



COVID-19 Update

Minimal disruption for Allstate Benefits customers; claims and customer service fully operational

March 20, 2020 – At Allstate Benefits, our shared purpose states that we protect people from life's uncertainties so they can realize their hopes and dreams. As we navigate the uncharted waters of the coronavirus (COVID-19) we are committed to being there for our broker partners, customers, communities and each other.

As we continue to learn more about COVID-19 and its potential impact, Allstate Benefits has taken steps to ensure minimal disruption for all of our customers. Our Business Continuity team has implemented the following measures:

- Executed business continuity plans for business-critical systems needed to serve our customers. All processes are operating under normal conditions.
- Shifted critical business processes to other Allstate sites, allowing for increased remote worker capabilities.
- Strengthened our organizational structure to allow for work to be completed from any location.

While our teams are working remotely, our business continuity planning and virtual office technologies ensure that our Claims and Customer Care teams remain fully operational. Policyholders can continue to submit claims and supporting documentation through our MyBenefits website or via fax.

Some of our Group and Individual products may have COVID-19-related benefits. Detailed information about COVID-19 related benefits and their corresponding riders can be found in our COVID-19 Coverage & Benefits document located [here](#).

Allstate Benefits understands that some customers may be financially impacted by the outbreak of COVID-19. To help affected customers navigate through this difficult time, we're offering extended grace periods and payroll submission deadlines upon reasonable request. Please reach out to us at 1-800-521-3535 to discuss how we can help.

As this situation evolves, we will proactively take precautionary measures to protect everyone's health and wellbeing, while operating our business effectively and providing our customers with an exceptional service experience.

For more details about Allstate Benefits response to COVID-19 and how Allstate Benefits products are affected, please visit www.allstatevoluntary.com/covid19.