	8.33%
WIND	CO	102	1	5	4.90%
WIND	CO	102	2	42	41.18%
WIND	CO	102	3	33	32.35%

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Appendix - Fire

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TESTSITE FILE REVIEW RESULTS FOR VA/DC FIRE PROCESS				EXCLUDES DRD / DCD			EXCLUDES DRD / DCD		
	SITE	SITE	SITE	SITE	SITE	SITE	SITE	SITE	SITE
CATEGORY	BASELINE	\$ / #	BASE	3/10/98	\$ / #	BASE	3/19/98	\$ / #	BASE
1. no. of files	177			64			109		
Severity/Closed Cost									
1. avg file severity	10,577	1,829,738	173	2,045	106,357	52	3,110	298,534	96
2. avg closed costs	10,338	1,829,738	177	1,662	106,357	64	2,739	298,534	109
3. Avg contents severity	5,132	549,112	107	660	18,476	28	1,333	65,302	49
Process Compliance									
1. SUBROGATION	NA			21.31%	13	61	22.33%	23	103
2. STRUCTURE CLEANING	NA			33.33%	8	24	28.85%	11	38
3. STRUCTURE REPAIR vs REPLACE	NA			30.43%	7	23	27.03%	10	37
4. CUSTOMER SERVICE	NA			34.00%	17	50	21.28%	20	94
5. CONTENTS	NA			35.29%	6	17	32.26%	10	31
6. VENDOR MGMT.	NA			0.00%	0	7	0.00%	0	34
Subrogation									
1. % file submission	9%	16	177	14.06%	9	64	12.84%	14	109
2. % \$ submitted	5.50%	101413	1,829,738	22.53%	23957	106,357	29.18%	87119	298,534
3. # files submitted	16			9			14		
Cleaning									
1. % clean \$ to dwell \$	7.20%	86018	1201902	24.50%	21503	87781	20.80%	46901	225508
Repair									
1. clean + repair \$	22.60%	32097	142048	55.90%	7696	13768	59.58%	17048	28616
to total drywall \$									
2. clean + repair \$ to	40.40%	18064	44764	86.55%	2105	2432	91.55%	3545	3872
total cabinet \$									
Specialty Trades									
1. % spc.trd \$ to dwell \$	10.10%	121533	1201902	4.93%	4326	87781	3.26%	7351	225508
2. % lumpsum bids	5.70%	68324	1201902	4.30%	3773	87781	2.79%	6300	225508
Contents									
1. % of \$ inventory	15.30%	84032	549112	56.88%	10509	18476	58.83%	38418	65302
prepared by adj									
2. % of \$ when inven.	12.60%	69085	549112	56.05%	10355	18476	57.57%	37594	65302
priced by adj									
3. % line items dep	49.90%	3565	7139	3.91%	27	690	16.34%	311	1903
4. % of \$ taken in dep	25.10%	127274	507249	18.54%	714	3851	29.86%	11826	39601
5. % items clean/repair	36.60%	2616	7139	94.78%	654	690	79.61%	1515	1903
Size of Loss Distribution Analysis									
A. 0 - 500	16.38%	29		28.13%	18		19.27%	21	
B. 501 - 1000	12.43%	22		12.50%	8		11.93%	13	
C. 1001 - 2500	24.86%	44		32.81%	21		36.70%	40	
D. 2,501 - 5,000	16.95%	30		21.88%	14		20.18%	22	
E. 5,001 - 10,000	10.73%	19		4.69%	3		8.26%	9	
F. 10,001 - 25,000	10.73%	19		0.00%	0		1.83%	2	
G. 25,001 - 50,000	2.82%	5		0.00%	0		1.83%	2	
H. 50,001 +	5.08%	9		0.00%	0		0.00%	0	
	100.00%	177		100.00%	64		100.00%	109	

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ROSEVILLE MCO FIRE MEASUREMENT DATA							
CATEGORY	Baseline/151 files	51 Files	76 Files	100 Files	142 Files	177 Files	
Severity/Closed Cost							
1. avg file severity	15,767	5,961	6,278	7,217	8,059	7,917	
2. avg closed costs	15,031	5,727	5,948	6,929	7,832	7,738	
3. Content severity	9,569	4,634				3,166	
Process Compliance							
1. Subrogation	N/A				90.5	94.7	
2. Structure cleaning	N/A				93.8	97.1	
3. Repair vs Replace	N/A				100	95.7	
4. Customer Service	N/A				76.2	80.8	
5. Contents	N/A				87.5	90.9	
6. Vendor Management	N/A			N/A	81.8	81.3	
Subrogation							
1. % file submission	4.8	27.4	30.3	36	31.7	25.99	
2. % \$ submitted	11.2	34.6	33	39.1	49	42.73	
3. # files submitted		14	23	36	45	46	
Cleaning							
1. % clean \$ to dwell \$	4.2	9.1	8.1	7.9	6.1	6.33	
Repair							
1. clean + repair \$ to total drywall \$	27.1	58.4	61	46.9	37.8	42.91	
2. clean + repair \$ to total cabinet \$	16.7	30.5	32.4	24.2	20	30.33	
Specialty Trades							
1. % spc.trd \$ to dwell \$	8	8.1	7.8	7.3	10	9.17	
2. % lumpsum bids	4.6	4	4.3	3.5	4.1	4.34	
ROSEVILLE (cont)	Baseline/151 files	51 Files	76 Files	100 Files	142 Files	77 Files	

Percent collected to paid

2.81

77%

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H000002871

Supplements/PACs				132 files			208 Files	230 files
1.\$ and # Struc. Supp				\$11,189 (15)			\$36,894 (25)	\$38,056 (27)
1. Missed damages				\$1,056 (3)			\$2,541 (4)	\$3,539 (5)
2. Hidden damages								
3. Unsat cleaning							\$16,505 (1)	\$16,669 (2)
4. Unsat repairs				\$574 (1)			\$574 (1)	\$574 (1)
5. Incorrect measure.								
6. Incorrect pricing								
7. FRC				\$963 (4)			\$2,100 (8)	\$2,100 (8)
8. Cleaning vendor sup.				\$105 (1)			\$105 (1)	\$105 (1)
9. ALE				\$1,391 (1)			\$1,391 (1)	\$1,391 (1)
10. Expense payment				\$1,550 (2)			\$1,550 (2)	\$1,550 (2)
11. Other				\$5,550 (3)			\$12,128 (7)	\$12,128 (7)
2. \$ and # Cont. Supp				\$4,802 (2)			\$14,786 (4)	\$15,130 (5)
1. Missed item(s)								
2. Unsat cleaning								
3. Could not clean							\$9,668 (1)	\$9,668 (1)
4. Unsat repair								
5. Incorrect pricing				\$2,388 (1)			\$2,388 (1)	\$2,388 (1)
6. Proper verification				\$2,414 (1)			\$2,414 (1)	\$2,414 (1)
7. FRC								
8. Other							\$316 (1)	\$660 (2)
Size of Loss Distribution	Baseline/151 files	51 Files	76 Files	100 Files	142 Files	177 Files	208 Files	230 files
A. 0 - 500	16			8			15	16
B. 501 - 1000	19			17			38	39
C. 1001 - 2500	36			29			58	63
D. 2,501 - 5,000	15			19			38	46
E. 5,001 - 10,000	19			12			23	25
F. 10,001 - 25,000	18			6			17	19
G. 25,001 - 50,000	16			6			11	13
H. 50,001 +	11			3			8	9
Percent (%) Dist.								
A. 0 - 500	10.67%			8.00%			7.21%	6.96%
B. 501 - 1000	12.67%			17.00%			18.27%	16.96%
C. 1001 - 2500	24.00%			29.00%			27.88%	27.39%
D. 2,501 - 5,000	10.00%			19.00%			18.27%	20.00%
E. 5,001 - 10,000	12.67%			12.00%			11.06%	10.87%
F. 10,001 - 25,000	12.00%			6.00%			8.17%	8.26%
G. 25,001 - 50,000	10.67%			6.00%			5.29%	5.65%
H. 50,001 +	7.33%			3.00%			3.85%	3.91%

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Appendix - CSC

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Appendix - CSC Skill Set Analysis

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Knowledge/Skill Set Matrix

	Claim Controller		Quality Eval.		Service Team Ldr		Outside Coord.		Inside Coord.	
	know.	skill	know.	skill	know.	skill	know.	skill	know.	skill
Customer Service	---	1	---	2	---	3	---	3	---	3
-Phone	---	1	---	2	---	3	---	3	---	3
-Face to Face	---	1	---	2	---	3	---	3	---	2
Interpersonal	---	2	---	3	---	3	---	2	---	2
-Coaching	---	2	---	3	---	3	---	2	---	2
Organizational	---	2	---	2	---	2	---	3	---	3
-High Vol. of Claims	---	2	---	1	---	1	---	1	---	3
-Complex Claims	---	1	---	2	---	1	---	3	---	1
-Coordination	---	3	---	2	---	2	---	3	---	2
Technical										
-Mitigation	3	1	3	3	3	3	3	3	3	2
-Coverage Eval.										
-Contractual	3	3	2	2	3	3	3	3	3	2
-Damage Cov.	3	2	3	3	3	3	3	3	3	2
-Subrogation	3	2	2	2	3	3	3	3	3	2
-Structure										
-Structure Scope	3	2	3	3	3	3	3	3	2	2
-Structure Est.	2	1	3	3	3	2	3	2	2	2
-Fast Track Est.	2	1	1	1	3	2	1	1	1	1
-Contents										
-Contents Scope	3	2	3	3	3	3	3	3	2	2
-Contents Est	2	1	3	3	3	2	3	2	2	2
-Fast Track Est.	2	1	1	1	3	2	1	1	1	1
-ALE	2	1	2	2	3	2	3	3	2	2
-Vendor Managemt	2	1	3	3	3	2	3	3	3	2
-Trend Analysis	3	3	1	1	3	3	1	1	1	1
-Mainframe Capability	3	3	2	2	3	3	2	2	3	3

Knowledge- The understanding of a specific process, activity or issue.

Skill- The ability to apply knowledge and execute activities related to a specific process or customer related issue

1= Evident

2=Competent

3=Advanced

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Knowledge/Skill Set Matrix

	Structure Adjuster		Contents Adjuster		Express Adjuster	
	know.	skill	know.	skill	know.	skill
Customer Service	---	2	---	2	---	2
-Phone	---	2	---	2	---	2
-Face to Face	---	2	---	2	---	1
Interpersonal	---	1	---	1	---	1
-Coaching	---	1	---	1	---	1
Organizational	---	2	---	2	---	3
-High Vol. of Claims	---	2	---	2	---	3
-Complex Claims	---	2	---	2	---	1
-Coordination	---	2	---	2	---	1
Technical						
-Mitigation	3	3	3	2	1	1
-Coverage Eval.						
-Contractual	3	3	3	3	2	1
-Damage Cov.	3	3	3	3	2	2
-Subrogation	3	3	3	3	2	2
-Structure						
-Structure Scope	3	3	1	1	2	2
-Structure Est.	3	3	1	1	2	2
-Fast Track Est.	1	1	1	1	3	3
-Contents						
-Contents Scope	2	2	3	3	2	2
-Contents Est	2	2	3	3	2	2
-Fast Track Est.	1	1	1	1	3	3
-ALE	2	2	2	1	1	1
-Vendor Managemt	3	3	3	2	2	1
-Trend Analysis	1	1	1	1	1	1
-Mainframe Capability	2	2	2	2	3	3

Knowledge- The understanding of a specific process, activity or issue.

Skill- The ability to apply knowledge and execute activities related to a specific process or customer related issue

1= Evident

2=Competent

3=Advanced

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Knowledge/ Skill Assessment

Date: __/__/__

Name: _____

Position: _____

Assessors Name(s): _____

Activity/Topic	Know.	Skill
Customer Service	----	
1. Empathy	----	
2. Explanation	----	
3. Expectations	----	
4. Educate (refer tech)	----	
5. Communication	----	
a. Phone Etiquette	----	
b. Face to Face	----	
6. Prof. Manners	----	
7. Flexibility	----	
Interpersonal	----	
1. Leadership	----	
2. Motivational	----	
3. Communication	----	
4. Explanation	----	
5. Prof. Manners	----	
6. Coaching	----	
7. Flexibility	----	
8. Analytical	----	
Organizational	----	
1. Prioritize Respon.	----	
2. Suspense System	----	
3. Pending Control	----	
4. Commitments	----	
5. Coordination	----	
Technical		
1. Mit./Pre-Clean/EW		
2. Cov. Evaluation		
a. Contractual		
b. Cov. Prop./Limits		
c. Cov. Losses		
d. Add. Protection		
e. Loss Settlement		
f. Opt. Protection		
3. Subrogation		
a. Recognition		
b. Direction of Invest.		

Activity/Topic	Know.	Skill
Technical Cont.		
4. Structure Scope		
a. Test Clean		
b. Types of Damage		
c. Clean Vs Replace		
d. Repair Vs Rep.		
e. Alt. Repair Meth.		
f. Material ID		
g. Measure/Diagram		
5. Structure Estimate		
a. Accupro		
b. Pricing		
c. Fast Track Est.		
7. Content Scope		
a. Types of Damage		
b. Clean Vs Replace		
c. Repair Vs Rep.		
d. Appeal Allowance		
e. Material ID		
8. Content Estimate		
a. PEC		
b. Pricing		
c. Fast Track Est.		
9. ALE Evaluation		
a. ALE Determine		
b. Source ID		
c. Pricing		
d. Time Period Est.		
10. Vendor Managemt		
a. Vendor Referrals		
b. Vendor Direction		
c. Estimate Review		
d. Vendor Relations		
11. Trend Analysis		
a. System Gen. Lists		
b. File Reviews		
12. Mainframe Capab.		
a. LRS, Client File		
b. SAR		
c. CPMS		
c. Dispatch System		

Knowledge- The understanding of a specific process, activity or issue.

Skill- The ability to apply knowledge and execute activities related to a specific process or customer related issue.

1= Evident 2= Competent 3= Advanced

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ALLSTATE JOB DESCRIPTION

JOB TITLE: Claim Controller

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

PURPOSE:

To direct the activities of MCO personnel in order to achieve the established goals of quality, severity, expense control and employee development. To effectively manage the workflow of the MCO personnel.

JOB RESPONSIBILITIES, ESSENTIAL FUNCTIONS AND DUTIES: (Refers to the responsibilities of the job and corresponding Essential Functions and Duties which further describe what occurs in the performance of the Responsibility.)

1. Insure that proper application of the Triage and Matrix are being applied to all the MCO's claims and those claims are being properly disposed of, and that prompt, quality customer service is provided.
 - Insure quality through review of pending and closed files
 - Work with other management in the MCO to identify opportunity areas
 - Track performance through interpretation of management information list
2. Insure the MCO's compliance with company policies, procedures and processes, while controlling severity's and expenses.
 - Analyze claim loss/expense reports
 - Conduct re-reviews when appropriate
3. Effectively manage the workflow and volume for the MCO's claim operation by exploring, developing, recommending and implementing new plans, procedures or methods.
 - Formulate and install strategies to improve severity's
 - Analyze productivity
 - Evaluate adverse trends and take corrective action
4. Training.
 - Determine skill gaps based upon opportunity identified by file reviews and reinspections (supported by the Quality Evaluator)
 - Coordinate, and assist in training based upon skill gaps identified from file reviews and reinspections (supported by the Quality Evaluator and Service Team Leader's)
 - Assist Service Team Leader's in coverage decisions
5. Perform Other Duties As Assigned

KNOWLEDGE: (Refers to the knowledge usually necessary to meet the expected level of overall performance for the position)

General Working Knowledge:

- Company organization, structure, benefits, policies and procedures
- Interdepartmental relationships and functions
- Training techniques
- State(s) insurance rules and regulations

Advanced Working Knowledge:

- Property policies
- Claim file procedures
- Coverage evaluation (knowledge of applicable coverage)
- Liability evaluation (knowledge of case law and statutes)
- Claim policy and procedures
- MCO organization and functions
- Mechanized claim operations
- CCPR processes
- Legal terminology and processes (depositions and subpoenas)
- Legal processes (court systems and statutes)
- Legal requirements (restrictions, guidelines, general laws, contracts, directives)

Unique Working Knowledge:

- Claim investigation, evaluation and settlement techniques within the Property discipline
- Triage / Matrix application

SKILLS/ABILITIES: (Refers to the Skill and Ability usually necessary to meet the expected level of overall performance for the position).

General Working Skill/Ability:

- Motivation (develop positive climate)
- Time management - for self and others

Advanced Working Skill/Ability:

- Oral, written and telephone communication
- Highly analytical; able to effectively apply analysis
- Early identification of possible high volume claim activity
- Initiative and creativity in problem solving
- Leadership, organization and delegation of assignments
- Able to prioritize and manage multiple task assigned
- Analyze and interpret company reports
- Allocating resources
- Training of MCO personnel

PRINCIPLE RELATIONSHIPS/CONTACTS:

- Is under the direction of the Market Claim Manager
- May direct the activities of property teams, usually not exceeding four employees
- Advises claim adjusters, Service Team Leader's and Market Claim Manager on technical claim matters
- Consults with Home Office P-CCSO claim staff on technical claim matters

DECISION MAKING:

Approves

- Claims disposition within individual authorization
- MOI changes to claim assignments which have had the Triage and Matrix applied

Shares Approval

- Claim disposition in excess of individual authorization
- Claim handling during high volume periods

Recommends:

- Severity control activity within MCO
- Granting authorization
- Need for training/developmental activities
- Changes in claim handling
- Implementation of new/revised program/policy/procedure/strategy
- Need for a new/revised program/policy/procedure/strategy
- Need for internal/external communications

EXPERIENCE:

- Six to nine years of Allstate claim adjusting experience or equivalent experience
- Must obtain license(s) where applicable

WORKING CONDITIONS:

- able to travel by car and/or overnight by plane as needed

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

ALLSTATE JOB DESCRIPTION
ADDENDUM

JOB TITLE: Claim Controller
BUSINESS UNIT: Property

JOB CODE:
EFFECTIVE DATE:

Job Requirements

- able to concentrate on tasks on a consistent basis
- able to apply concepts based on law, contracts, case law, company policy, and/or procedure
- able to evaluate and assess materials received from outside vendors
- able to conduct oral communications via telephone and in person
- reliable attendance
- able to manage multiple tasks as assigned
- able input data to CRT, personal computer and review stored data
- able to input and retrieve data by using Company electronic equipment or other similar, compatible electronic equipment
- able to visually inspect loss sites, including climbing onto roof tops
- able to perceive and distinguish emotions in telephone conversations
- able to visually and physically inspect damages
- able to conduct in person meetings with members of the public in locations other than an Allstate office
- able to convey detailed, important, complex information to others accurately and quickly
- able to deal with adversarial confrontations
- able to compute data by means of addition, subtraction, multiplication, division, and percentage calculations
- able to use office equipment, such as, personal computer; lap top; facsimile machine; copy machine; voice recorder; pager
- able to travel by car and/or overnight by plane as needed

ALLSTATE JOB DESCRIPTION

JOB TITLE: SERVICE TEAM LEADER

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

PURPOSE:

To direct the activities of a team of coordinators, adjusters, and clerical so as to achieve its goals of customer service, cost containment, employee development, employee satisfaction, and employee retention.

JOB RESPONSIBILITIES, ESSENTIAL FUNCTIONS AND DUTIES: (Refers to the responsibilities of the job and corresponding Essential Functions and Duties which further describe what occurs in the performance of the Responsibility.)

1. Manage Human Resources

- 3 Evaluate employees' performance
- 3 Administer salary adjustments.
- 3 Develop employees in accordance with their abilities and company needs.
- 3 Implement the Company's Affirmative Action goals for the selection, training, development and promotion of minority group members and women.
- 3 Recruit, hire and train qualified candidates.
- 3 Provide ongoing coaching.

2. Achieve standards of productivity, quality and timeliness as established through efficient utilization of resources.

- 3 Direct the work flow of the team.
- 3 Establish and communicate performance standards.
- 3 Monitor performance through appropriate reviews and communicate them.
- 3 Utilize management information reports to identify performance trends.
- 3 Provide leadership.
- 3 Drive performance through inspired leadership.
- 3 Lead team members through change.
- 3 Recognize performance of team members.

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JOB TITLE: SERVICE TEAM LEADER**JOB CODE:**

3. Assure the team's compliance with company policies, procedures, processes, and reporting requirements.
 - 3 Train employees on policy, procedures, processes, and reporting requirements.
 - 3 Monitor performance through appropriate reviews.
 - 3 Utilize management information reports.
4. Achieve levels of customer satisfaction as established by the company
 - 3 Train employees on customer interaction skills including company designed workshops and role play
 - 3 Monitor performance through appropriate reviews, observations, and communicate them.
 - 3 Resolve customer concerns and conflicts.
5. Support company initiatives and directives.
 - 3 Lead employees through process change.
6. Perform other duties as assigned

KNOWLEDGE: (Refers to the knowledge usually necessary to meet the expected level of overall performance for the position)

General Working Knowledge:

- 3 Company benefits.
- 3 Company organization and structure.
- 3 Interdepartmental relationships and functions.
- 3 Company policies and procedures.
- 3 Training techniques.
- 3 Company supported technologies.

Advanced Working Knowledge:

- 3 Claim file procedures
- 3 Claim investigation evaluation and settlement techniques.
- 3 Liability analysis.
- 3 Claim policy and procedure.
- 3 MCO organization and functions.
- 3 CCPR processes
- 3 Property policy and procedures.

SKILLS/ABILITIES: (Refers to the Skill and Ability usually necessary to meet the expected level of overall performance for the position).

General Working Skill/Ability:

- 3 Organize own work flow and lead others to do so also.
- 3 Lead meetings.
- 3 Retain and give directions to outside experts in the claim process as needed.
- 3 Problem solving with regard to process, procedures, and human relations.

Advanced Working Skill/Ability

- 3 Interpersonal skills.
- 3 Oral, written, and telephone communications.
- 3 Leadership.
- 3 Resolve and manage conflicts including resolving customer concerns.
- 3 Able to prioritize and manage multiple tasks as assigned.
- 3 Employee motivation

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JOB TITLE: SERVICE TEAM LEADER

JOB CODE:

PRINCIPLE RELATIONSHIPS/CONTACTS:

- 3 Reports to Market Claim Manager.
- 3 Leads the activities of up to approximately ____ coordinator, adjuster, and/or other employees within the MCO.
- 3 Leads the activities of any team as assigned .
- 3 Participates with other Service Team Leaders s in achieving MCO/Company results.

DECISION MAKING:

Approves:

- 3 Claims disposition within individual authorization.
- 3 Training of employees.
- 3 Granting authorization.

Recommends:

- 3 Claim disposition in excess of individual authorization

EXPERIENCE:

- 3 Three to five years of Allstate claim adjusting experience or equivalent experience
- 3 Must obtain license(s) where applicable

WORKING CONDITIONS:

- 3 able to travel by car and/or overnight by plane as needed

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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ALLSTATE JOB DESCRIPTION

JOB TITLE: SERVICE TEAM LEADER

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

ADDENDUM

Checklist: Physical and Mental Requirements

- 3 able to concentrate on tasks on a consistent basis
- 3 able to apply concepts based on law, contracts, case law, company policy, and/or procedure
- 3 able to evaluate and assess materials received from outside vendors
- 3 able to conduct oral communications via telephone and in person
- 3 reliable attendance
- 3 able to manage multiple tasks as assigned
- 3 able to input data to CRT, personal computer and review stored data; able to input and retrieve data by using Company electronic equipment or other similar, compatible electronic equipment
- 3 able to visually inspect loss sites including climbing on to roofs
- 3 able to perceive and distinguish emotions in telephone conversations
- 3 able to visually and physically inspect damages
- 3 able to conduct in person meetings with members of the public in locations other than an Allstate office
- 3 able to travel by car and/or overnight by plane as needed
- 3 able to convey detailed, important, complex information to others accurately and quickly
- 3 able to deal with adversarial confrontations
- 3 able to compute data by means of addition, subtraction, multiplication, division, and percentage calculations
- 3 able to use office equipment
 - 3 personal computer
 - 3 lap top
 - 3 facsimile machine
 - 3 copy machine
 - 3 voice recorder
 - 3 pager

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ALLSTATE JOB DESCRIPTION

JOB TITLE: QUALITY EVALUATOR

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

PURPOSE:

To evaluate and assess claim settlements completed by Allstate adjusters in such a manner to comply with proper and approved "estimating techniques" as established by **Property Process Mastery**.

To transfer technical expertise through coaching and training of property adjusters

To assist management in creating strategies to address property severity through review and ongoing analysis of settlement data.

JOB RESPONSIBILITIES, ESSENTIAL FUNCTIONS AND DUTIES: (Refers to the responsibilities of the job and corresponding Essential Functions and Duties which further describe what occurs in the performance of the Responsibility.)

1. Assure claims are fairly and accurately evaluated in accordance with established standards of quality.
 - 3 Determine appropriate settlement amounts
2. Conduct Unit/MCO Training
 - 3 Prepare training course material and facilitate classroom training
 - 3 Conduct on-the-job training (one on one, group)
 - 3 Counsel with employees on claim evaluation matters
 - 3 Assist people in self-instruction/study programs
3. Achieve Optimum Customer Service
 - 3 Maintain a courteous and professional demeanor in all dealings with the public; identify issues and use judgment and discretion to apply PCCSOs' Guiding Principles and PCCSOs' Code of Ethics
 - Interact with Allstate's policyholders and take all steps necessary to ensure that each is satisfied in keeping with Allstate's commitment to customer service.
4. Provide Input Based On Expertise
 - 3 Act as a resource for Claim staff on complex Claim matters
 - 3 Consult with MCO management on high severity claims
5. Perform Other Duties As Assigned

KNOWLEDGE: (Refers to the knowledge usually necessary to meet the expected level of overall performance for the position)

General Working Knowledge:

- 3 Company objectives
- 3 Unfair claim practices act
- 3 State(s) insurance rules and regulations
- 3 Where applicable, legal requirements (restrictions, guidelines, general laws, contracts, directives)
- 3 Estimates/appraisals

Advanced Working Knowledge:

- 3 Policies (homeowners)
- 3 Settlement values
- 3 File procedures
- 3 Decision justification (approval or denial)
- 3 Legal requirements (restrictions, guidelines, general laws, contracts, directives)
- 3 Procedural documentation
- 3 Accupro Estimating System

SKILLS/ABILITIES: (Refers to the Skill and Ability usually necessary to meet the expected level of overall performance for the position).

General Working Skill/Ability:

- 3 Motivate (develop positive climate)
- 3 Plan(establish goals and objectives)
- 3 Coordinate (work with others towards a goal)
- 3 Interpret Company reports
- 3 Technical expertise (construction knowledge, damage evaluation and repairs)

Advanced Working Skill/Ability:

- 3 Coaching
- 3 Oral, written, and telephone communications
- 3 Able to prioritize and manage multiple tasks as assigned, self starter
- 3 Facilitation
- 3 Solve Problems
- 3 Train Employees
- 3 Analysis and sharing of technical information and repair techniques

PRINCIPLE RELATIONSHIPS/CONTACTS:

- 3 Reports to Market Claims Manager / CPS
- 3 Supports STL & PE regarding training needs, estimating issues & data findings
- 3 Provides, obtains or exchanges information with insureds, claimants, among others
- 3 Involved extensively in reviewing property estimates
- 3 Shares information and recommendations for improvement with management staff

DECISION MAKING:

Approves

- 3 Compliance of Individual Adjusters estimating skills

Recommends:

- 3 Severity control activity within MCO
- 3 Need for training/developmental activities
- 3 Enhancements / adjustments to Accupro estimating System
- 3 Changes in claim handling
- 3 Selection of training plans and material
- 3 Need for internal/external communications

EXPERIENCE:

- 3 Proficient property claim adjusting experience
- 3 Commitment to the objectives and philosophies of Allstate
- 3 Must obtain license(s) where applicable

WORKING CONDITIONS:

- 3 able to travel by car and/or overnight by plane as needed

Job Requirements

- 3 able to concentrate on tasks on a consistent basis
- 3 able to apply concepts based on law, contracts, case law, company policy, and/or procedure
- 3 able to evaluate and assess materials received from outside vendors
- 3 able to conduct oral communications via telephone and in person
- 3 reliable attendance
- 3 able to manage multiple tasks as assigned
- 3 able to input data to CRT, personal computer and review stored data
- 3 able to input and retrieve data by using Company electronic equipment or other similar, compatible electronic equipment
- 3 able to visually inspect property loss scenes
- 3 able to perceive and distinguish emotions in telephone conversations
- 3 able to visually and physically inspect damages
- 3 able to convey detailed, important, complex information to others accurately and quickly
- 3 able to deal with adversarial confrontations
- 3 able to compute data by means of addition, subtraction, multiplication, division, and percentage calculations
- 3 able to use office equipment, such as, personal computer; lap top; facsimile machine; copy machine; voice recorder; pager
- 3 able to travel by car and/or overnight by plane as needed

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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ALLSTATE JOB DESCRIPTION

JOB TITLE: Outside Claim Service Coordinator

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

PURPOSE:

To identify, direct, and coordinate the necessary resources on claims to ensure the customers' complete satisfaction and achieve company goals.

JOB RESPONSIBILITIES, ESSENTIAL FUNCTIONS AND DUTIES: (Refers to the responsibilities of the job and corresponding Essential Functions and Duties which further describe what occurs in the performance of the Responsibility.)

1. Achieve Optimum Customer Service
 - 3 Maintain a courteous and professional demeanor in all dealings with the public; identify issues and use judgment and discretion to apply PCCSOs' Guiding Principles and PCCSOs' Code of Ethics
 - 3 Interact with Allstate's policyholders and claimants and take all steps necessary to ensure that each is completely satisfied in keeping with Allstate's commitment to customer service
 - 3 Manage case workload as assigned in a timely and productive fashion
 - 3 Act as owner of the customer relationship
 - 3 Assure the customer is kept informed of claim disposition
 - 3 Provide complete and thorough explanations to the customer
 - 3 Provide a hassle-free claim experience for the customer
2. Direct the file activities
 - 3 Identify appropriate use of resources for claim handling
 - 3 Provide guidance and direction to the resources on claims
 - 3 Assure appropriate and timely follow up with the customer
 - 3 Initiate and direct subrogation handling
3. Assure claims(when applicable) are fairly and accurately evaluated in accordance with established standards of quality and timeliness
 - 3 Evaluate coverage applicable in each loss situation
 - 3 Determine mitigation/emergency service needs and coordinate services
 - 3 Determine ALE needs; evaluate and handle
 - 3 Communicate offer or denial to proper persons
 - 3 Negotiate settlement and authorize payment on behalf of Allstate
 - 3 Document the claim file with recommendations, evaluations and decisions regarding customer service actions
 - 3 Evaluate policyholders for insurance risk factors and as appropriate communicate with Allstate's Underwriting Department
4. Develop and enhance agent relationships
 - 3 Inform agent of notice, status (where applicable), and closure of claim
 - 3 Seek agent involvement (where appropriate) with customer concerns

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H000002889

JOB TITLE: Outside Claim Service Coordinator

JOB CODE:

5. Participate in Team/MCO Training

- 3 Attend and successfully complete all required Tech-Cor courses
- 3 Complete other applicable training courses as directed
- 3 Attend training sessions as a participant
- 3 Attend meetings to obtain and share information
- 3 Assist in the training/development of other employees

6. Perform Other Duties As Assigned

KNOWLEDGE: (Refers to the knowledge usually necessary to meet the expected level of overall performance for the position)

General Working Knowledge:

- 3 Decision justification (approval or denial)
- 3 Where applicable, summons and complaints
- 3 State(s) insurance rules and regulations
- 3 Mainframe capabilities
- 3 Structure/content estimating
- 3 Settlement and release options
- 3 Subro practices and file preparation
- 3 Company organization and structure

Advanced Working Knowledge:

- 3 Policies
- 3 Coverage evaluation
- 3 ALE evaluation
- 3 Subrogation identification
- 3 Mitigation/emergency services identification
- 3 Structure/content evaluation
- 3 Accupro and PEC
- 3 Vendor relations
- 3 File procedures

SKILLS/ABILITIES: (Refers to the Skill and Ability usually necessary to meet the expected level of overall performance for the position).

General Working Skill/Ability:

- 3 Interpersonal skills
- 3 File documentation
- 3 Confirm/gather additional loss facts
- 3 Structure/content evaluation
- 3 Agent relations
- 3 Train employees

Advanced Working Skill/Ability

- 3 Customer relations/communications (CFQ)
- 3 Face to face customer interactions
- 3 Oral ,written, and telephone communications

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H000002890

JOB TITLE: Outside Claim Service Coordinator

JOB CODE:

Advanced Working Skill/Ability (cont.)

- 3 Empathize with insureds, claimants
- 3 Listen
- 3 Persuade and influence
- 3 Organize own work flow and manage claims as assigned in a timely fashion
- 3 Coordinate file activities (work with others towards a goal)
- 3 Retain and give directions to other resources in the claim process as needed
- 3 Resolve and manage conflicts during the course of each claim settlement
- 3 Structure/content estimating
- 3 Able to prioritize and manage multiple tasks as assigned
- 3 Act on claims professionally

PRINCIPLE RELATIONSHIPS/CONTACTS:

- 3 Reports to Service Team Leader
- 3 Provides, obtains or exchanges information with insureds, adjusters, among others
- 3 Participates with other team members in achieving team results
- 3 Provides guidance and direction to adjusters

DECISION MAKING:

Approves:

- 3 Claims disposition within individual authorization

Recommends:

- 3 Claim disposition in excess of individual authorization

EXPERIENCE:

- 3 Must obtain license(s) where applicable

WORKING CONDITIONS:

- 3 Able to travel by car and/or overnight by plane as needed

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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H000002891

ALLSTATE JOB DESCRIPTION

JOB TITLE: Outside Claim Service Coordinator

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

ADDENDUM

Checklist: Physical and Mental Requirements

- 3 able to concentrate on tasks on a consistent basis
- 3 able to apply concepts based on law, contracts, case law, company policy, and/or procedure
- 3 able to evaluate and assess materials received from outside vendors
- 3 able to conduct oral communications via telephone and in person
- 3 reliable attendance
- 3 able to manage multiple tasks as assigned
- 3 able to input data to CRT, personal computer and review stored data; able to input and retrieve data by using Company electronic equipment or other similar, compatible electronic equipment
- 3 able to visually inspect loss scenes including
- 3 able to perceive and distinguish emotions in telephone conversations
- 3 able to visually and physically inspect damages
- 3 able to conduct in person meetings with members of the public in locations other than an Allstate office
- 3 able to travel by car and/or overnight by plane as needed
- 3 able to convey detailed, important, complex information to others accurately and quickly
- 3 able to deal with adversarial confrontations
- 3 able to compute data by means of addition, subtraction, multiplication, division, and percentage calculations
- 3 able to deal with multi demands and stressful situations
- 3 able to use office equipment
 - 3 personal computer
 - 3 lap top
 - 3 facsimile machine
 - 3 copy machine
 - 3 voice recorder
 - 3 pager

H000002892

ALLSTATE JOB DESCRIPTION

JOB TITLE: Inside Claim Coordinator

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

PURPOSE:

To identify, direct, and coordinate the necessary resources on claims to ensure the customers' complete satisfaction and achieve company goals.

JOB RESPONSIBILITIES, ESSENTIAL FUNCTIONS AND DUTIES: (Refers to the responsibilities of the job and corresponding Essential Functions and Duties which further describe what occurs in the performance of the Responsibility.)

1. Achieve optimum customer service
 - 3 Maintain a courteous and professional demeanor in all dealings with the public; identify issues and use judgment and discretion to apply PCCSOs' Guiding Principles and PCCSOs' Code of Ethics
 - 3 Interact with Allstate's policyholders and claimants and take all steps necessary to ensure that each is completely satisfied in keeping with Allstate's commitment to customer service
 - 3 Manage case workload as assigned in a timely and productive fashion
 - 3 Act as owner of the customer relationship
 - 3 Assure the customer is kept informed of claim disposition
 - 3 Provide complete and thorough explanations to the customer
 - 3 Provide a hassle-free claim experience for the customer
2. Direct the file activities
 - 3 Verify appropriate use of resources for claim handling
 - 3 Provide guidance and direction to the resources on claims
 - 3 Assure appropriate and timely follow up with the customer
 - 3 Initiate and direct subrogation handling
3. Assure claims(when applicable) are fairly and accurately evaluated in accordance with established standards of quality and timeliness
 - 3 Evaluate coverage applicable in each loss situation
 - 3 Determine mitigation/emergency service needs and coordinate services
 - 3 Determine ALE needs; evaluate and handle
 - 3 Communicate offer (for fast track claims only) or denial to proper persons
 - 3 Negotiate settlement (for fast track claims only)/denial and authorize payment on behalf of Allstate
 - 3 Document the claim file with recommendations, evaluations and decisions regarding customer service actions
 - 3 Evaluate policyholders for insurance risk factors and as appropriate communicate with Allstate's Underwriting Department
4. Develop and enhance agent relationships
 - 3 Inform agent of notice, status (where applicable), and closure of claim
 - 3 Seek agent involvement (where appropriate) with customer concerns

- 5. Participate in Team/MCO training
 - 3 Attend and successfully complete all required Tech-Cor courses
 - 3 Complete other applicable training courses as directed
 - 3 Attend training sessions as a participant
 - 3 Attend meetings to obtain and share information
 - 3 Assist in the training/development of other employees
- 6. Perform other duties as assigned

KNOWLEDGE: (Refers to the knowledge usually necessary to meet the expected level of overall performance for the position)

General Working Knowledge:

- 3 Decision justification (approval or denial)
- 3 Where applicable, summons and complaints
- 3 State(s) insurance rules and regulations
- 3 Structure/content evaluation/estimating
- 3 Accupro and PEC
- 3 Vendor relations
- 3 Settlement and release options
- 3 Subro practices and file preparation
- 3 Company organization and structure

Advanced Working Knowledge:

- 3 Policies
- 3 Coverage evaluation
- 3 ALE evaluation
- 3 Subrogation identification
- 3 Mitigation/emergency services identification
- 3 File procedures

SKILLS/ABILITIES: (Refers to the Skill and Ability usually necessary to meet the expected level of overall performance for the position).

General Working Skill/Ability:

- 3 Interpersonal skills
- 3 Face to face customer interactions
- 3 File documentation
- 3 Confirm/gather additional loss facts
- 3 Structure/content evaluation/estimating
- 3 Agent relations
- 3 Train employees

Advanced Working Skill/Ability

- 3 Customer relations/communications (CFQ)
- 3 Oral ,written, and telephone communications
- 3 Empathize with insureds, claimants
- 3 Listen

JOB TITLE: Inside Claim Coordinator

JOB CODE:

Advanced Working Skill/Ability (cont.)

- 3 Persuade and influence
- 3 Organize own work flow and manage claims as assigned in a timely fashion
- 3 Coordinate file activities (work with others towards a goal)
- 3 Retain and give directions to other resources in the claim process as needed
- 3 Resolve and manage conflicts during the course of each claim settlement
- 3 Mainframe capabilities
- 3 Able to prioritize and manage multiple tasks as assigned
- 3 Act on claims professionally

PRINCIPLE RELATIONSHIPS/CONTACTS:

- 3 Reports to Service Team Leader
- 3 Provides, obtains or exchanges information with insureds, adjusters, among others
- 3 Participates with other team members in achieving team results
- 3 Provides guidance and direction to adjusters

DECISION MAKING:

Approves:

- 3 Claims disposition within individual authorization (fast track claims only)

Recommends:

- 3 Claim disposition in excess of individual authorization (fast track claims only)

EXPERIENCE:

- 3 Must obtain license(s) where applicable

WORKING CONDITIONS:

- 3

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

ALLSTATE JOB DESCRIPTION

JOB TITLE: Inside Claim Coordinator

JOB CODE:

BUSINESS UNIT: Property

EFFECTIVE DATE:

ADDENDUM

Checklist: Physical and Mental Requirements

- 3 able to concentrate on tasks on a consistent basis
- 3 able to apply concepts based on law, contracts, case law, company policy, and/or procedure
- 3 able to evaluate and assess materials received from outside vendors
- 3 able to conduct oral communications via telephone and in person
- 3 reliable attendance
- 3 able to manage multiple tasks as assigned
- 3 able to input data to CRT, personal computer and review stored data; able to input and retrieve data by using Company electronic equipment or other similar, compatible electronic equipment
- 3 able to perceive and distinguish emotions in telephone conversations
- 3 able to conduct in person meetings with members of the public
- 3 able to travel by car and/or overnight by plane as needed
- 3 able to convey detailed, important, complex information to others accurately and quickly
- 3 able to deal with adversarial confrontations
- 3 able to compute data by means of addition, subtraction, multiplication, division, and percentage calculations
- 3 able to use office equipment
 - 3 mainframe system
 - 3 lap top
 - 3 facsimile machine
 - 3 copy machine
 - 3 voice recorder
 - 3 pager

F

Appendix - HDS

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H000002897

PGM NAME

PROPERTY WORKFLOW SYSTEM

DATE

*** REMINDER: CONTACT PENDING SHOULD BE REVIEWED SEVERAL TIMES DAILY ***

01 - CONTACT UPDATE

02 - CONTACT PENDING

03 - INVOLVED PERSON STATEMENT

04 - SCHEDULE FOLLOW UP

05 - REVIEW FOLLOW-UP

06 - DIARY

07 - CLAIM ASSIGNMENT MESSAGES

08 - CLIENT FILE (deliver when available, not in 7/13/98 delivery)

SELECTION:
CLAIM NUMBER:
INVOLVED ID:

ENTER ACTIVITY: 10-LRS 11-CCS 16-DIRECTORY 22-CSS

Claim number would be needed for selections 01, 03, 04, 06 and 08. Involved ID would be needed for selections 01, 03(to add a stmt) and 04. Selection 1 would transfer to new screen for capturing coordinator contacts. Selection 2 would transfer to contact pending screen (property only). Selection 3 would transfer to the statement list screen if claim number and involved id and claim level list screen if claim number only. Selection 4 would transfer to schedule follow-up screen. Selection 5 would transfer to review follow-up screen. Selection 6 would transfer to diary. Selection 7 would transfer to claim assignment messages (WON0620). If employee signed on has messages pending selection 7 will be highlighted. Selection 8 would transfer to client file. Traffic directors at bottom of screen will transfer to application as indicated. To get connection to client file the programming team that handles client file needs 10 weeks from request date to complete. The client file connection will be delivered at a later time. We need to identify what security levels would have access to what selections. 6/3/98 At this time we will only have one level of authorization. Will request PWS 01 as application access codes.

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H000002898

DATE _____

POLICY NUMBER:

COORDINATOR NAME:

	INITIAL	EMPL TYPE	EMPL METHOD	FINAL	EMPL TYPE	EMPL METHOD
INSURED CONTACT:	_____	____	___	_____	____	___
AGENT CONTACT:	_____	____	___	_____	____	___

1 - fire
2 - lightning
3 - water
4 - freezing
5 - wind
6 - hail
7 - theft
8 - vehicle
9 - other

55

ON0560 ** UPDATE ASSIGNMENT - NON-AUTO ** 05/12/98

LOC: 1300

CLAIM NUMBER: 1840002644 DESK: E01 LRS ID:01 COV: CD REASSIGN NUMBER:1

LRS DATE: 010298

ASSIGN DATE: 011598 CLOSE DATE:

CUSTOMER NAME LAST: WALES

FIRST: ERIKA

MOI: 01-FLD

SUB-PROCESS CD:

EMPL ID: DF23 INSPECT DATE:

ESTIMATE DATE:

ESTIMATE \$:

REPAIR FIRM:

VENDOR EMPL ID:

DELETE(Y)

VENDOR ID:

NAME:

ESTIMATE DATE:

EST \$:

CONTROL NUMBER:

DATE PAID:

TOTAL PAID \$:

CUSTOMER CALLBACK DATE:

ADD VENDOR(Y): CLOSE ASSIGNMENT(Y): VERIFY VENDOR DELETE(Y/N):

TRANSFER TO PROCESS (Y):

CLEAR-CANCEL PF1-HELP PF3-RETURN PF7-BACKWARD PF8-FORWARD

Need to add estimate date as input field. Need to change closure edit to require fields that are input on the process screen (if CCPR non-auto turned on). Need to add a transfer to the update process screens dependent on the process code on assignment. Should we allow the transfer to process update after closure? Should we add this same process of transfer to process data in the browse mode (WON0350)? Collect process date only on employees at this time. Open up to vendors later.

5/1

H000002900

Homeowner CCPR data collection being added to Dispatch screens:

Modify the Dispatch main menu screen to add a new option for passing into data collection input screens for gathering the key Homeowner CCPR results.

ON0200	** DISPATCH SYSTEM MAIN MENU **	01/21/98
1 - DISPATCH ASSIGNMENT	10 - QUALITY REINSPECTION INFORMATION	
2 - UPDATE ASSIGNMENT	11 - CORRECTION/CANCEL/REOPEN MENU	
3 - TRANSFER ASSIGNMENT	12 - CATASTROPHE MENU	
4 - CLAIM ASSIGNMENT MESSAGES	13 - CROSS REFERENCE DISPLAY	
5 - BROWSE ASSIGNMENT	14 - TRANSFER SUPPLEMENT ASSIGNMENT	
6 - UPDATE SUPPLEMENT ASSIGNMENT	15 - RECONCILIATION	
7 - DRIVE-IN LOG	16 - CREATE UCP/AF ASSIGNMENT	
8 - VENDOR MENU	17 - ADDITIONAL MEASUREMENTS	
9 - DISPLAY L300 INFORMATION	18 - HOMEOWNER CCPR PROCESSES	
SELECT OPTION: 18		
CLEAR-CANCEL PF1-HELP PF3-RETURN		

f

ON0610

** UPDATE HOMEOWNER PROCESSES **

04/24/98

FOR INDIVIDUAL UPDATE ENTER

CLAIM NUMBER:

LRS ID:

COVERAGE:

OR

TO DISPLAY LIST OF ALL SELECT

PROCESS CD:

AND/OR

EMPLOYEE ID(?) :

OR

VENDOR ID(?) :

CLEAR-CANCEL PF1-HELP PF3-RETURN

5

H000002902

PROG NM		** LIST OF HOMEOWNER PROCESS ASSIGNMENTS **					DATE
SEL (X)	CLAIM NUMBER	LRS ID	COV	CUSTOMER NAME	PROCESS CD	EMP/VEND ID	

TOTAL:

CLEAR - CANCEL F3-RETURN F7-BACKWARD F8-FORWARD

FB

On the following screens, automatically populate fields where data is already available through the assignment process. These field are for display/information purposes only. e.g. assignment closure date, MOI, etc.

PROG NM	WIND/HAIL PROCESS	DATE
CLAIM NUMBER: 1234567890 EMP NAME: _____ PROCESS CD: ____ IN PROCESS: _		
INSPECTION TYPE: ____ INITIAL SERVICE CALL: _____ INSPECTION DATE: _____		
ON-SITE EST: (Y/N) ____ CUST HOME AT INSPECT: (Y/N) ____ ON ROOF INSPECT: (1-5) : ____		
COMPLEXITY OF ROOF: (1-3) ____ TYPE OF ROOF: (1-9) ____ IF 9: _____		
SCOPE ROOF DAMAGE: (1-5) ____ ACCUPRO USED FOR EST(Y/N) : ____ EST COMP DATE: _____		
CHECK ISSUED ON-SITE: (Y/N) ____ CWP REASON CD: (1-3) ____ SETTLE SERVICE CALL: _____		
GROSS EST ROOF: _____ NET EST AMT: _____ DED: _____		
GROSS EST OTHER STRUCT/CONT/ALE: _____ NET EST AMT: _____		
SUBRO SUBMISSION TYPE: ____ SUBRO MATRIX COMPLIANCE: (Y/N) ____		
MANAGEMENT WRITE OFF DATE: _____ INSURED REPRESENTATION: ____		
TRANSFER TO (S) :		
CLEAR-CANCEL F1-HELP F3-RETURN		

Each field with a numbered choice will have F1 - field help with the corresponding valid choices to select from.

On roof inspection:

- 1 - Yes
- 2 - Roof to steep
- 3 - Exposure too high
- 4 - Cause further damage
- 5 - Weather

Scope roof damage:

- 1 - No covered damage
- 2 - Replace slopes
- 3 - repair slopes
- 4 - Full roof replacement
- 5 - Repair/replace slopes

Subro submission type:

- 1 - Product Liability Case
- 2 - Workmanship Issue

Roof Complexity:

- 1 - Simple
- 2 - Cut-up
- 3 - Complex

Roof Type:

- 1 - Composition
- 2 - Barrel Tile
- 3 - Wood Shakes
- 4 - Flat Built-up
- 5 - Cement Tile
- 6 - Slate
- 7 - Metal

CWP Reason Codes:

- 1 - No coverage
- 2 - No covered damage
- 3 - Below Deductible

8 - Rolled

9 - Other (please specify)

Insured Representation:

- 0 - None
- 1 - P/A
- 2 - Attorney

3 - Other than insured

4 - Did not submit to subro

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PROG NM	WATER CLAIM PROCESS	DATE
CLAIM NUMBER: 1234567890 EMP NAME: _____ PROCESS CD: ____ IN PROCESS: ____		
INSPECTION TYPE: ____ INITIAL SERVICE CALL: _____ INSPECT DATE: _____		
ESTIMATE COMP DATE: _____ SETTLEMENT SERVICE CALL: _____ CLOSE DATE: ____		
TIER LEVEL: (1-4) _ ON-SITE EST: (Y/N) _ CHECK ISSUED ON-SITE: (Y/N) _		
CWP REASON CD: (1-3) ____		
MITIGATION ATTEMPTED: (Y/N) ____ MITIGATION SUCCESSFUL: (Y/N) ____		
CLEANING VENDOR ASSIGN DATE: _____ CLEANING AMOUNT: _____		
SUBRO SUBMISSION TYPE (0-3): ____ SUBRO MATRIX COMPLIANCE: (Y/N) ____		
MANAGEMENT WRITE OFF DATE: _____ INSURED REPRESENTATION: ____		
TRANSFER TO (S) :		
CLEAR-CANCEL F1-HELP F3-RETURN		

Each field with a numbered choice will have F1 - field help with the corresponding valid choices to select from.

CWP Reason code:

- 1 - No coverage
- 2 - No covered damage
- 3 - Below Deductible

Tier Level :

- 1 -
- 2 -
- 3 -
- 4 -

Subro Submission type:

- 1 - Product Liability Case
- 2 - Workmanship Issue
- 3 - Other than Insured
- 0 - Did not submit to subro

Insured representation:

- 0 - None
- 1 - P/A
- 2 - Attorney

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PROG NM	FIRE STRUCTURE PROCESS	DATE
CLAIM NUMBER: 1234567890	EMP NAME: _____	PROCESS CD: _____ IN PROCESS: _____
INSPECTION TYPE: _____	INITIAL SERVICE CALL: _____	INSPECTION DATE: _____
ESTIMATE COMP DATE: _____	ESTIMATE AMT: _____	SETTLEMENT SERVICE CALL: _____
ON-SITE EST: (Y/N) _____	CHECK ISSUED ON-SITE: (Y/N) _____	DED: _____ CLOSE DATE: _____
CWP REASON CD: (1-3) _____	SUBRO SUBMISSION TYPE : (0-3) _____	SUBRO MATRIX COMPLIANCE: (Y/N) _____
MANAGEMENT WRITE OFF DATE: _____	INSURED REPRESENTATION: _____	
CLEANING VENDOR ASSIGN DATE: _____	CLEANING AMOUNT: _____	
TRANSFER TO (S): _____		
CLEAR-CANCEL F1-HELP F3-RETURN		

Each field with a numbered choice will have F1 - field help with the corresponding valid choices to select from.

CWP Reason code:

- 1 - No coverage
- 2 - No covered damage
- 3 - Below Deductible

Subro submission type code:

- 1 - Product Liability Case
- 2 - Workmanship Issue
- 3 - Other than Insured
- 0 - Did not submit to subro

Insured representation code:

- 0 - Not represented
- 1 - P/A
- 2 - Attorney

Deductible should be displayed in dollars not percent. If deductible is stored as a percent convert to dollars then display. Initial service call edit: can't be before assign date. Inspection date edit: can't be before assign date. Estimate complete date edit: may be equal to but not before inspection date. Settlement service call edit: may be equal to but not before estimate complete date. All dates must be valid, can't be future dates and are required for closure.

Issues: Will we collect all service calls for all assignments (both in and out of process)? YES 5/21 We will continue to collect current data fields on the estimate on WON0560. (Yes). New edits will be put in place for closure (required fields from the process screens). Allow transfer between WON0560 and the process screens. Should we only collect data on employee assignments? Transfer to payment and supplements screens values P and S in transfer question (F5 and F6 from prior screen design).

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H000002906

PROG NM	FIRE CONTENTS PROCESS	DATE
CLAIM NUMBER: 1234567890 EMP NAME: _____ PROCESS CD: _____ IN PROCESS: _____		
INSPECTION TYPE: _____	INITIAL SERVICE CALL: _____	INSPECTION DATE: _____
EST COMP DATE: _____	EST AMT: _____	SETTLEMENT SERVICE CALL: _____
ON-SITE EST: (Y/N) _____	ON-SITE INVENTORY DATE: _____	CHECK ISSUED ON-SITE: (Y/N) _____
CLOSE DATE: _____	INSURED REPRESENTATION: _____	CLEANING VENDOR ASSIGN DATE: _____
CLEANING AMOUNT: _____	CWP REASON CD: (1-3) _____	SUBRO SUBMISSION TYPE: (0-3) _____
SUBRO MATRIX COMPLIANCE: (Y/N) _____ MANAGEMENT WRITE OFF DATE: _____		
TRANSFER TO (S):		
CLEAR-CANCEL F1-HELP F3-RETURN		

Each field with a numbered choice will have F1-field help with the corresponding valid choices to select from.

CWP Reason code:

- 1 - No coverage
- 2 - No covered damage
- 3 - Below Deductible

Insured representation code:

- 0 - Not represented
- 1 - P/A
- 2 - Attorney

Subro submission type code:

- 1 - Product Liability Case
- 2 - Workmanship Issue
- 3 - Other than Insured
- 0 - Did not submit to Subro

Issues: all same from the fire structure screen. Edits for all dates would also be the same. Cross edits for all processes on subro submission to management write-off date if subro = 1-3 mgmt date required.

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PROG NM	BROWSE SUPPLEMENT	DATE
SUPPLEMENTS :		
DATE COMP/DENIED :	AMOUNT :	SUP TYPE :
DATE COMP/DENIED :	AMOUNT :	SUP TYPE :
DATE COMP/DENIED :	AMOUNT :	SUP TYPE :
DATE COMP/DENIED :	AMOUNT :	SUP TYPE :
DATE COMP/DENIED :	AMOUNT :	SUP TYPE :
CLEAR-CANCEL F3-RETURN		

Do we need to show empl/vend name? How many lines should we display? Do we need paging (more than 15 supplements?) Display only supplements per coverage of assignment coming from or display all supplements for claim number?

Change the supplement update screens and help for additional supplement types (ignore if type listed already exists):

Unsat Cleaning, Unsat Repair, Incorrect measurement, Incorrect pricing, Cleaning vendor sup, ALE, Expense payment, other (aren't some of these tran reason codes not sup types?)

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PROG NM ** QUALITY REINSPECTION INFORMATION ** DATE

CLAIM NUMBER: LRS ID: COV: PERIL: PROCESS CD:

MOI: EMP/VEND ID: EMP/VEND NAME:

REPAIR STATUS: (B/D/A) REINSPECT EMP ID: REINSPECT EMP DT:

SUPPLEMENT REINSPECT: SUPPLEMENT CREATE DT:

*** REINSPECTION ***

ORIG EST:
DOLLARS SAT:
% SAT:
ECONMIC OPP \$:
ECONMIC OPP %:
SUPPLEMENT AMT PD:
DOLLARS SAT:
% SAT:
ECONMIC OPP \$:
ECONMIC OPP %:

COMMENTS:

NEXT CLAIM #: LRS ID: COV CD: MOI: EMPL/VEND ID:
REI/REV DT: RE-REINSP DT: TL REI/REV: SUP CRT DT:
CLEAR-CANCEL F1-HELP F3-RETURN F9-PRT SCREEN

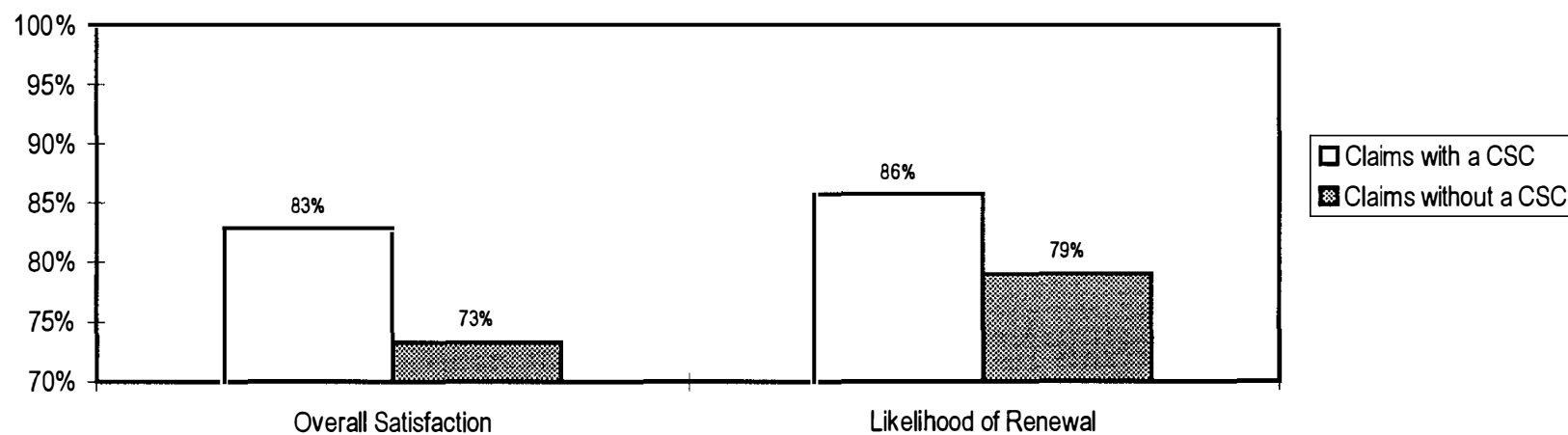
Possible use same screen from auto (including reinspection and re-reinspection WON0770). When writing row to DB2 table will need to identify non-auto CCPR reinspections and re-reinspections (use codes 8 and 9).

55

H000002910

Georgia Property Test - ICSS Results for Claims Closed from 2/23/98 through 5/10/98

- ♦ Overall satisfaction for Atlanta claims during this period was 77.8%
- ♦ Overall satisfaction was 10 percentage points higher on claims that were handled by a CSC



(1) Results are based on 135 ICSS surveys conducted during this period (64 claims handled by a CSC and 71 handled without a CSC)

(2) Claims without a CSC include:

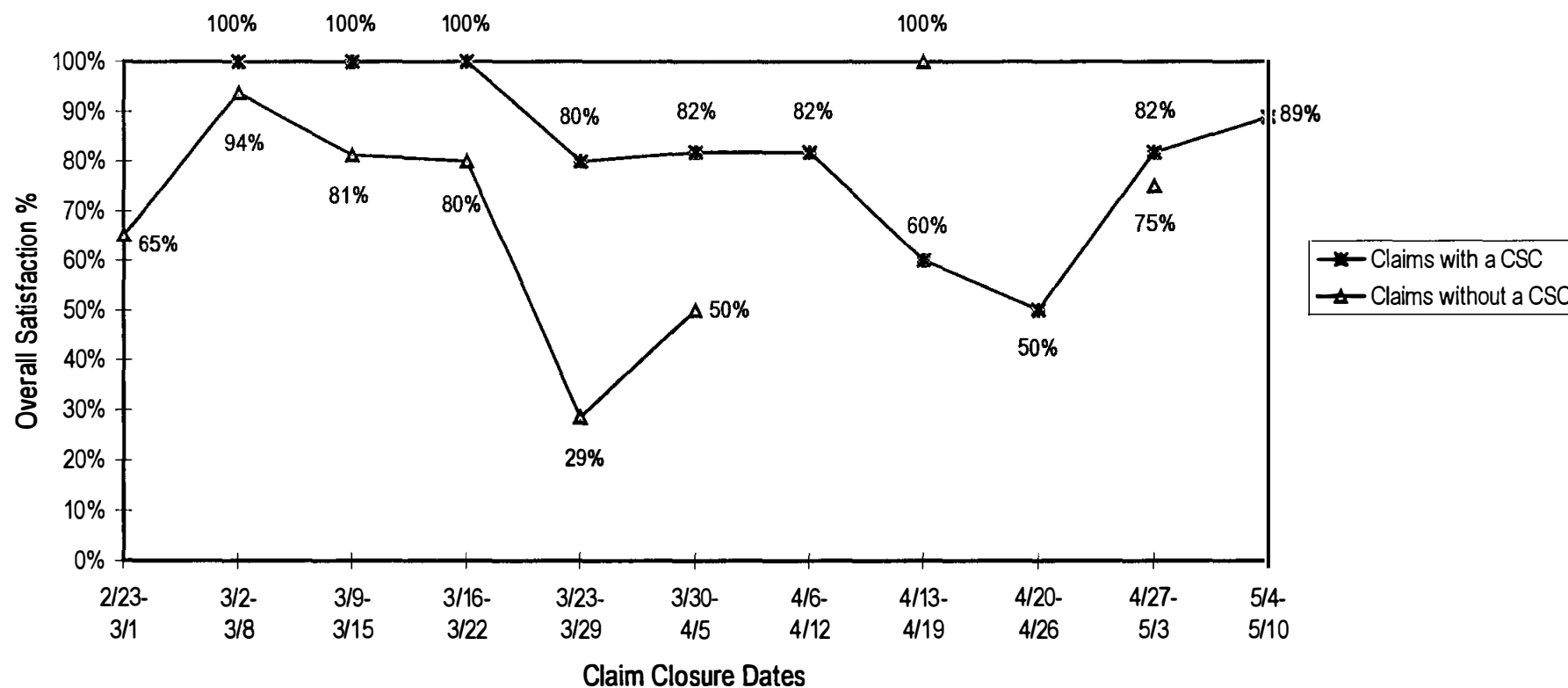
- Claims opened and/or closed before 2/23/98
- Claims that did not go to a CSC due to abnormally high claim volume

(3) Macon claims are not included in either CSC or Non-CSC results (Macon's overall satisfaction during this period was 77.8% for 63 claims)

H000002911

Georgia Property Test - ICSS Results for Claims Closed from 2/23/98 through 5/10/98

- ♦ Overall satisfaction has predominantly trended higher for claims with a CSC than claims without a CSC during this 11 week period



(1) Missing data points are the result of zero surveys being conducted for that group during a given week

(2) Results are based on 135 ICSS surveys conducted during this period (64 claims handled by a CSC and 71 handled without a CSC)

6/26/98

H000002912

**Homeowners' CCPR
Implementation Plan
Sept. 10, 1998**



H00000291

**Homeowners' CCPR
Implementation Plan
Sent 10 1998**

~~Is this a reimplementation? NO!~~

We are here with a new approach to Auto CCPR

The “New Approach” to Auto CCPR is all about leadership

Remember the -7 in severity and +10 in customer satisfaction we promised.

We are here to show you how to get that -7 and +10!!

*McM's -
notes* — *Remind to take notes.*

“SHOW BOAT CHART”

As Paul said... it is our work

~~We are not designing, testing or implementing.~~

**We are here to support you in process
compliance and expert execution.
Intense Modeling, Role Playing and Coaching**

We will help you prioritize your work.

We will help you focus.

We are bringing brand new jobs
~~We didn't do that the first time through.~~

~~Our error.~~

~~Now~~ **we are going to give you tools to achieve
results you never imagined.**

We will show you how to lock in process compliance through expert execution of everyone's new job.

And everyone does have a new job.

Let's talk about our new roles in the infrastructure of P-CCSO.

“SHOW INFRASTRUCTURE SLIDE”

Huge Behavioral Change - Not just doing the old TASKS better
Before I continue.....

Do the Cas folks know why they are here?

You may have thought....

Why am I going to an Auto meeting?

Although we've built Auto and Casualty *Separately* out of necessity, we now must merge the work, we are all on the team, in the same game.

Let me give you an example:

Sometimes I hear the Auto processes are in conflict with Casualty processes.

The example most often used is comp negative calls.

**Nothing could be further from the truth!
We are all in the game of provable/defendable liability....injury or not!**

I, and you, should expect them to apply and win on that negligence call with the claimant. Same is true if no injury. Provable/Defendable

Another example of conflict between Auto and Casualty CCPR is proper LOU handling.

There is not a different standard for injured claimants.

I never said to put all injured claimants in Cadillacs or Mercedes !!!

We should approach transportation needs (not automatic rental car) the same way in unrep, as we do in the liability segment.

**If we owe it, explore all possibilities,
offer rental if warranted, in the appropriate
type vehicle and manage the number of days.**

**We need to work very hard to merge these two
efforts.**

**What did we give them that's different?
Supporting tools and structure.**

- **PERFORMANCE MANAGEMENT**
- **MOS/MOI STRATEGY**
- **NEW PERFORMANCE LEADER ROLE**
- **ENHANCED DISPATCH TRAINING**

VP/SA/30

I never said “Roll up Liability” !

**If any leader, Auto or Casualty,
makes a call on liability in a file review,
whether an injury file or not,
it should be the exact same call.**

**If an unrepped Claim Rep. determines 5%
negligence on the injured claimant,
but does not feel it is defend/provable.**

**They are to document their case, indicate they
are not going to use this issue in negotiations,
same is true of no injury.**

**However, if that same unrep person finds 20%
provable liability on that injured claimant.....**

WHAT ACCPR BRINGS UPSTATE NY

- **PROCESSES THAT WILL DRIVE IMPROVED CUSTOMER SATISFACTION IMPROVED COST CONTAINMENT**
- **SUPPORTING TOOLS TO HELP PRIORITIZE YOUR WORK**
- **INTENSE.....MODELING OF BEHAVIOR**
- **ABSOLUTE COMMITMENT TO UPSTATE NY**

WHAT ACCPR ASKS OF UPSTATE NY

- **PROVIDE AN ENVIRONMENT THAT ENCOURAGES/EXPECTS CHANGE**
- **BECOME ROLE MODELS OF CHANGE BEHAVIOR**
- **HAVE ~~NO~~ GREAT PATIENCE TO TRAIN EVERYONE WITH HIGH WILL**
- **HAVE ZERO TOLERANCE FOR**

LOW WILL

RESISTANCE TO CHANGE

LACK OF PROCESS COMPLIANCE

20/50/30



① Un-Calibrated TOY members

② Un-Calibrated QAT w/ ACCPR

③ Local leaders indicated to me that they completed Re-l's on selected estimates & selected Adjusters.

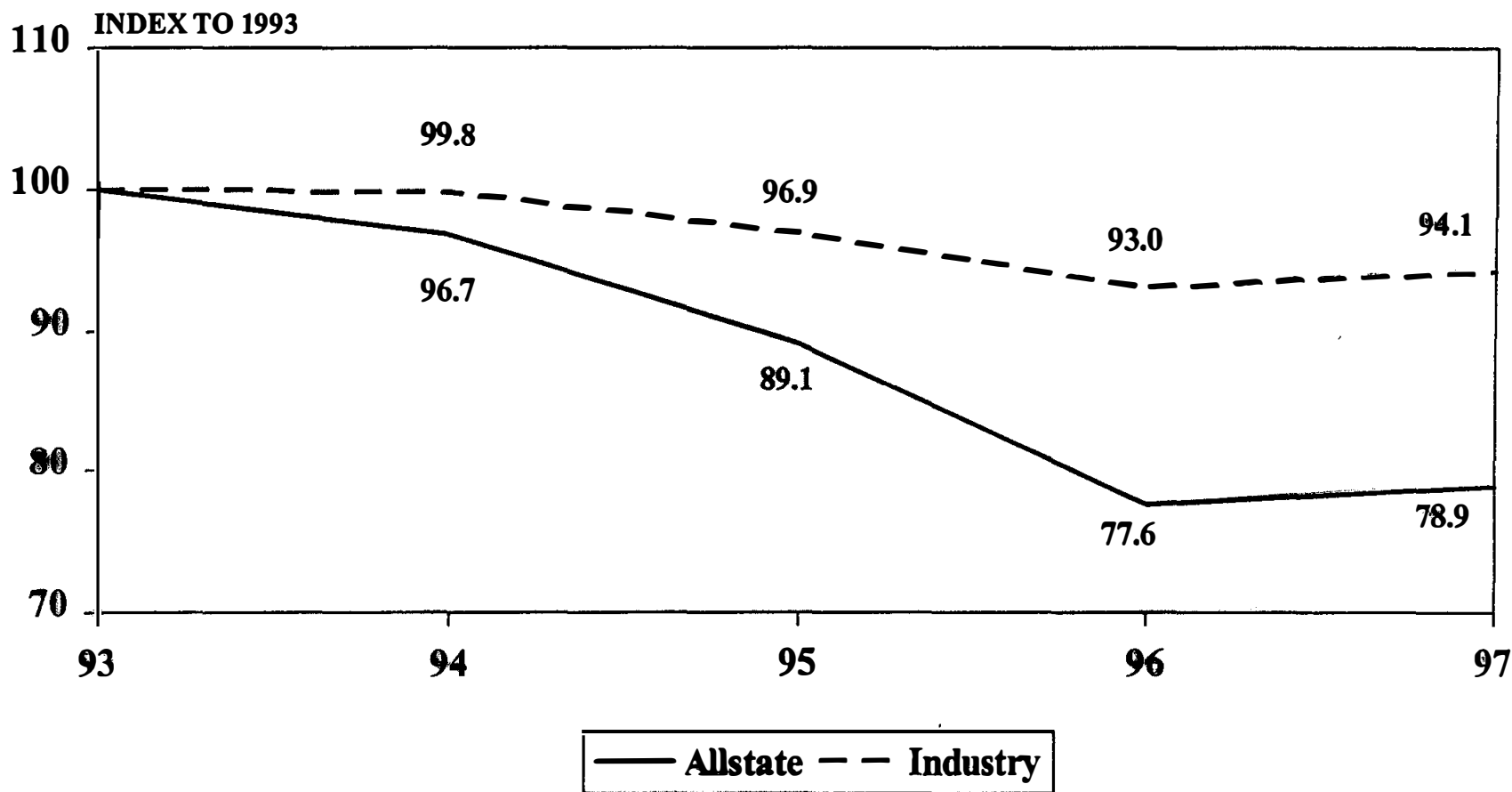
This technique was tried w/ me, but I would not allow it.

For reservations call toll free **800-228-9290**

H000002924



ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON BODILY INJURY

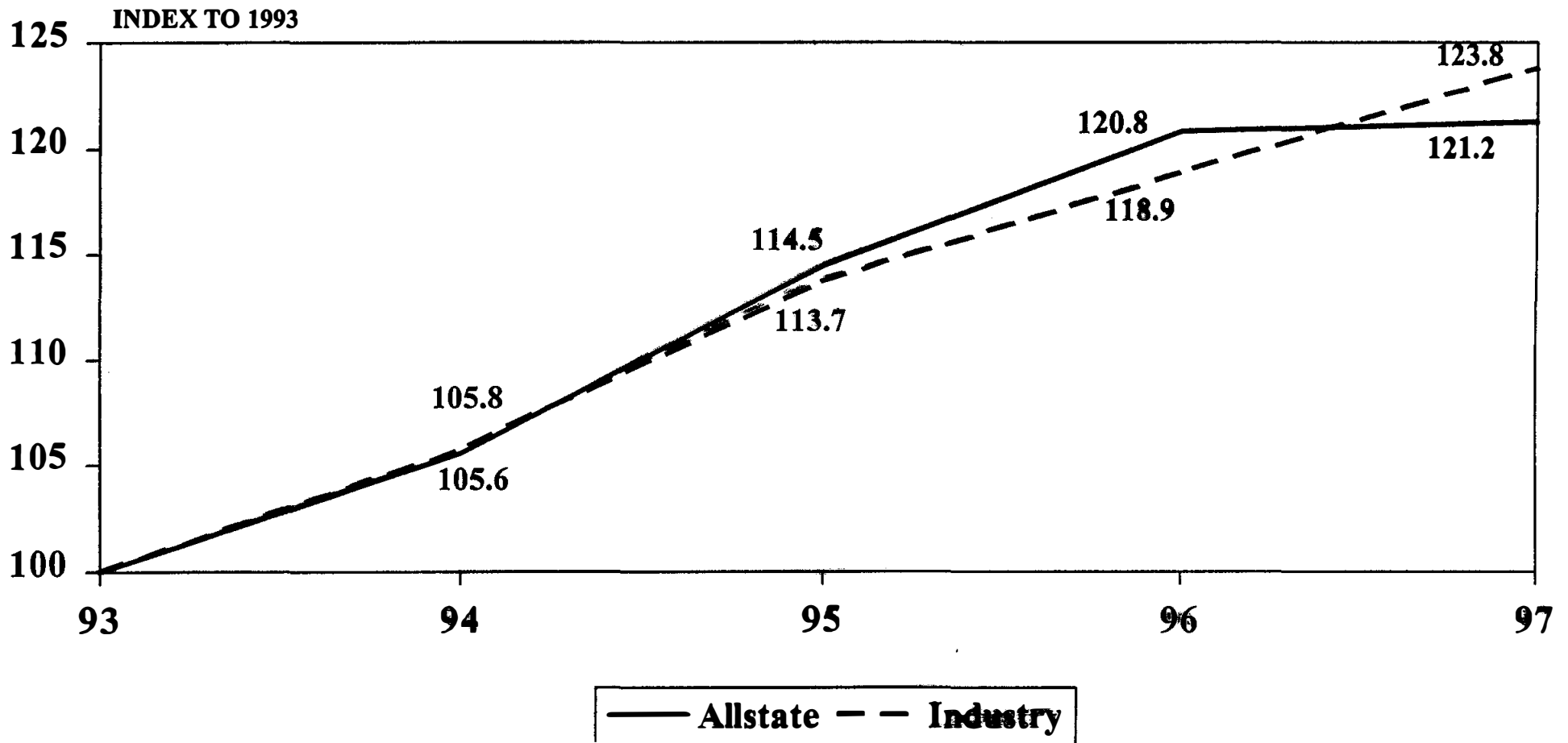


Source: Fast Track

12MM

~~CONFIDENTIAL~~

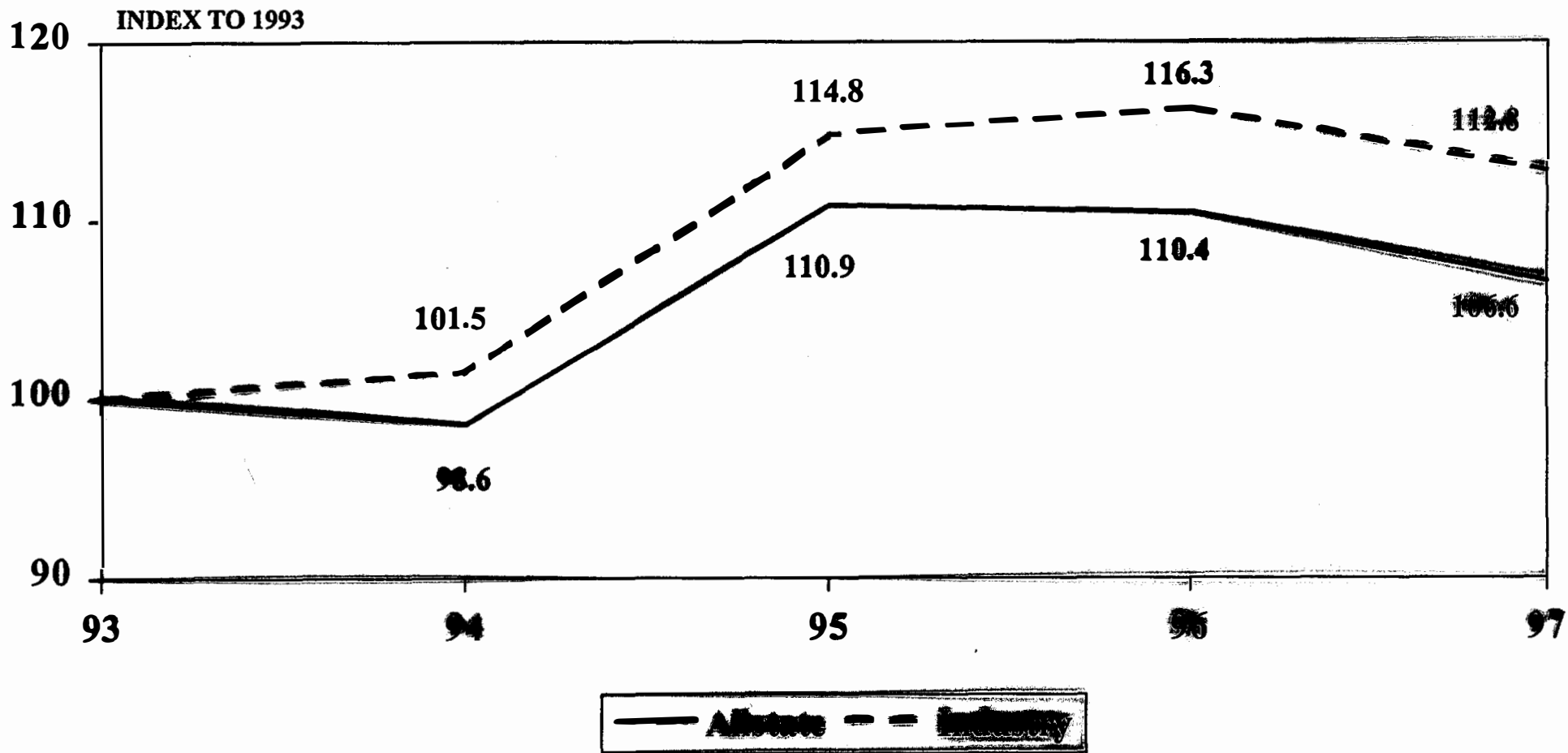
ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON PROPERTY DAMAGE



Source: Fast Track

12MM

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON COMPREHENSIVE



Source: Fast Track

From: John Reardon
To: SSMITH2, CBBJS, CBBQ6
Date: 7/31/98 11:40am
Subject: Upstate New York Baseline - Forwarded

Deb/Scott

FYI...

Sue- can you get a copy of this to Deb and Scott also..

Thx.

jbr

From: Gary Dundas
To: D47.PPCCLMS1.MDONO
Date: 7/31/98 6:58am
Subject: Upstate New York Baseline

Mike

I faxed a copy of the baseline packet to Sue Winkelman to give to you this morning - been having a little E - mail trouble.

Wanted to just give you a quick synopsis of results.

Damages: Overall quality was 88%. PRO came in at 87% , Field 90% and DI 87%.

Opportunities in EAR compliance, writing est. on a best case scenerio , teardown (pending mgmt. will help) and more oversight. The big 3 of repair vs. replace , missed damage and no visible damage were common exceptions all week. Good news in that there is economic opportunity in the damage arena.

Segmentation: Percent of files with improper liability decisions was 43%.

Insd. contact and assignment was 47% and 72%. Clmt. contact and assignment was 38% and 50%. Matrix compliance was 31% with opportunities in clmt and insd. driver statement and interviews and review est. and photos.

Total Loss: Determination was 84% based on 38 reinspections. Valuation is a real opportunity with 19% accuracy and an average \$369.00 exception. Settlement accuracy was 78% with an average variance of \$223.00. Conditioning is by far the biggest thing we saw this week.

Total Theft: 100% on verification of vehicle existence. Verification of theft was 68% and matrix compliance 18%. Most of these areas are things we can work to fix pretty quickly.

Good enthusiasm and support evident in CSA. Look forward to kick off week. Think we will be very successful in CSA. Have already established many good partnerships and identified opportunity areas.

Thanks,

Gary Dundas

CC: D47.PPCCLMS1.CBBJG

How

Results of the Upstate NY CSA Reinspections and File Reviews

Week of July 27, 1998

H000002930

SUMMARY OF FINDINGS

Damages - Overall estimating quality was 88%, which indicates that significant process compliance opportunity does exist. Overall PRO estimating quality was 87% , Field 90%, and Drive-In 87%.

Liability/Segmentation - Liability decision-making reviews indicated significant opportunity with 43% of files having improper liability decisions or not having sufficient information to support the liability decision. Insured 24 hour contact is 47%, while insured assignment is 72%. Claimant contact and assignment are 38% and 50% respectively

Total Loss - Total loss determination accuracy was 84%. Substantial opportunity exists in valuation (19%) and the settlement process (78%).

Total Theft - Vehicle existence was verified 100% of the time. Significant process opportunity exists in verification of the theft (68%) and matrix compliance (18%).

SAMPLE SIZES FOR REINSPECTION RESULTS

	BUFFALO	CANAL VIEW	HERITAGE	MID HUDSON	SYRACUSE	Total
PRO	10	8	7	10	11	46
Field	10	19	9	15	10	63
Drive-In	12	17	4	17	12	62
Total	32	44	20	42	33	171

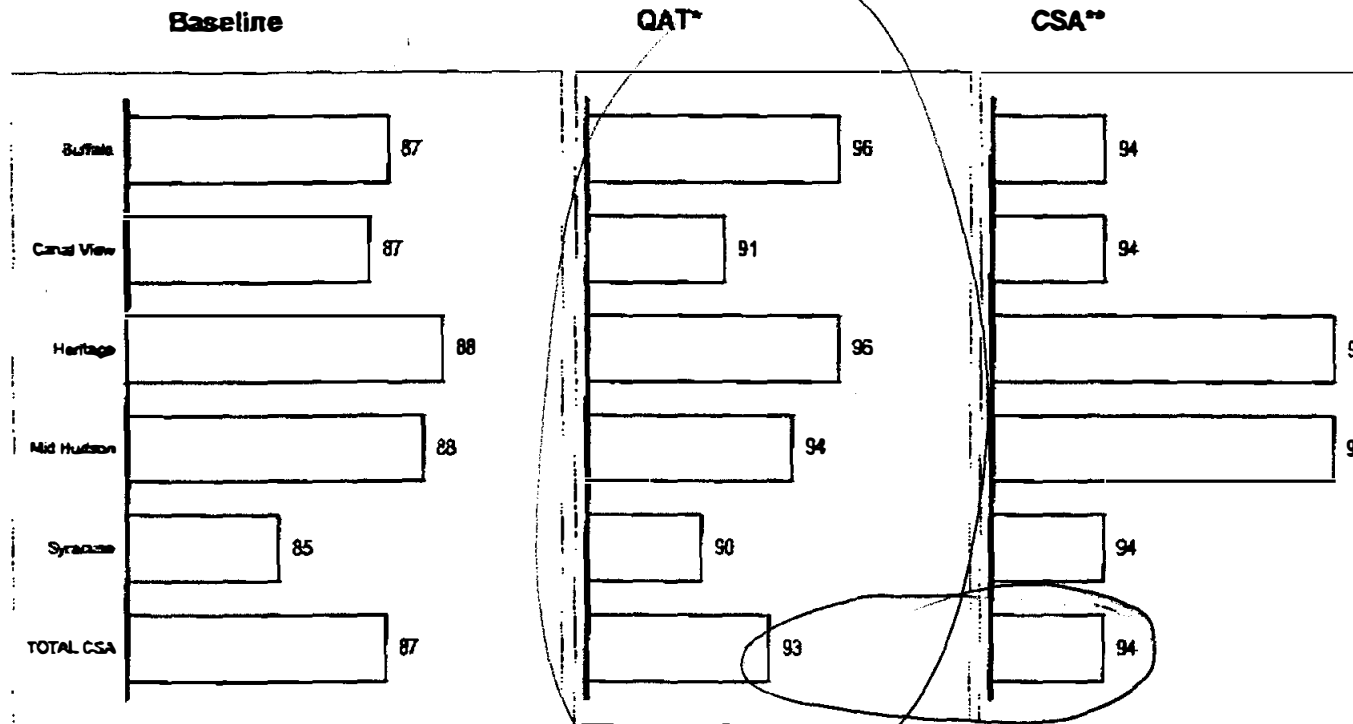
Source: Reinspection forms

OVERALL ESTIMATING QUALITY
Percent

	BUFFALO	CANAL VIEW	HERITAGE	MID HUDSON	SYRACUSE	TOTAL CSA
PRO	87	87	88	88	85	87
Field	88	88	92	93	86	90
Drive-in	80	92	89	88	86	87
Total	85	89	90	90	86	88

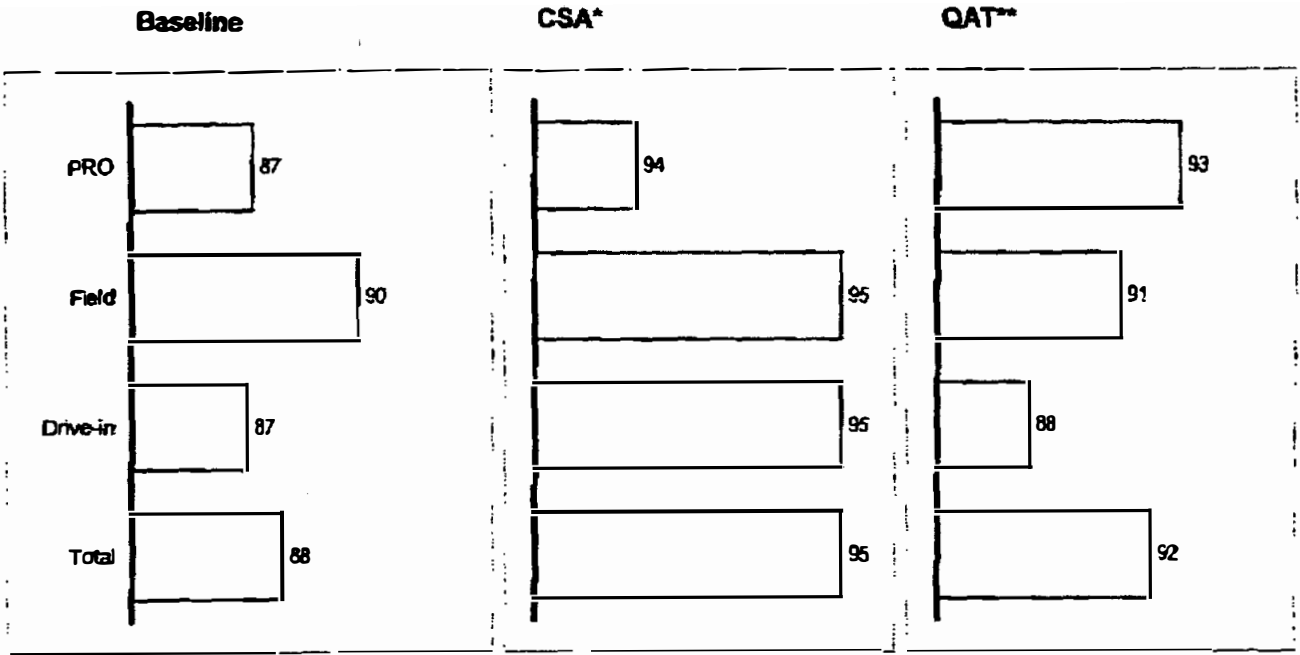
Source: Reinspection forms

ASSESSMENT OF PRO ESTIMATING QUALITY VS. OTHER BENCHMARKS Percent



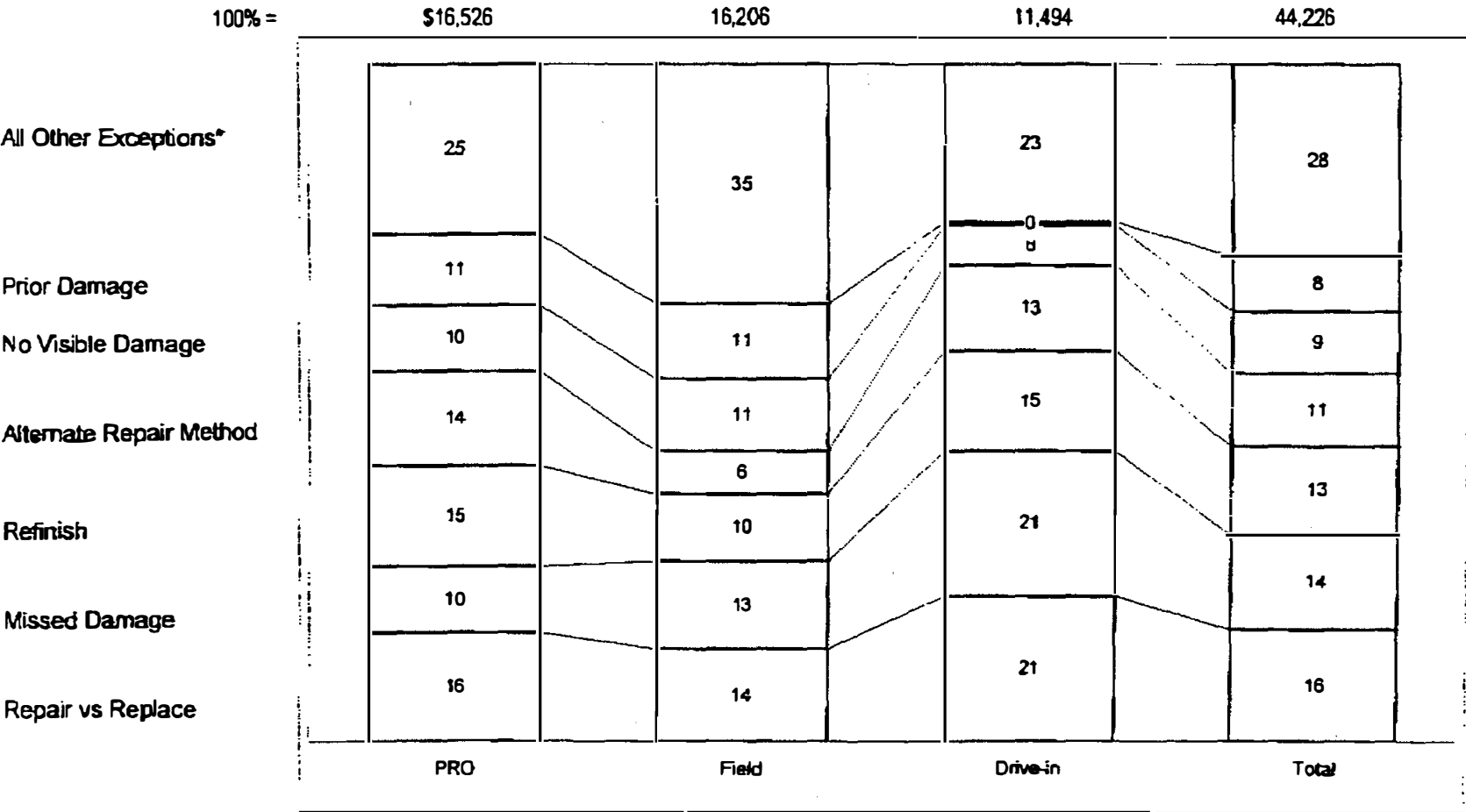
Source: Reinspection forms
 *QAT review - week of 5/25/98
 **CSA reporting through 6/98

ASSESSMENT OF ESTIMATING QUALITY VS. OTHER BENCHMARKS
Percent



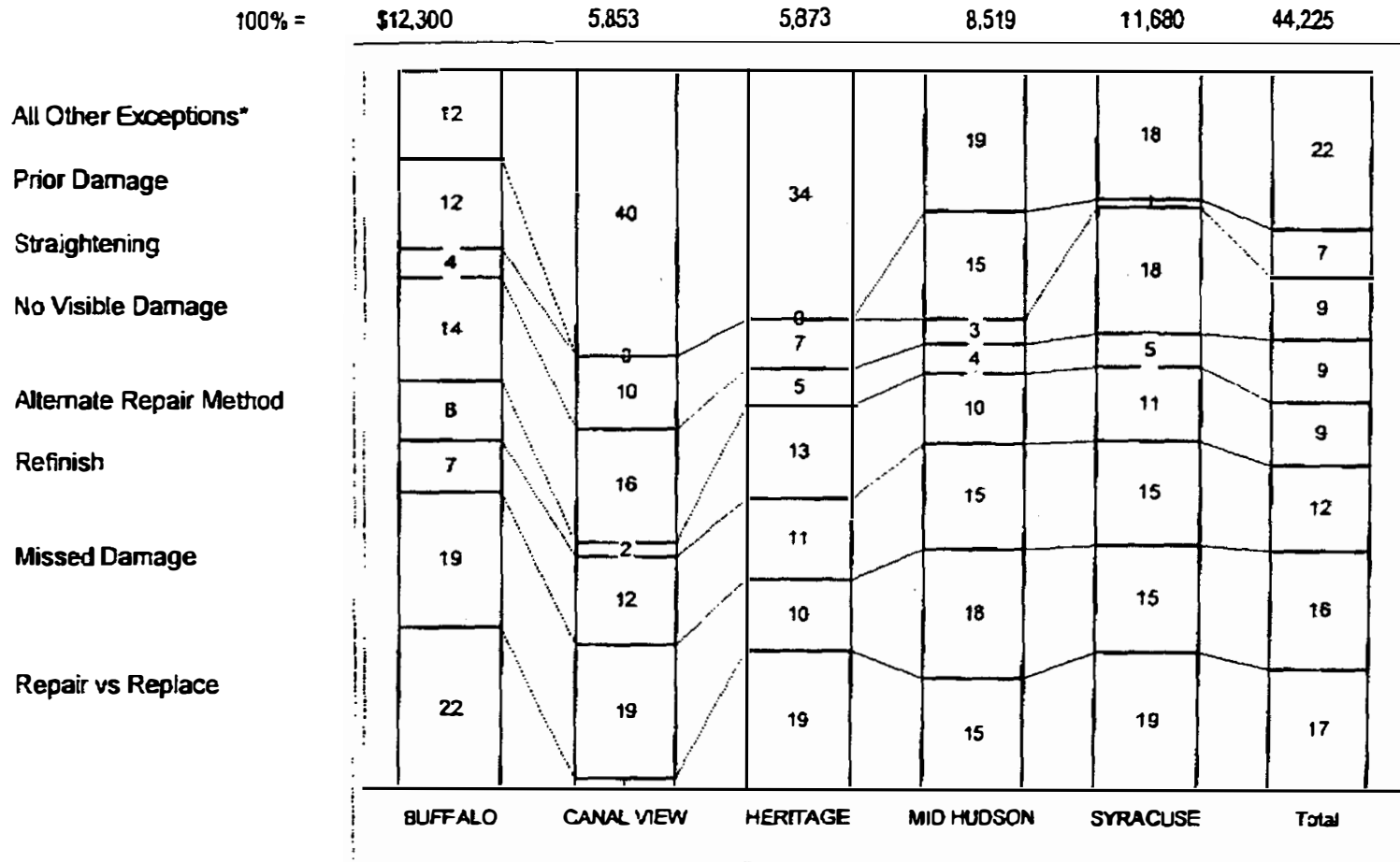
Source : Reinspection forms
Field/Drive-In is a combined result
**QAT Review - Week of 5/26/98

DISTRIBUTION OF EXCEPTION TYPES BY MOS/MOI
Percent



Source: Reinspection Forms
*Represents summation of the remaining exception types

DISTRIBUTION OF EXCEPTION DOLLARS FOR FIELD & DRIVE-IN Percent of exception dollars

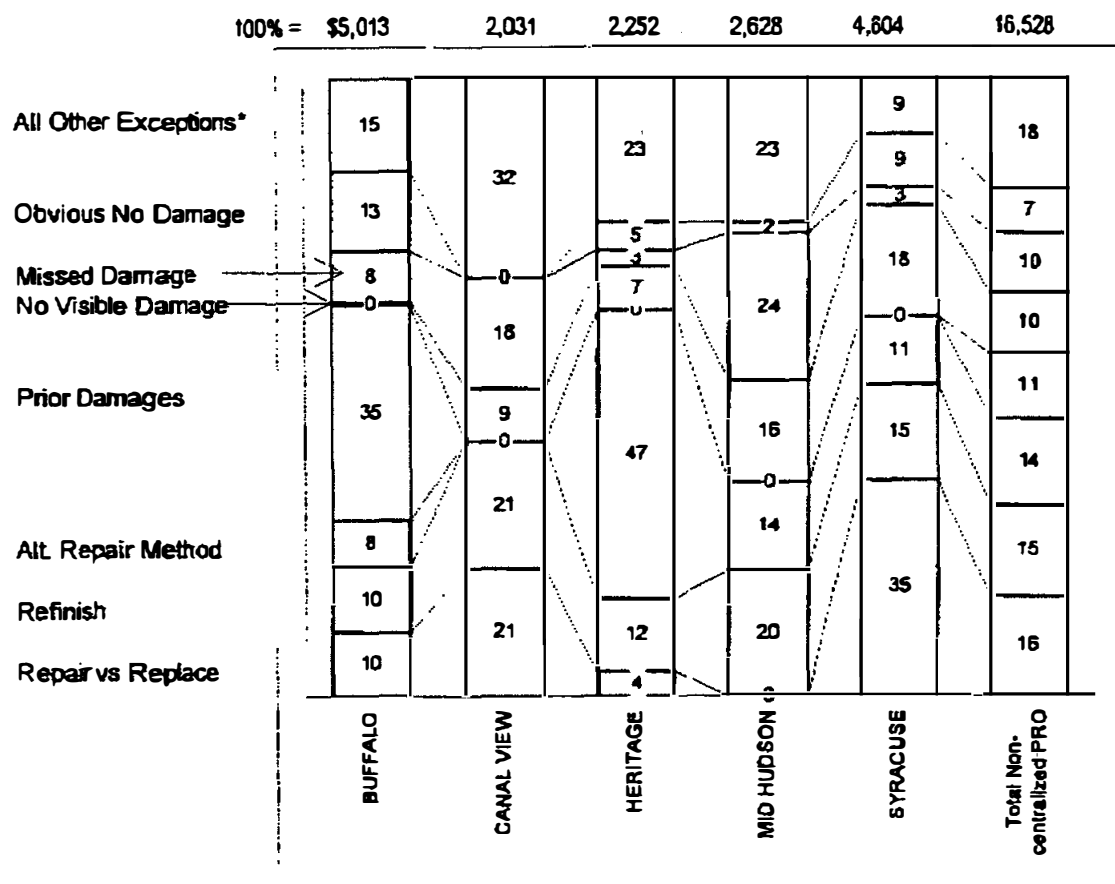


Source : Reinspection forms

*Represents summation of the remaining exception types

DISTRIBUTION OF EXCEPTION DOLLARS FOR NON-CENTRALIZED & TOTAL PRO

Percent of exception dollars



All Other Exceptions*

Obvious No Damage

Missed Damage

No Visible Damage

Prior Damage

Alt. Repair Method

Refinish

Repair vs Replace

Total PRO

Source : Reinspection forms

* Represents summation of the remaining exception types

OVERALL SUPPLEMENT QUALITY

Percent of exception dollars

Overall percent sat = 81.2

\$1,148

All Other Exceptions*

15

No Visible Damage
Overlap

8

9

Non-OEM Parts

10

Refinish

17

Missed Damage

19

Supplement Reconciliation

22

Source : Reinspection forms

Sample size = 13 supplement/reinspections

SUMMARY OF FINDINGS

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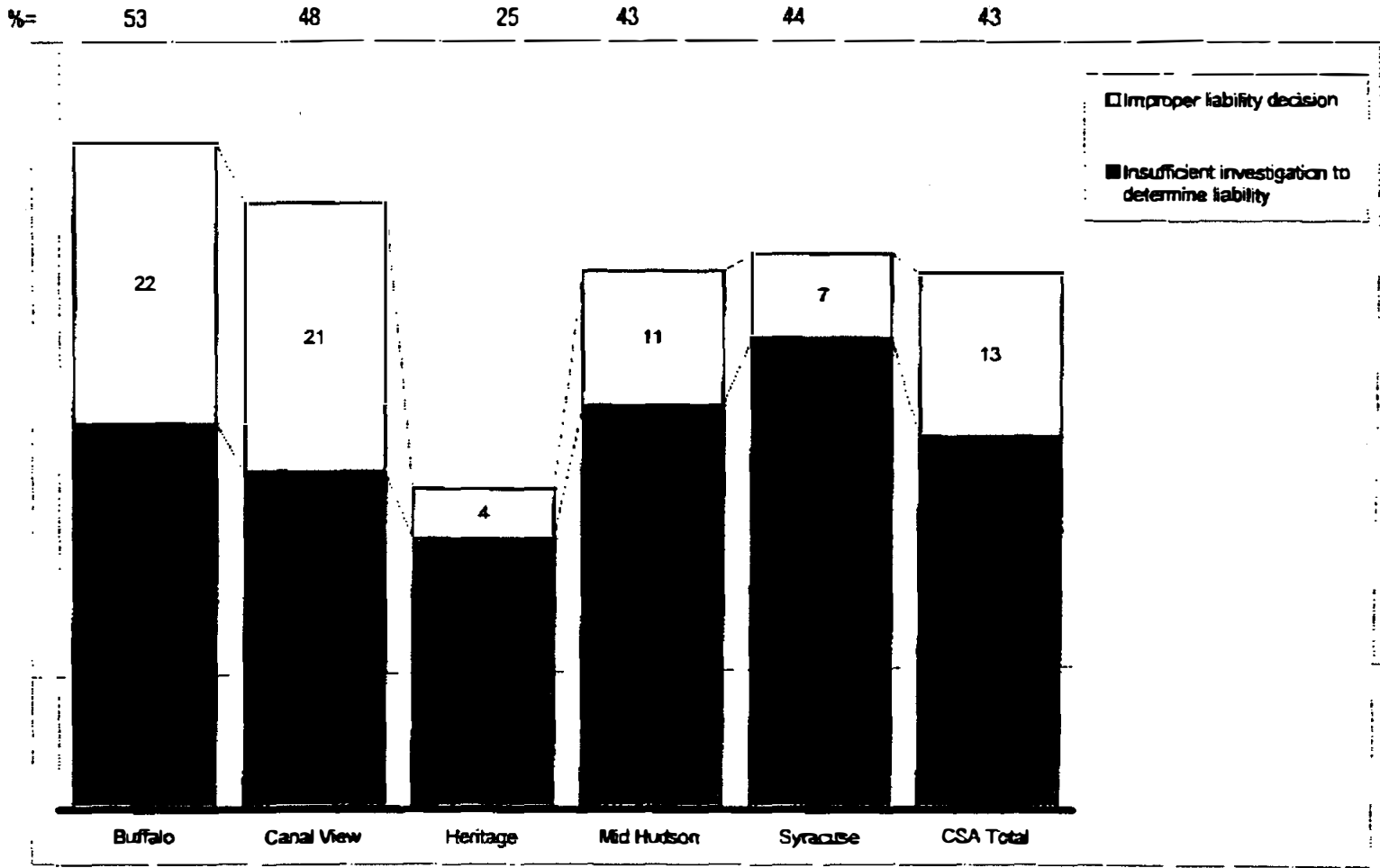
Total Theft - Vehicle existence was verified 100% of the time. Significant process opportunity exists in verification of the theft (68%) and matrix compliance (18%).

SAMPLE SIZES FOR LIABILITY FILE REVIEW RESULTS

MCO	File reviews
BUFFALO	72
CANAL VIEW	75
HERITAGE	75
MID HUDSON	75
SYRACUSE	75
Total	372

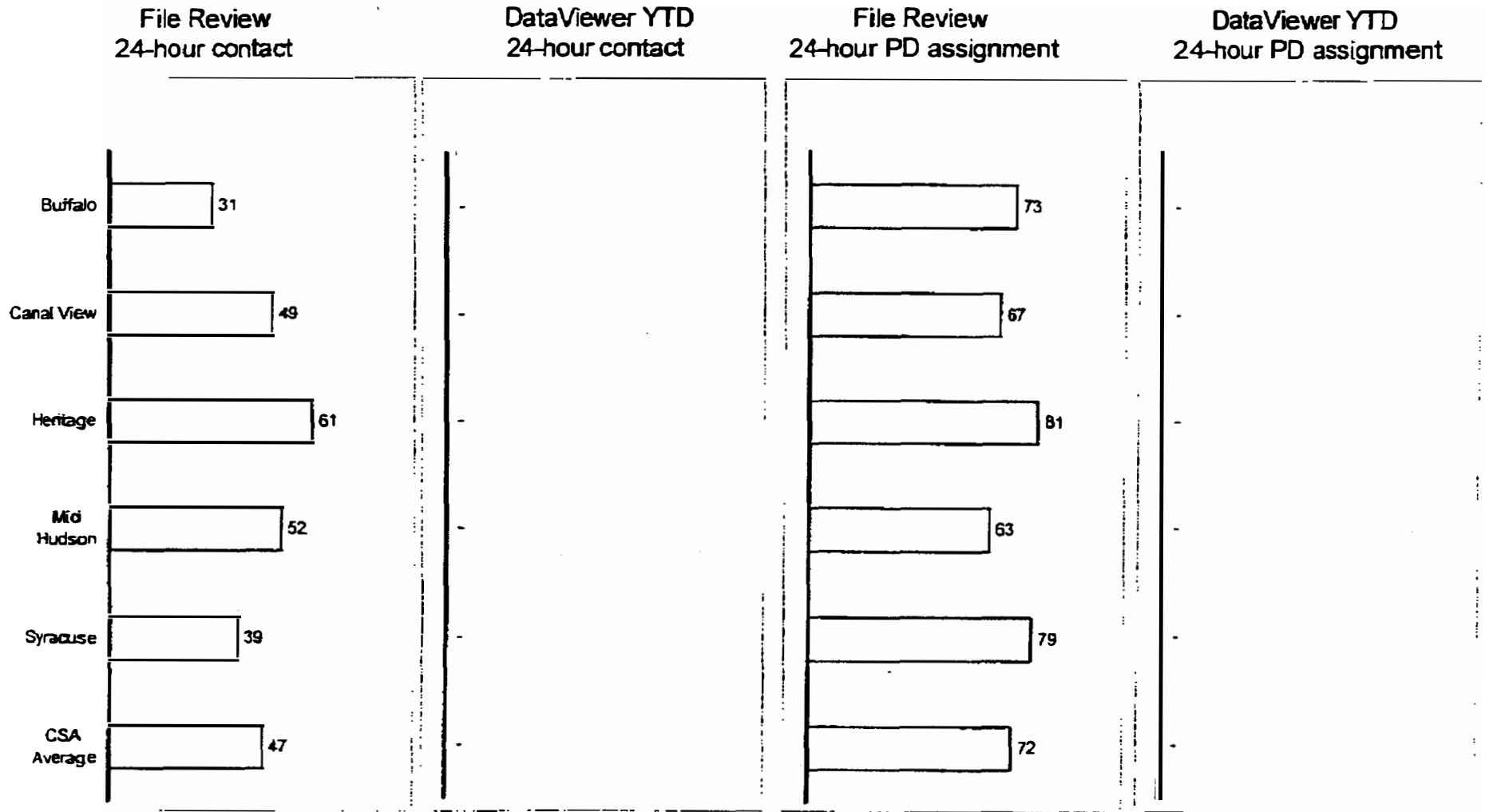
Source: Liability requirements review

FILE REVIEW RESULTS
Percent of files with improper liability decisions



Source : Liability requirements review, team analysis

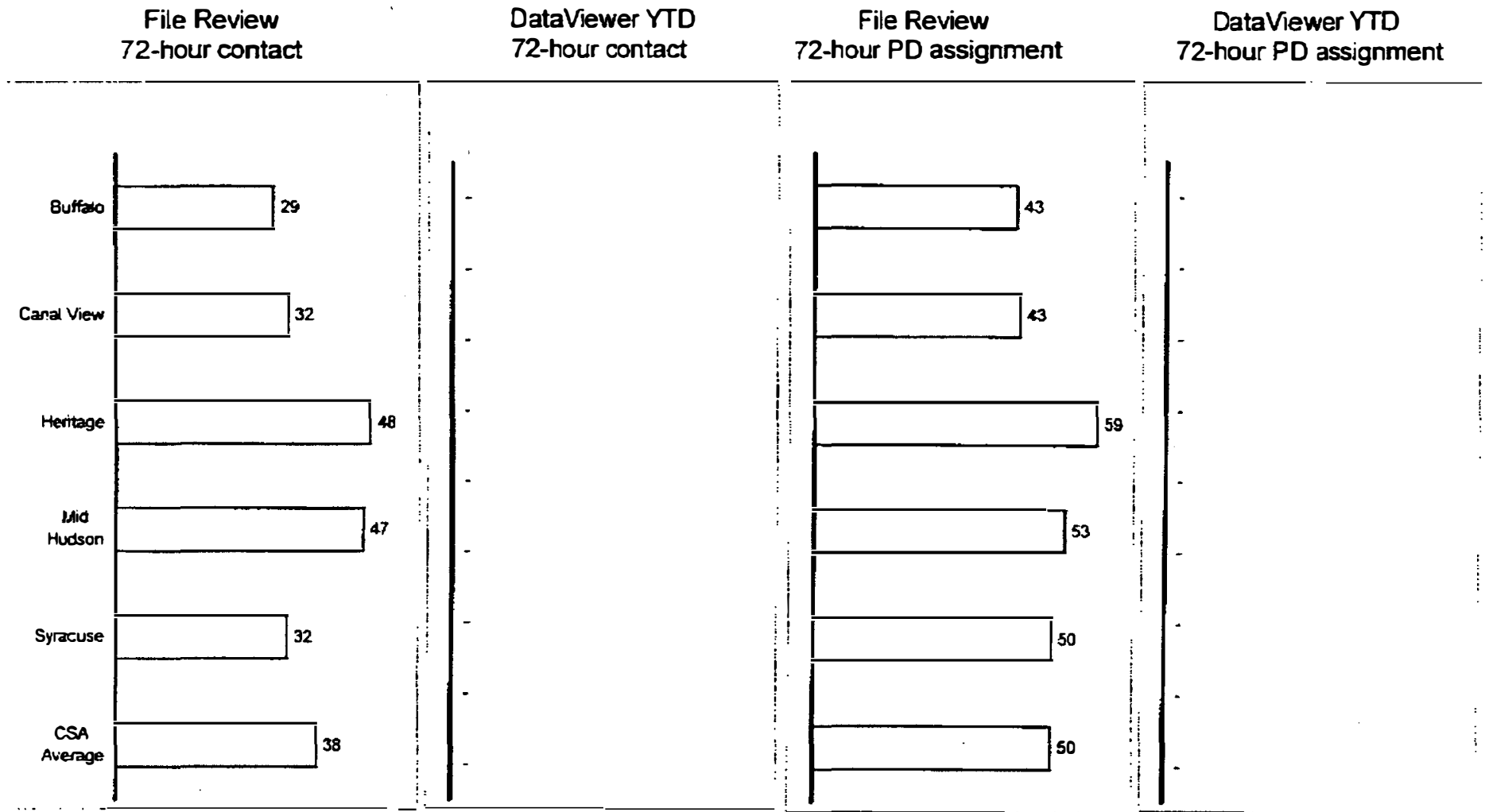
CONTACT REQUIREMENTS - INSURED Percent of files completed appropriately



Source: Liability requirements review

CONTACT REQUIREMENTS - CLAIMANT

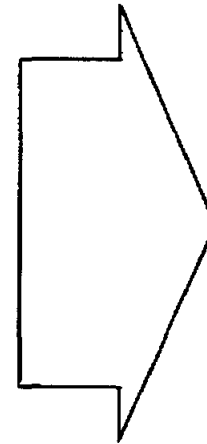
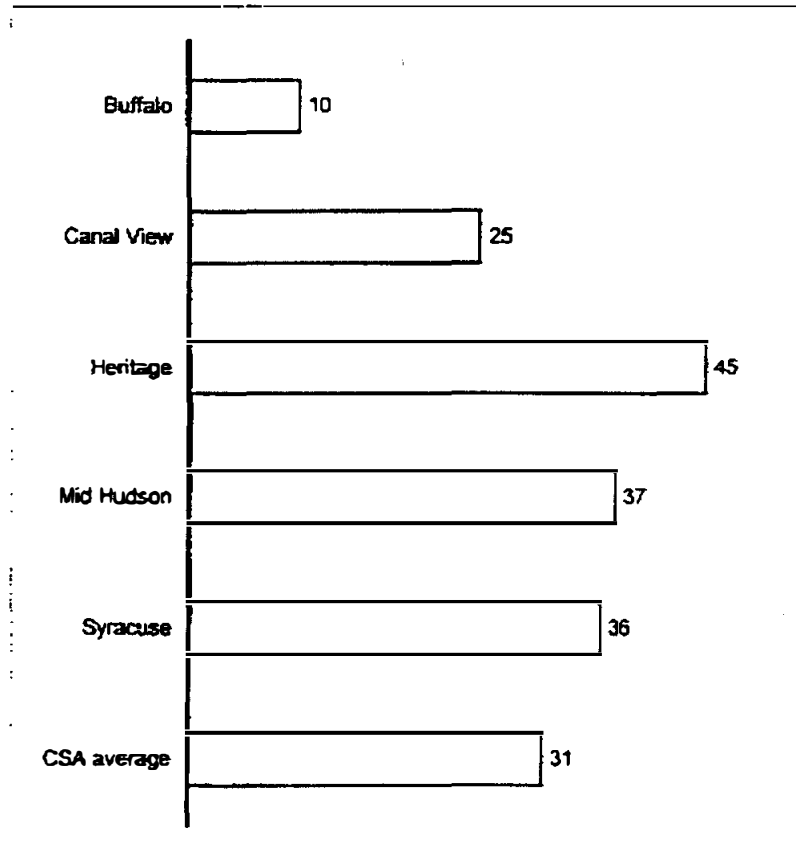
Percent of files completed appropriately



Source: Liability requirements review

MATRIX COMPLIANCE

Percent of files completed appropriately



Main Exceptions

Percent occurrence in files

Claimant driver statement (16.6%)
 Review est. and photos (16.6%)
 Claimant driver interview (12.6%)
 Insured driver statement (12.4%)

Source: Liability requirements review

SUMMARY OF FINDINGS

Damages - Overall estimating quality was 88%, which indicates that significant process compliance opportunity does exist. Overall PRO estimating quality was 87% , Field 90%, and Drive-In 87%.

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Total Theft - Vehicle existence was verified 100% of the time. Significant process opportunity exists in verification of the theft (68%) and matrix compliance (18%).

RESULTS OF TOTAL LOSS REINSPECTIONS - TOTAL CSA

	Baseline Accuracy Percent	QAT Results	CSA Results	Average Variance per inaccurate claim (Baseline) Dollars per car
Determination*	84%	100%	97%	\$ 703
Valuation*	19%	39%	86%	\$ 369
Settlement process**	78%	93%	98%	\$ 223

Source : Total loss reinspection forms; total loss file review forms

* 38 total loss reinspections, **66 total loss file reviews

QAT review - Week of 5/28/98 - CSA results through June 1998

SUMMARY OF FINDINGS

Damages - Overall estimating quality was 88%, which indicates that significant process compliance opportunity does exist. Overall PRO estimating quality was 87% , Field 90%, and Drive-In 87%.

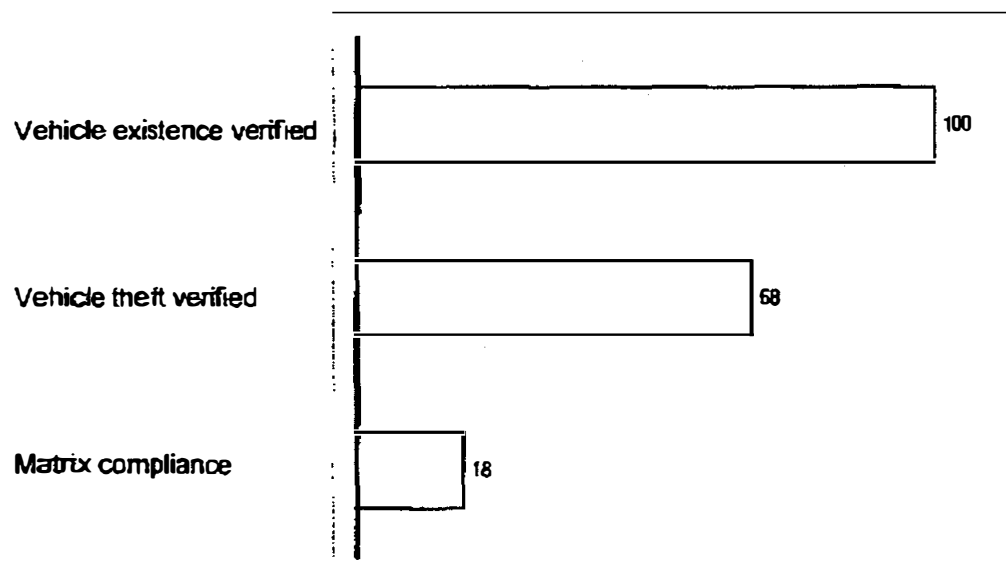
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Total Loss - Total loss determination accuracy was 84%. Substantial opportunity exists in valuation (19%) and the settlement process (78%).

Total Theft - Vehicle existence was verified 100% of the time. Significant process opportunity exists in verification of the theft (68%) and matrix compliance (18%).

RESULTS OF TOTAL THEFT FILE REVIEWS - TOTAL CSA

Percent of files completed accurately



Main exceptions

Percent occurrence in files

Review est./photos (19%)
Non OEM equip (19%)
Police/Fire report (16%)

Average value/car where
verification of theft did not
occur = \$4699

Source : Theft reinspection forms

* Sample size = 50

*File
meeting files*

Homeowners' CCPR Implementation Plan

Senior Leadership Meeting
September 10, 1998

H000002950

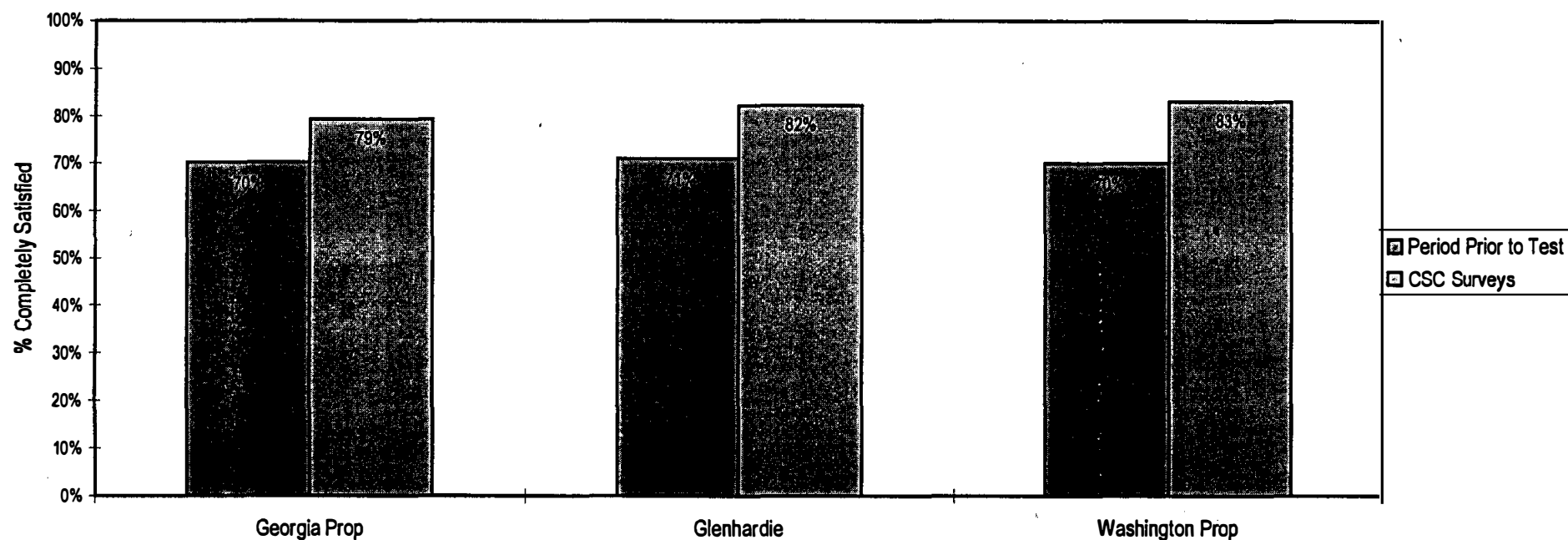
Homeowners' CCPR Implementation Plan

	<u>CSC</u>	<u>Roof</u>	<u>Fire</u>
Implementation Approach	Train the Trainer	CCPR Trained	CCPR Trained
Location of Training	MCO	MCO	MCO
Implementation Begins	10/12/98	2/1/99	2/1/99
Implementation Ends	2/26/99	11/19/99	11/19/99
# of MCO's Implemented by:			
YE 1998	12	3	3
YE 1999	15	24	24
# of CCPR Resources			
Team Members	24 (2 per site)	12 (6 per site)	12 (6 per site)
Team Leaders	3	1	1
# of Weeks per MCO	7	6	6

Homeowners' CCPR
Financial Impact

	F & L Severity	EC Severity
	<u>Fire Savings</u>	<u>Roof Savings</u>
1999	- 1.6%	- .8%
2000	- 3.2%	- .9%
	(Savings of \$21 million)	(Savings of \$12 million)

Homeowners' CCPR Comparison of Pre-Test vs. CSC ICSS Results



- (1) Period prior to test is 4SP97 for Georgia Prop and 1RP98 for Glenhardie and Washington Prop
 (2) CSC results only include actual ICSS surveys conducted on claims handled by a CSC since the beginning of each test
 Georgia Prop (2/23) = 150 claims surveyed, Glenhardie (6/5) = 73 claims, Washington Prop (6/3) = 59 claims

UPSTATE NEW YORK AUTO CCPR KICK OFF

GOOD MORNING

WOW, HAVE YOU WAITED A LONG TIME FOR AUTO CCPR!!

I THINK YOU WILL FIND THAT EVERYTHING WE HAVE LEARNED AS WE HAVE GONE
ACROSS THE COUNTRY ~~WILL~~ BE TO YOUR ADVANTAGE

Will

FROM THIS POINT FORWARD, PLEASE LISTEN DIFFERENTLY

WHAT WE SAY AND HOW WE SAY IT HOW WE DO IT IS ALL A METHODOLOGY

WE WILL BE DRAMATIC AND REDUNDANT BY DESIGN

MCM'S

WEDNESDAY NIGHT GARY, YOUR TEAM LEADER IS GOING TO TAKE YOU THROUGH A
REHEARSAL AND EDUCATION PROCESS

WHEN YOU RETURN TO YOUR MCOS YOU WILL BE GIVING THIS PRESENTATION TO
YOUR FOLKS

IT IS CRITICAL THAT YOU DO THIS PRESENTATION WITH PASSION, AND SINCERITY

WE HAVE LEARNED THAT ONE OF THE MOST CRITICAL ELEMENTS OF CHANGE BEHAVIOR
IS EXPLAINING TO PEOPLE WHY WE ARE DOING WHAT WE DO.

SO AS I SAID LISTEN DIFFERENTLY

H000002954

Homeowner Imp. Team
October 21, 1998

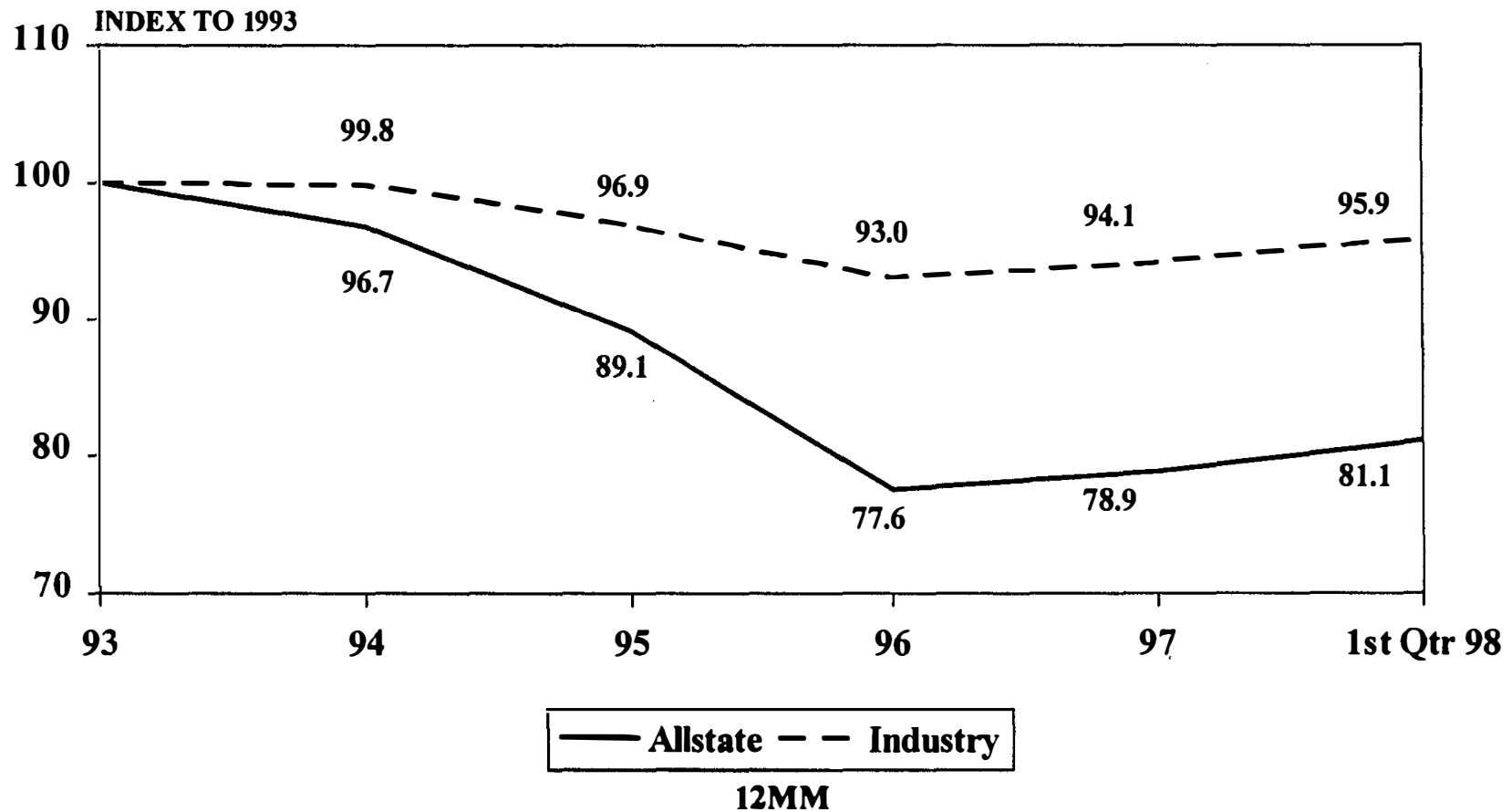
H000002955

Homeowner Imp. Team
October 21, 1998

Homeowner Imp. Teams 10/21/98

D-CCSO

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON BODILY INJURY

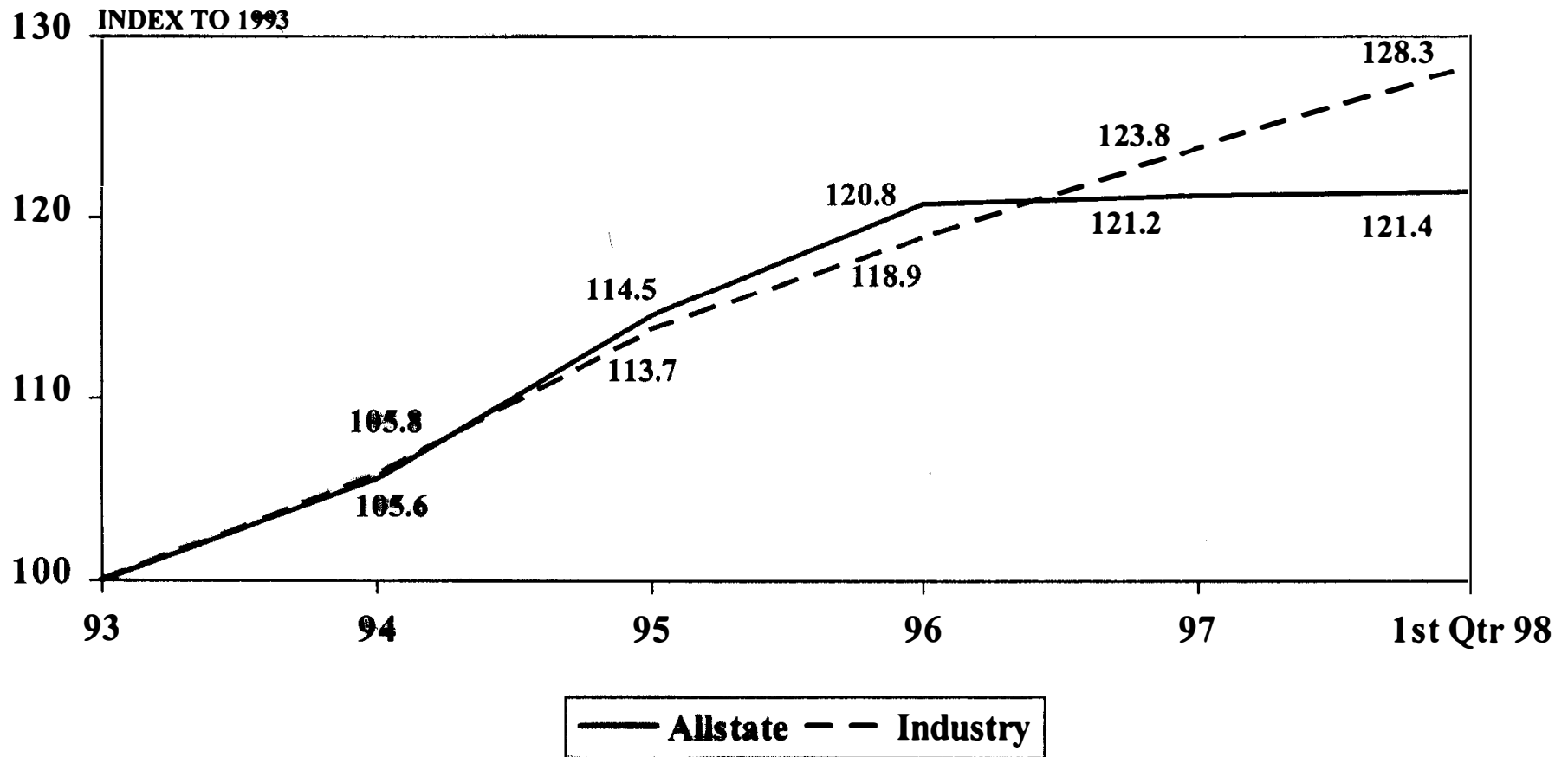


Source: Fast Track

I:\CLMTEAM\FSTRK974

D-CCSA

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON PROPERTY DAMAGE



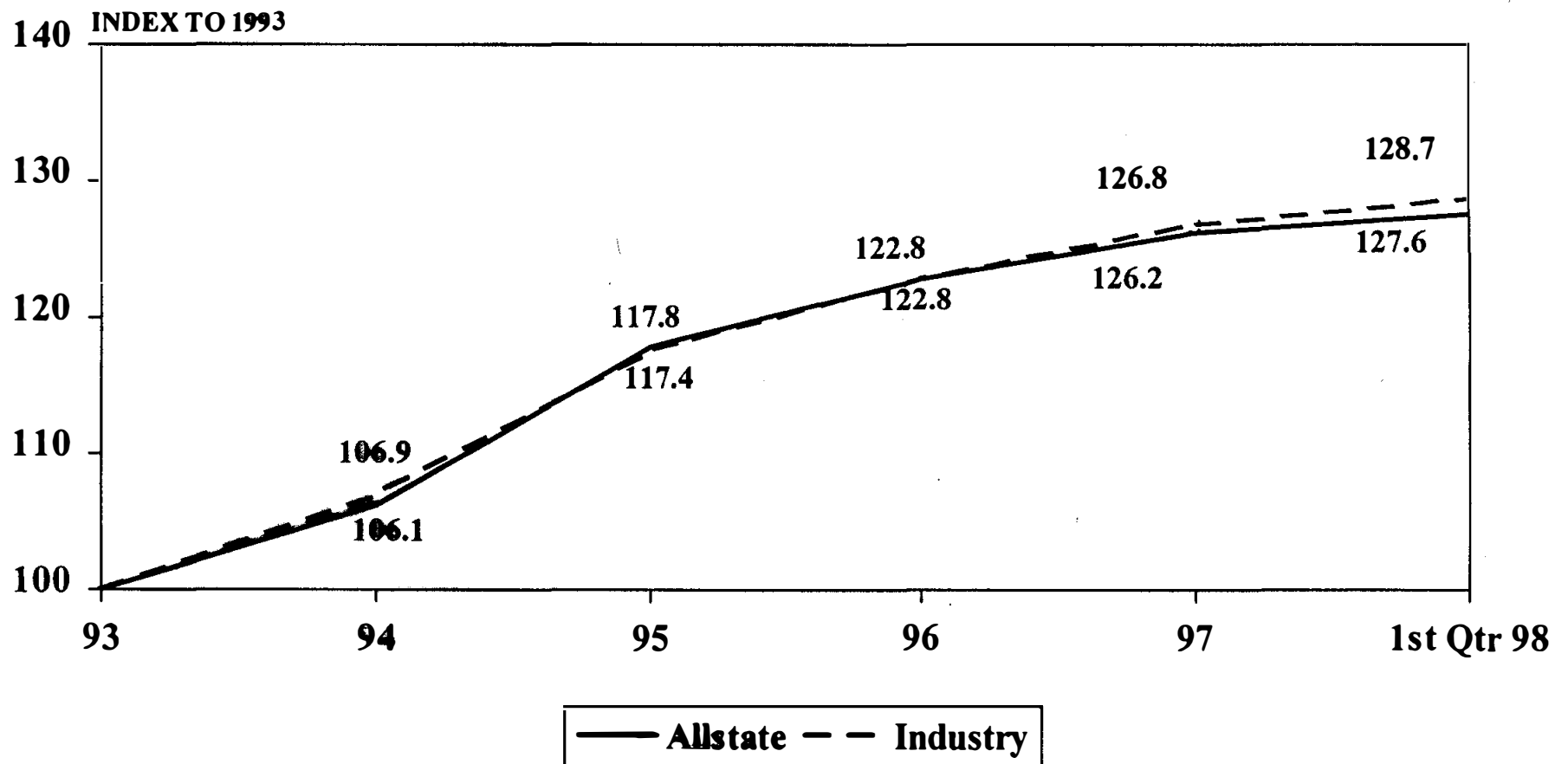
Source: Fast Track

12MM

1\CLMTEAM\FSTRK974

D-USA

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON COLLISION



Source: Fast Track

12MM

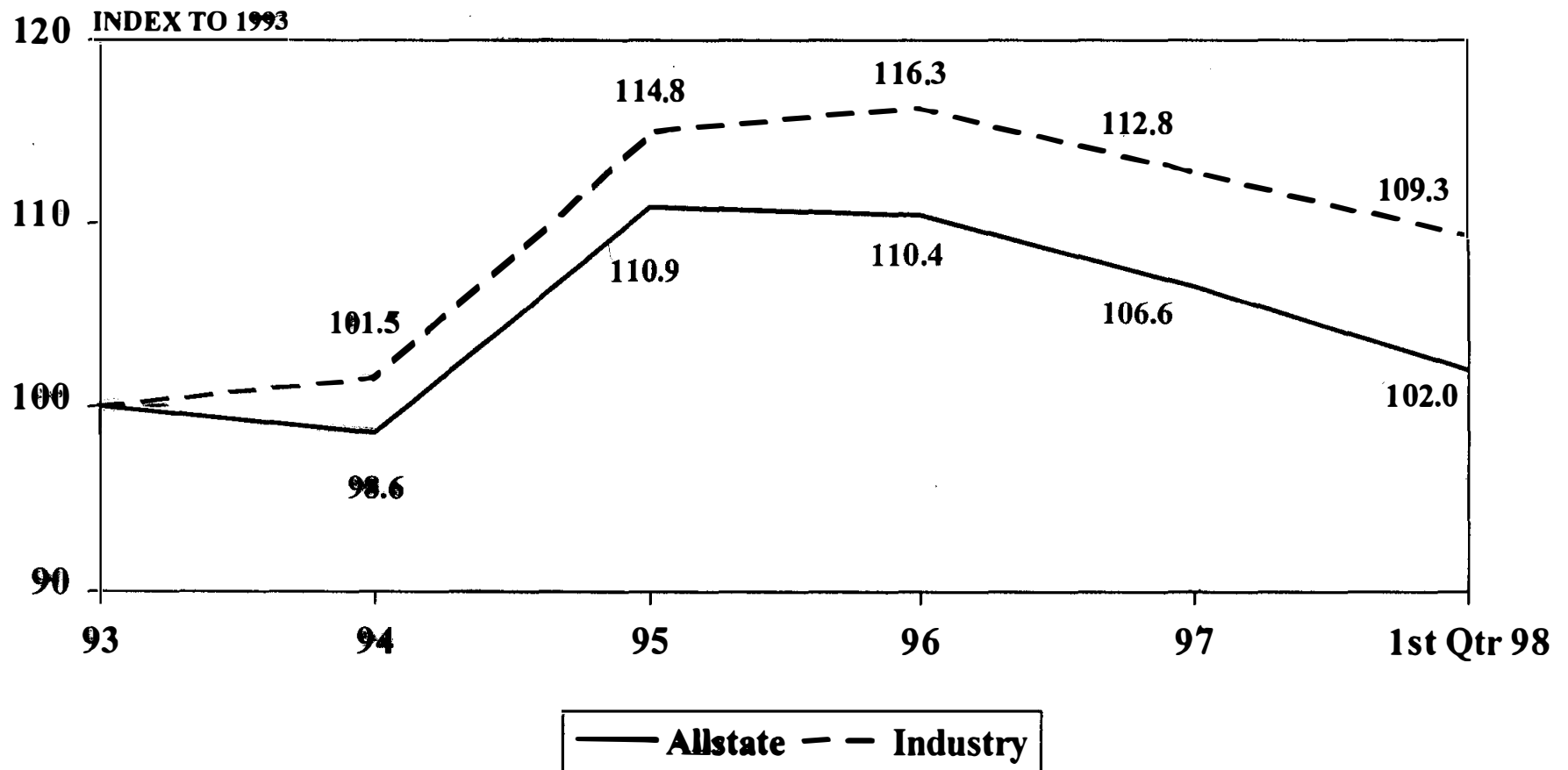
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H000002959

D-CESD

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON COMPREHENSIVE

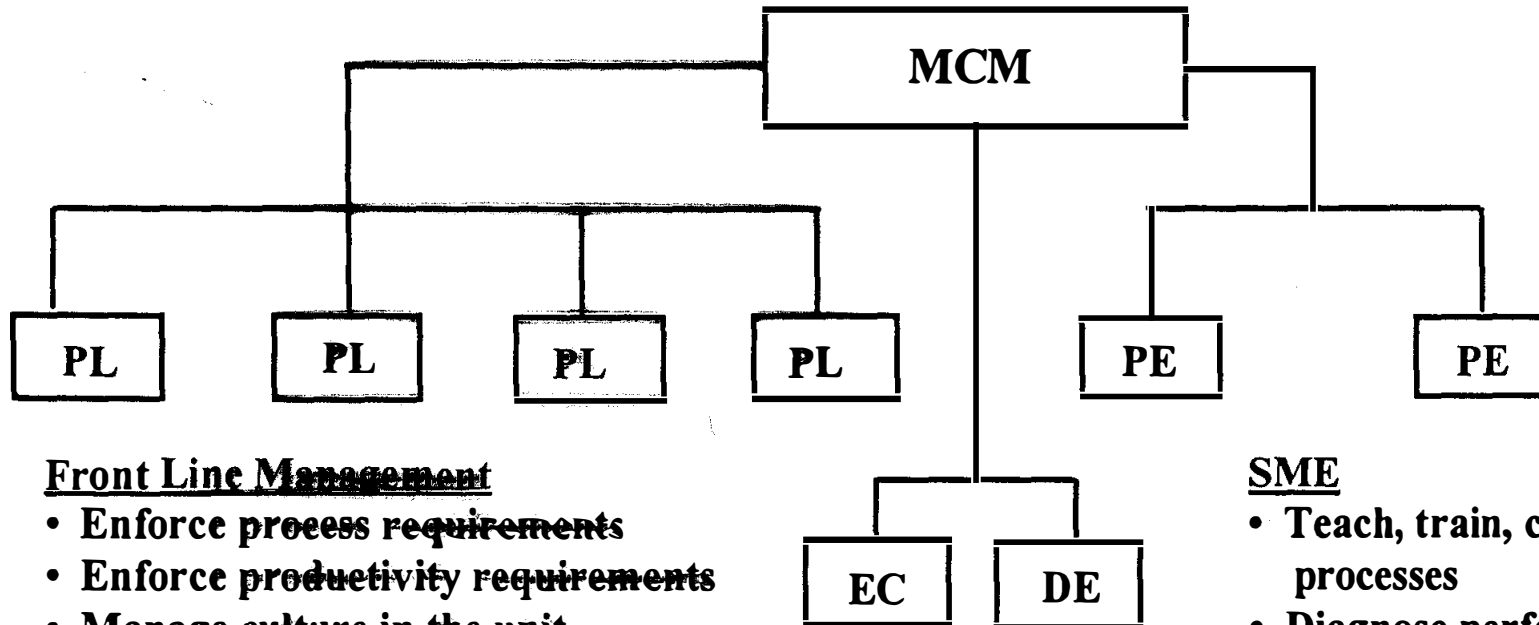


Source: Fast Track

12MM

\\CLMTEAM\FSTRK974

- Customer Sat/Severity
- Process Execution
- Culture performance, kindness, recognition



Front Line Management

- Enforce process requirements
- Enforce productivity requirements
- Manage culture in the unit

Severity Judges

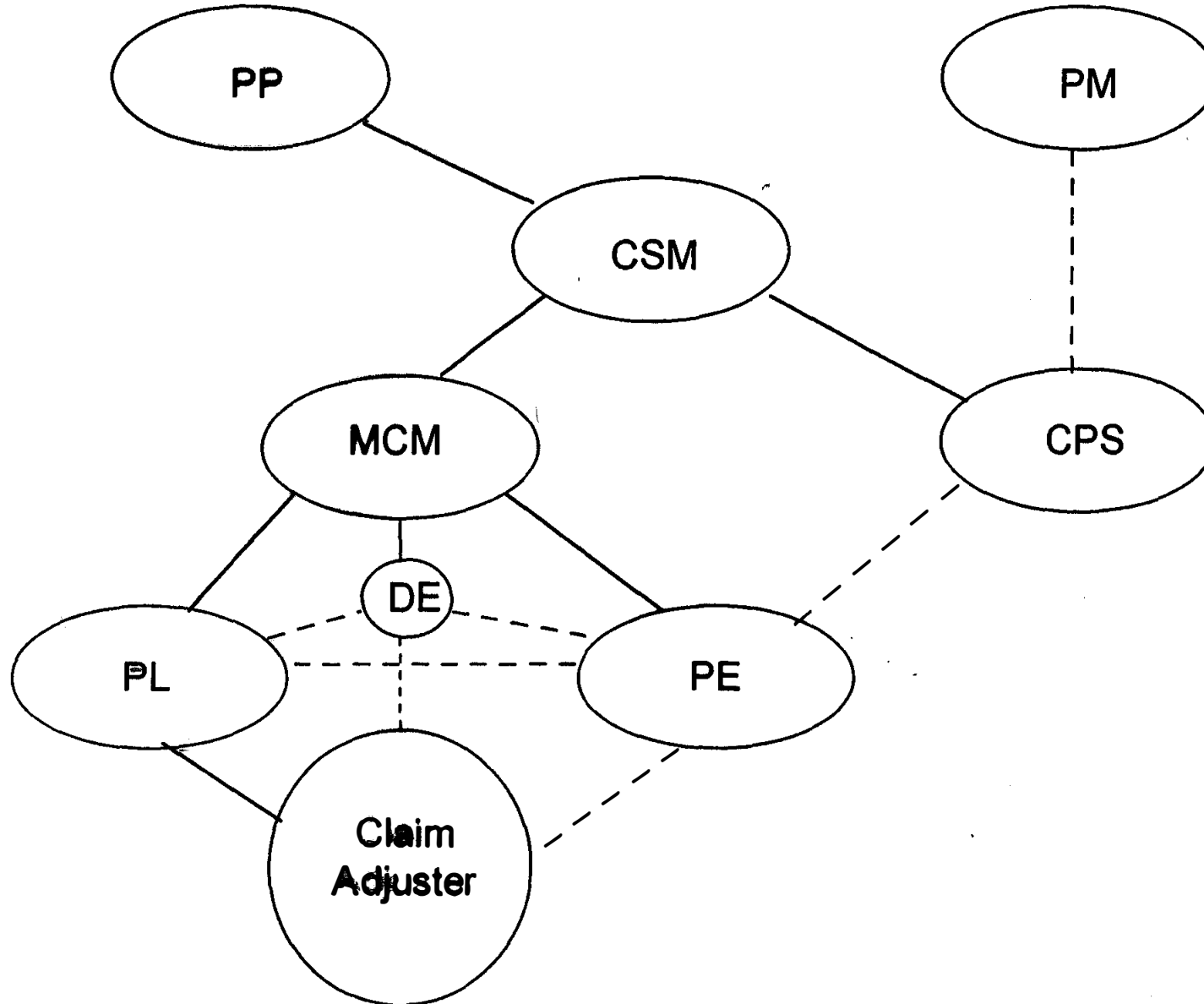
- Evaluate performance on individual claims
- Communicate reasons for performance gaps
- Consult on performance improvement opportunities

SME

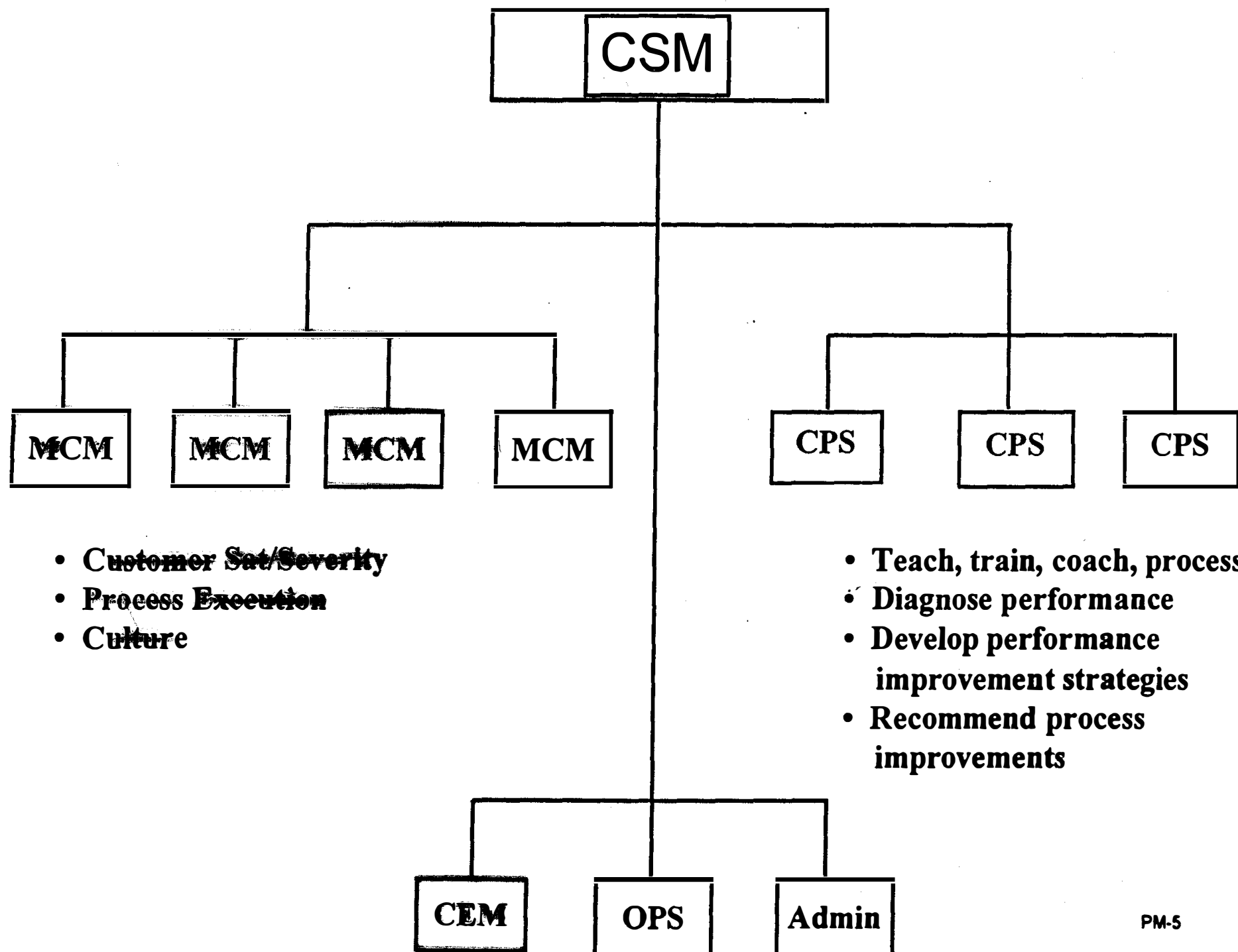
- Teach, train, coach processes
- Diagnose performance
- Develop performance improvement strategies
- Recommend process improvements
- The customer sat conscience

Revised 6/15/98

P-CCSO



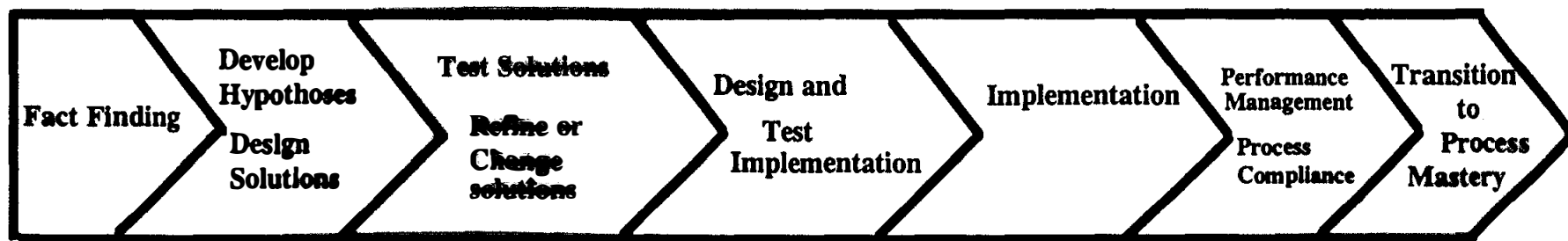
PM-4



PM-5

H000002963

CCPR METHODOLOGY



- Reviews
- Reinspections
- Focus Groups
- Customer Interviews
- Employee Interviews

- Debriefs
- Potential solutions
- Front line/CCPR

- Front line based
- Structured analysis

- Highly Structured
- Consistent
- Front line based

- Dedicated leadership
- Measurement
- Compensation
- Recognition

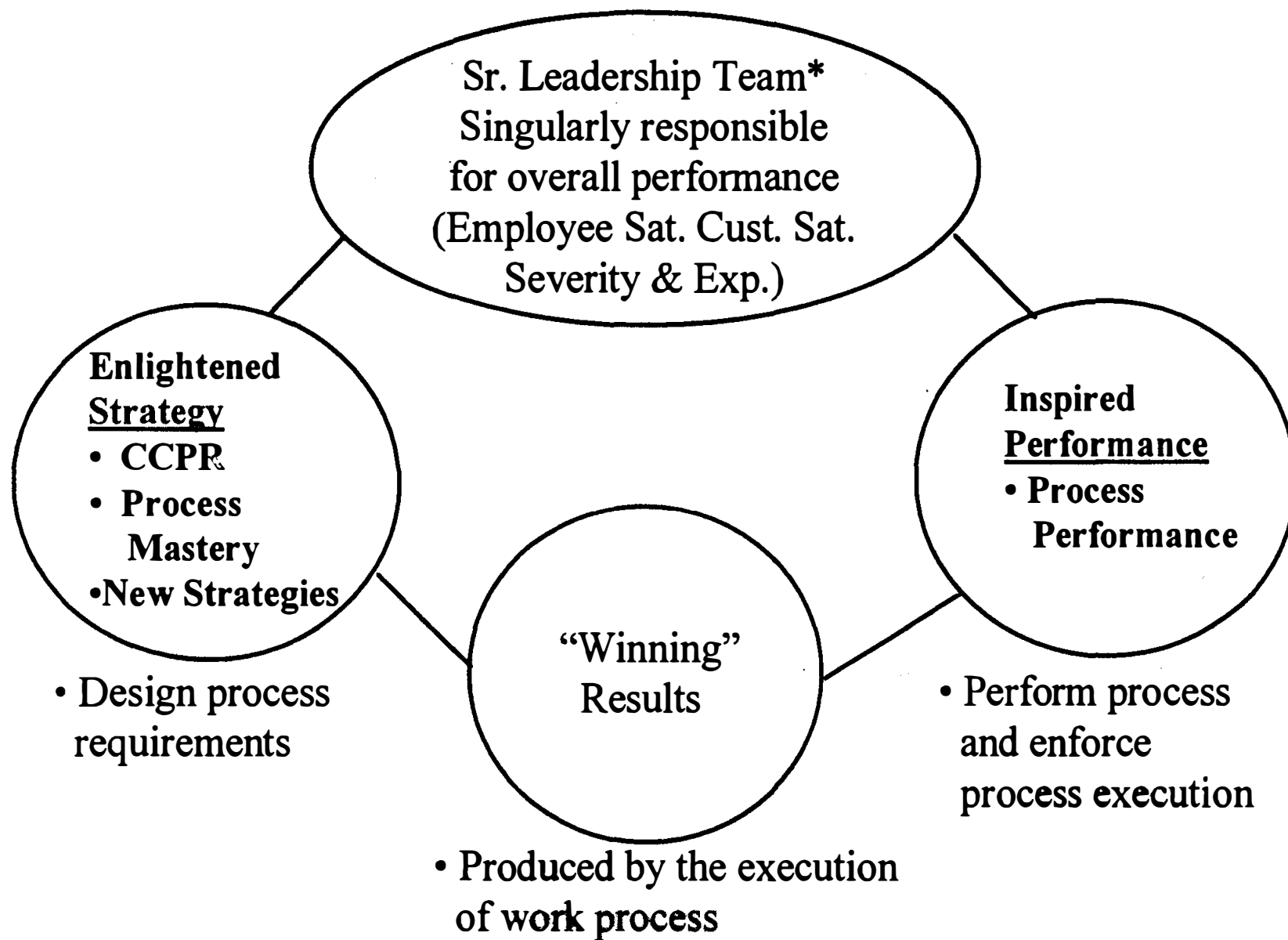
Fact Based

Design and Develop at Front Line

Proven Approaches

High Involvement

Relentless



** Lit. Services, Subro & Commercial are microcosms of this organizational approach.*

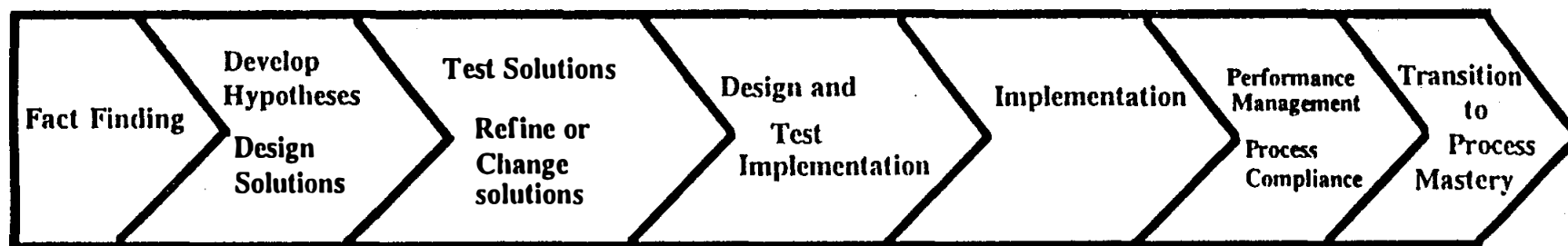
Homeowner Impl.
April 27, 1999

HOMEOWNER
IMPLEMENTATION
APRIL 27 1999

Homeowner Implementation 4/27/99
Roof & Gie

H0000002967

CCPR METHODOLOGY



- Reviews
- Reinspections
- Focus Groups
- Customer Interviews
- Employee Interviews

- Debriefs
- Potential solutions
- Front line/CCPR

- Front line based
- Structured analysis

- Highly Structured
- Consistent
- Front line based

- Dedicated leadership
- Measurement
- Compensation
- Recognition

Fact Based

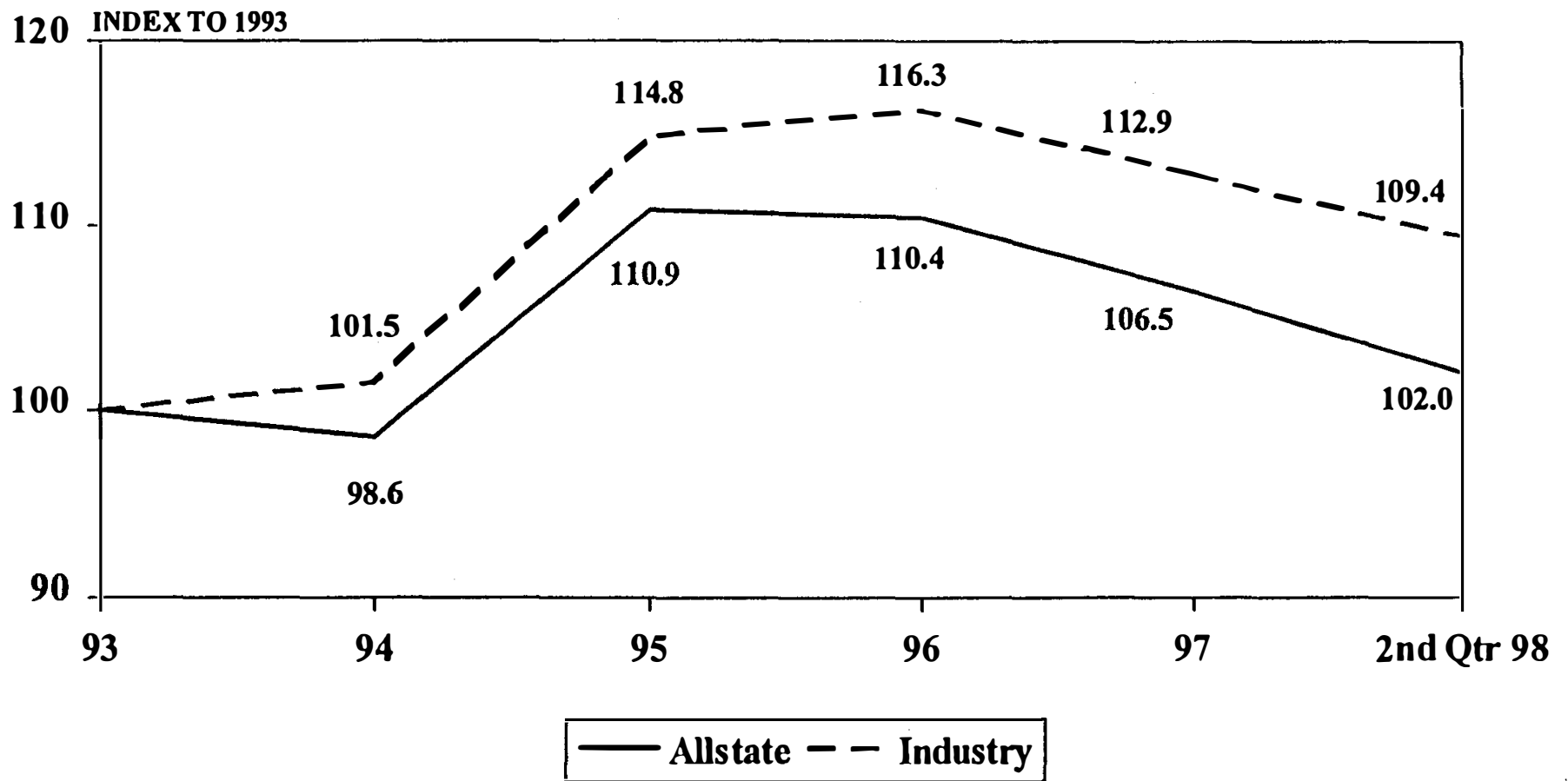
Design and Develop at Front Line

Proven Approaches

High Involvement

Relentless

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON COMPREHENSIVE

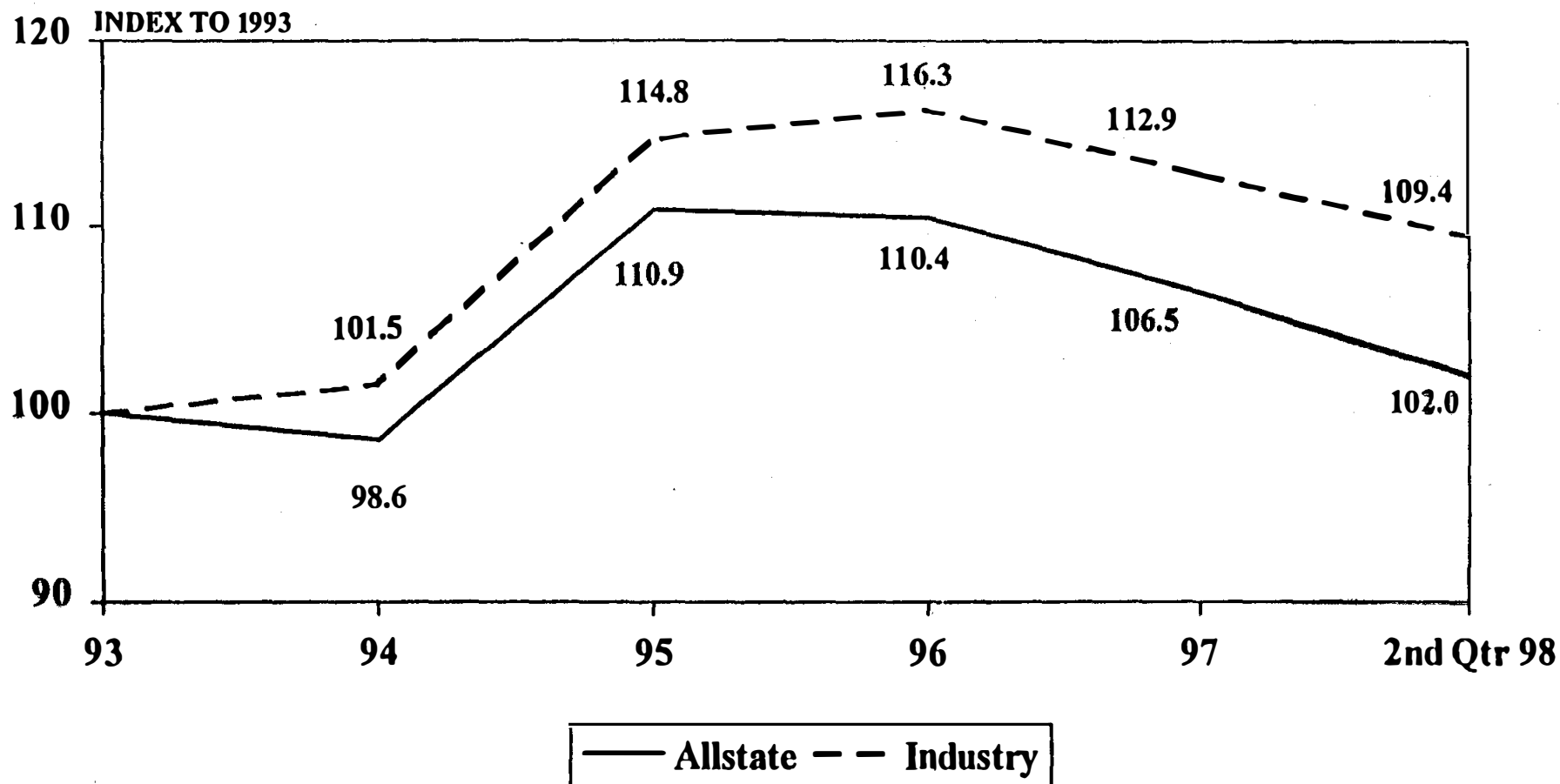


Source: Fast Track

12MM

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ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON COMPREHENSIVE



Source: Fast Track

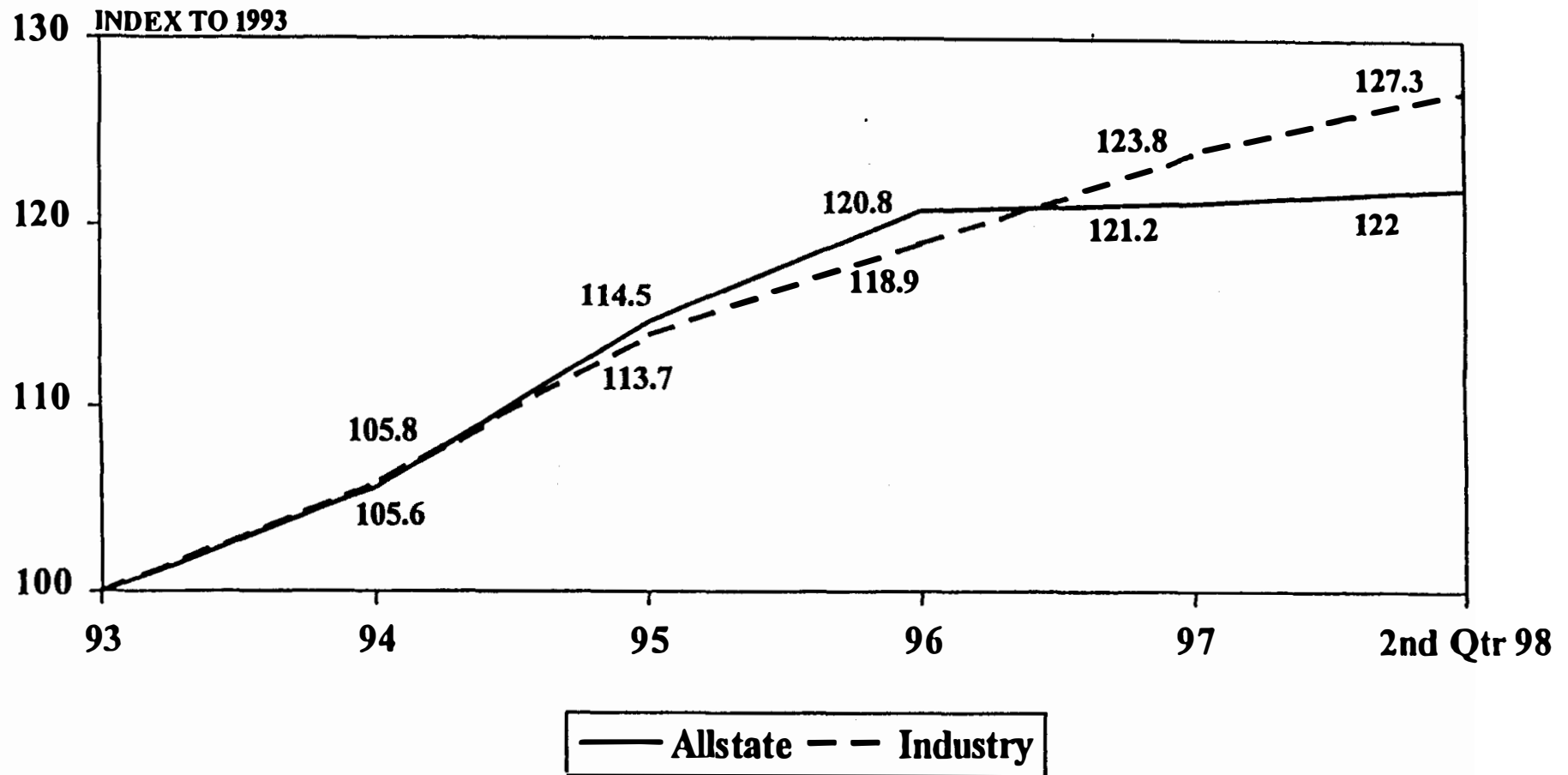
12MM

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6

H0000002970

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON PROPERTY DAMAGE



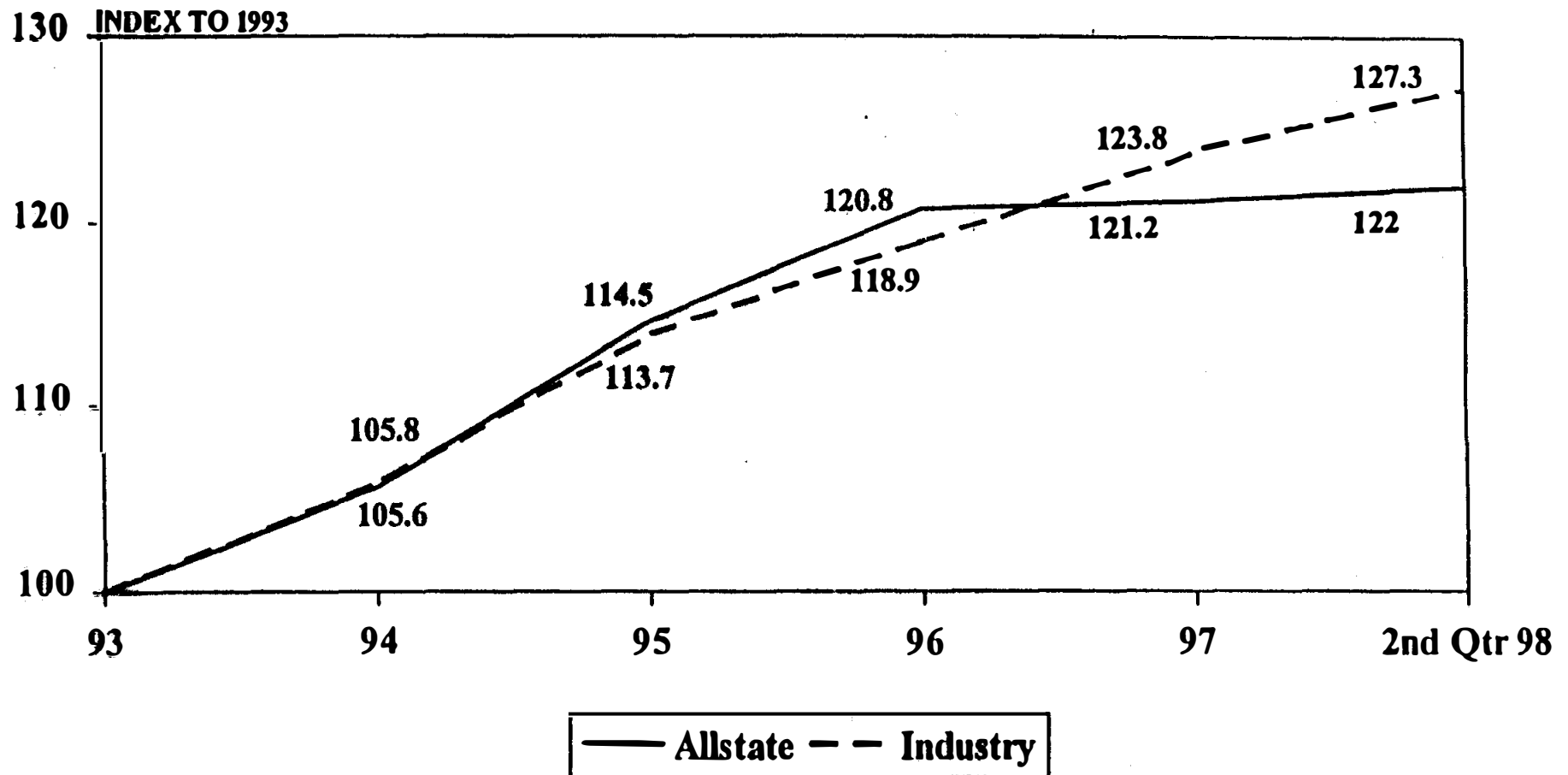
Source: Fast Track

12MM

TEAMFAST2Q98

H000002971

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON PROPERTY DAMAGE



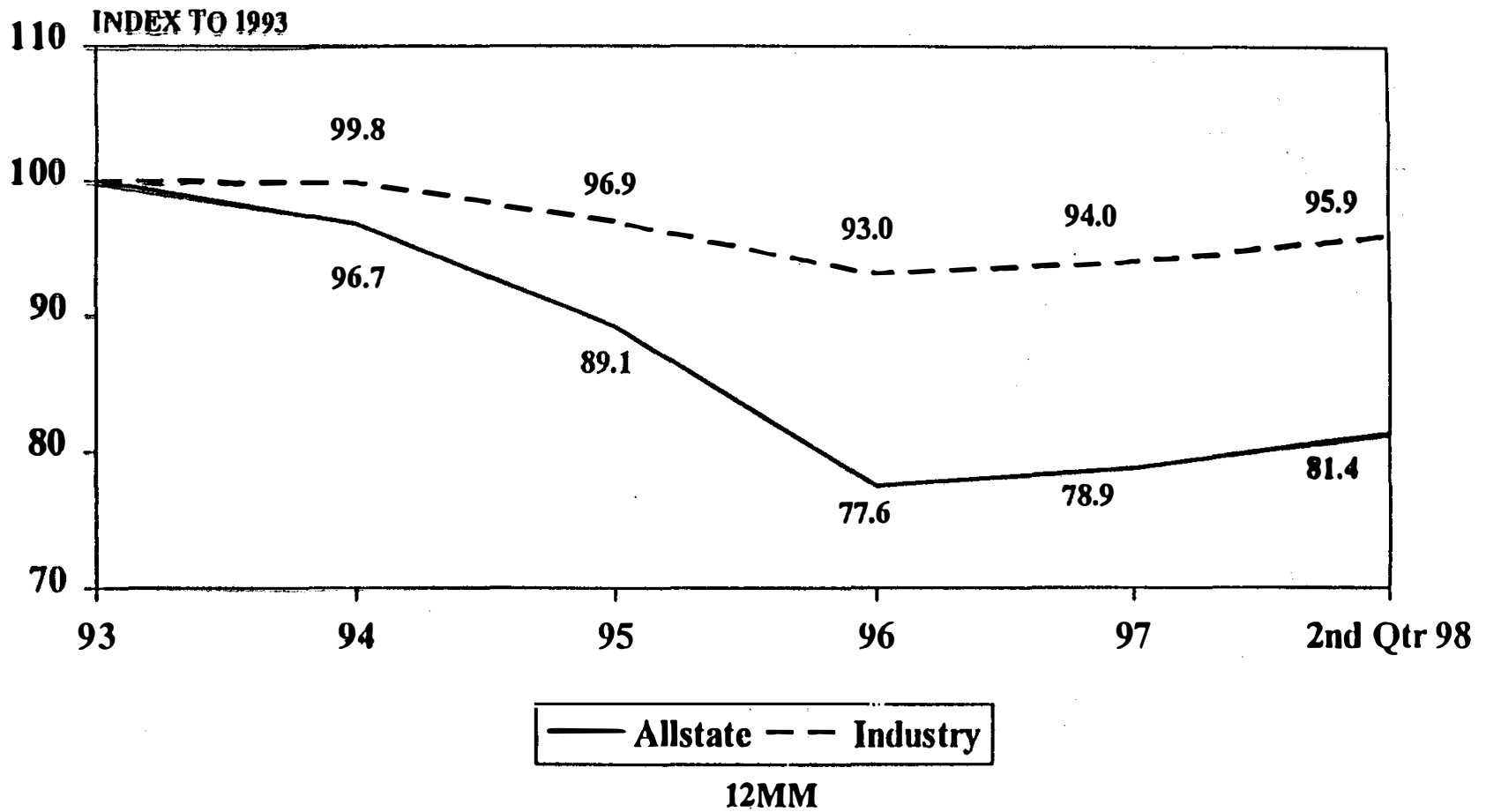
Source: Fast Track

12MM

TEAMUST17098

H000002972

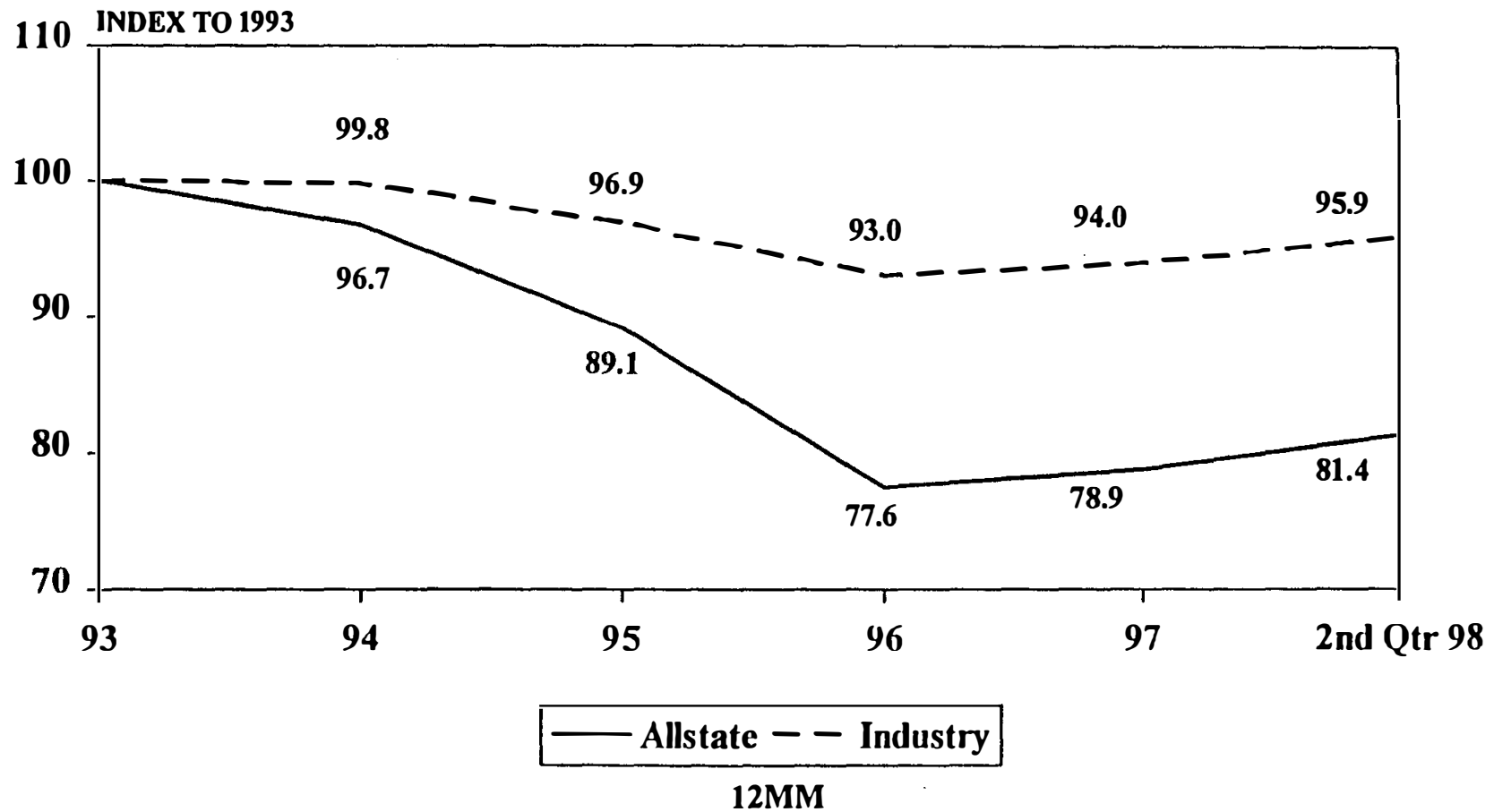
ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON BODILY INJURY



Source: Fast Track

CLMTEAM/ST2Q98

ALLSTATE vs INDUSTRY PAID SEVERITY COMPARISON BODILY INJURY



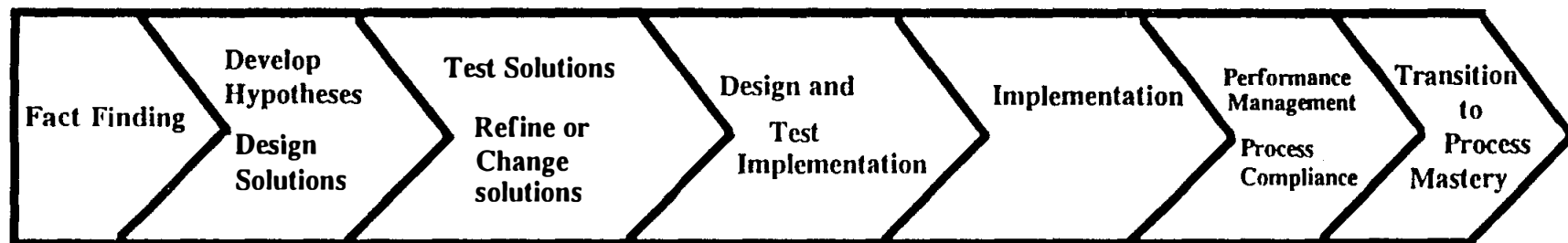
Source: Fast Track

CLMTEAMFST2Q98

THREE KEYS TO CCPR SUCCESS

- Learn, understand, believe the fact base
- Learn understand and apply the processes with integrity and vigor
- Model/demonstrate the behavior with passion through relentless measurement, work ethic and positive rewards and recognition

CCPR METHODOLOGY



- Reviews
- Reinspections
- Focus Groups
- Customer Interviews
- Employee Interviews

- Debriefs
- Potential solutions
- Front line/CCPR

- Front line based
- Structured analysis

- Highly Structured
- Consistent
- Front line based

- Dedicated leadership
- Measurement
- Compensation
- Recognition

Fact Based

Design and Develop at Front Line

Proven Approaches

High Involvement

Relentless

HAVE FUN, BE STRONG, DO NOT SACRIFICE THE INTEGRITY OF THE PROCESSES....EVER!

THAT IS A SUCCESS STORY....IS IT PERFECT....DO WE HAVE ALL OF THE
OPPORTUNITY....DO WE HAVE COMPLETE BUY IN/

NOT YET.....THE IS A CONTINUOS PROCESS IN AN EVER EVOLVING ORGANIZATION

THIS IS HUGH CULTURE CHANGE DO NOT KID YOURSELF

THIS IS NOT EASY YOU CANNOT COMMAND THIS DONE

LETS GO THROUGH THE METHODOLOGY ONE MORE TIME

YES WE ARE REDUNDANT

BY DESIGN

YES WE ARE PASSIONATE

BY DESIGN

THE BLOOD SWEAT AND TEARS SIDE

THE INFRASTRUCTURE SLIDE

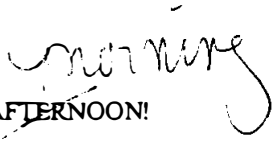
WHY YOU NEED TO UNDERSTAND THIS

WHY METHODOLOGY IS SO IMPORTANT

WHAT RESISTANCE YOU ARE GOING TO BE FACED WITH

20 50 30 RULE IT LIVES IN HOMEOWNER!!!

HOMEOWNER CCPR IMPLEMENTATION TEAM


GOOD AFTERNOON!

HOW ARE YOU?

YOU SHOULD BE IN THE FIRST STAGES OF SLIGHT PANIC AND COMPLETELY
OVERWHELMED! THATS OK

YOU ARE RIGHT WHERE YOU SHOULD BE!

THIS IS REALLY IMPORTANT WORK

AND IT IS NOT EASY WORK.

YOU ARE ABOUT TO CHANGE HOW WE DO BUSINESS IN HOMEOWNER AT ALLSTATE

WE WILL NEVER HAVE AN OPPORTUNITY TO DO THIS AGAIN

WE HAVE INVESTED GREATLY IN YOU AND THE ORGANIZATION TO DO THIS WORK

WE HAVE SPENT OVER 110MIL TO DESIGN, TEST AND IMPLEMENT CAS AUTO AND
HOMEOWNER CCPR

SO FAR WE HAVE RECOVERED OVER 500MIL DOLLARS ANNUALLY

CERTAINLY WELL WORTH THE INVESTMENT

LETS LOOK AT SOME OF THE RESULTS

H000002979

October 13, 1998

To: Claim Service Managers
Market Claim Managers

Re: Homeowner Redesign

One of the great successes of Allstate Insurance Company is Claim Core Process Redesign. Through our Casualty, SIU, Litigation Management, and Auto processes, we are achieving significant business and financial results for our employees, customers, and shareholders.

I am pleased to announce that we are now ready to begin the next phase of Claim Core Process Redesign with the implementation of the Homeowner processes in the centralized property MCOs. Although this may not directly impact your MCO, it is important for all of you to be aware of each initiative as they are introduced.

Homeowner redesign consists of three initiatives. The first is the claim service coordinator, which I am particularly excited about, due to the positive impact this position will have on the claim experience for our customers. Of equal importance are the roof and fire initiatives which will ensure our ability to execute technical processes to better serve our customers.

We will be implementing these processes in a segmented approach beginning with the claim service coordinator. Once the Coordinator implementation is complete, we will begin the education and implementation of roof and fire.

I have attached a brief overview of each of these processes. I have also attached a copy of the claim service coordinator implementation schedule as well. While we are planning the implementation of roof and fire to begin in April of 1999, we have yet to determine our specific MCO implementation schedule. We will communicate the fire and roof schedules to you in the early part of 1999.

Re: Homeowner Redesign
October 13, 1998

H000002980

Page 2

The successful implementation of these processes is a critical component to our continued success in the market place. I know I can count on each and everyone of you to make the implementation of these processes a great success.

Rick Cohen

attachment

c: Sr. Leadership Team
 Regional Vice Presidents

H000002981

THREE KEYS TO CCPR SUCCESS

- **Learn, understand, believe the fact base**
- **Learn understand and apply the processes with integrity and vigor**
- **Model/demonstrate the behavior with passion through relentless measurement, work ethic and positive rewards and recognition**