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|  | Sandee Lindorfer  Auto Claims Line Management Director  Claims Department |

March 10, 2017

To: Allstate Good Hands Repair Network

I want to provide you with an update on some changes we are making to better meet the needs of customers and modernize our claims process.

A few years ago, Allstate introduced QuickFoto Claim, the first-of-its-kind technology for virtual inspections which allows customers and claimants to easily submit photos of their vehicle damage with their mobile device. Virtual inspections via QuickFoto Claim allow us to provide faster service to our customers. In most cases, it can be done in hours versus several days.

Findings from a recent test validated that QuickFoto Claim continues to be a viable option for inspecting vehicle damage and showed that customers embrace this option. For this reason, Allstate has begun a countrywide transition from drive-in inspection centers to a virtual experience. By this summer, we expect the vast majority of drivable auto claims to be virtually inspected countrywide – starting with Texas and California.

On March 10, Texas will be the first state to roll out this new strategy, followed by California on March 24. A countrywide rollout schedule has not been determined yet and will be informed by the work as we move forward.

Our relationships with our Good Hands Repair Network partners, and with the industry overall, are important to us. We do not anticipate this change to have an impact on the volume of cars you are referred through our Good Hands Repair Network program. In fact, it is part of our QuickFoto Claim process to educate customers on our Good Hands Repair Network and provide a referral when appropriate. As always, we will continue to honor customer choice in repair facility.

We expect the process to be fairly seamless. However, there is potential for a small change in the way you are notified about a customer referral to your shop. With this new process, customers with an estimate from Allstate may show up at your locations more frequently without us having generated an assignment to you.

Thank you for your valued partnership and support in providing the best service in the industry to our mutual customers. If you have any questions, please feel free to reach out to your local Damage Evaluator or MSO liaison.

I look forward to our continued work together.

**Sandee Lindorfer**

Auto Claims Line Management Director