

## The Allstate Corporation

### Communications with the Board of Directors

The following process has been developed to facilitate shareholder and other interested party communications with the Board of Directors and to assure compliance with regulatory and stock exchange requirements.

1. The Corporation's website ([www.allstateinvestors.com](http://www.allstateinvestors.com)), annual proxy statement and annual report include the process for shareholders and other interested parties to communicate with the Directors. Both e-mail and mail delivery options are provided.
2. Both e-mail and written communications will be directed to the General Counsel's staff for review to determine an appropriate response or whether further handling is required.
3. The Board of Directors, through the Nominating, Governance and Social Responsibility Committee, has authorized the General Counsel to maintain procedures for handling and retaining routine shareholder and other interested party communications to Directors. The Board has determined that the following routine communications will be handled on behalf of the Directors and will be routed to the appropriate internal Allstate department within five calendar days of receipt of the communication:
  - a. Consumer/customer inquiries or complaints received in the ordinary course of business, including those relating to insurance claims, policy handling, agency matters, products and services, or other insurance related issues.
  - b. Complaints received under procedures established by the Audit Committee, including those involving accounting, auditing and financial reporting matters which will be handled in accordance with those procedures.
  - c. Complaints received from employees that would appropriately be handled by Human Resources and local management.
  - d. Inquiries of a personal nature regarding individual stock records, dividend checks, stock certificates, tax forms, etc.
  - e. Inquiries from securities analysts, portfolio managers or representatives of institutions seeking information about Allstate that would typically be handled by Investor Relations.
  - f. Inquiries from individuals regarding personal or other matters, other than in their capacity as shareholders.
  - g. Unsolicited commercial e-mail.
4. The General Counsel will report periodically to the Nominating, Governance and Social Responsibility Committee in order to provide transparency into communications received, along with any communications received that, in the opinion of the General Counsel, deal with the functions of the Board or its committees or that the General Counsel otherwise determines requires their attention.
5. All shareholder and other interested party communications will be made available to any Director upon his or her request.