Welcome to Allstate Roadside Services!

To Our Valued Service Provider:

Welcome and congratulations on becoming an integral part of Allstate Roadside Services' Provider Network of contracted emergency roadside servicers. Our network is comprised of best-in-class towing and emergency road service professionals from across North America.

Allstate Roadside Services is comprised of Signature Motor Club, Inc. and Allstate Motor Club, Inc. for the purpose of providing customers with the most efficient and prompt services available in the industry. That is why your company was selected. We believe in you. Your ability to handle our calls in a prompt, courteous, and professional manner will leave a positive and lasting impression of our organization on customers.

Our success level is measured by the degree of satisfaction expressed by our customers upon receiving service from you. So, as you can already determine, we depend on you to provide the highest quality service that is available to our members.

After reading this Welcome Kit, if you still have questions or require additional information, please do not hesitate to contact the Provider Hotline: 800-582-6626, option 2; then option 4.

Sincerely,

Paul Huber
Operations Sr. Director

Again, welcome to Allstate Roadside Services!
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**Contact Information**

**Contact by Phone**
- Call the Allstate Roadside Services Hotline
  **800-582-6626**
  - **Option 1:** Dispatch in Progress (24/7)
  - **Option 2:** All Other Calls
    1. Roadside Payment Services (RPS) (8:30 a.m. - 2:30 p.m. CST)
    2. Report accident/Secondary tow (24/7)
    3. Research work order number/previous dispatch (24/7)
    4. Network Support or to join the ARS Network (8:00 a.m. - 5:00 p.m. CST)
    5. RoadSmart and Web Provider Portal Support (8:00 a.m. - 5:00 p.m. CST)

**Contact by Email**
- Network Support email address: arsnetworksupport@allstate.com
- Roadside Payment Services: arsclaimssupport@allstate.com

**Web**
- Provider Portal: roadsmart.allstate.com
**Your Roadside Network Performance Manager by State**

<table>
<thead>
<tr>
<th>State</th>
<th>Manager Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Denisa Russell</td>
<td><a href="mailto:drust@allstate.com">drust@allstate.com</a></td>
<td>817-374-3689</td>
</tr>
<tr>
<td>Alaska</td>
<td>Stephanie Kessler</td>
<td><a href="mailto:stephanie.kessler@allstate.com">stephanie.kessler@allstate.com</a></td>
<td>877-892-4524</td>
</tr>
<tr>
<td>Arizona</td>
<td>Richard Ott</td>
<td><a href="mailto:richard.ott@allstate.com">richard.ott@allstate.com</a></td>
<td>916-859-8670</td>
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<tr>
<td>Colorado</td>
<td>Greg Genua</td>
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<td>918-346-0700</td>
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<tr>
<td>Connecticut</td>
<td>Greg Nelson</td>
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<tr>
<td>Delaware</td>
<td>Kevin Hager</td>
<td><a href="mailto:kevin.hager@allstate.com">kevin.hager@allstate.com</a></td>
<td>817-304-3071</td>
</tr>
<tr>
<td>Florida</td>
<td>Dina Bocchiaro</td>
<td><a href="mailto:dbocc@allstate.com">dbocc@allstate.com</a></td>
<td>727-470-4935</td>
</tr>
<tr>
<td>Georgia</td>
<td>Pauline Furqueron</td>
<td><a href="mailto:pauline.furqueron@allstate.com">pauline.furqueron@allstate.com</a></td>
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<tr>
<td>Indiana</td>
<td>Christine Precht</td>
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</tr>
</tbody>
</table>
Dispatch Methods

Allstate Roadside Services uses three methods of dispatching jobs.

1. **RoadSmart (Digital Dispatching)**
   - Available to you at NO COST via web or mobile app
   - Created by Allstate Roadside Services with the help of providers like you
   
   **How does it work?**
   - The system will prompt your dispatcher of an incoming job with an audio alert and pop-up notification.
   - The pop-up includes job details, and your dispatcher can accept or reject the jobs directly from your computer or mobile app.

2. **Customer Service Representative (CSR) Dispatched Calls**
   
   The Allstate Roadside Services Call Center is available for members who require roadside assistance.
   - The member’s call is routed to a trained Customer Service Representative who records their information and then contacts the closest service provider to assist the member.
   - When the Customer Service Representative contacts you, they will provide you with all necessary details to complete the job.

3. **Direct Dispatch System (DDS) or VAIL Phone Calls**
   
   Our Direct Dispatch System (DDS) is a user-friendly advanced call routing system available for both members and providers.
   
   **How does it work?**
   - When a member chooses to use the DDS system to secure roadside service, they are prompted to input their member number.
   - The system verifies the membership and routes the call to the nearest available service provider.

   **What to expect when receiving a dispatch from DDS?**
   - When receiving a DDS call, you will hear:
     ```
     “This is [Name of Club]. We have a member in need of assistance. If you can provide service, please select option 1. If you cannot provide service, please select option 2.”
     ```
   - If you select option 1, the system will transfer you directly to the member in need of service. You can gather all job details directly from the member at this time.

   **NOTE:** Stay on the line after the member hangs up and DDS will issue a dispatch (or authorization) number and tell you the maximum dollar amount the club will pay for the member’s roadside assistance.

Want more information?

VISIT roadsmart.allstate.com CALL the Provider Hotline 800-582-6626 EMAIL RoadSmart@allstate.com
(option 2, then 5)
Dispatch Details

› On-Hold Guidelines:
Our policy allows our CSRs to:
- Wait 30 seconds (or 5 rings) before terminating the call
- Hold for 30 seconds if placed on hold immediately after the provider answers the call
- Hold for 60 seconds if he/she is placed on hold in the middle of the call

› Estimated Time of Arrival (ETA):
When accepting dispatches, you will be required to provide your ETA. Be as specific as possible.
Contractually you are required to have an average ETA of 45 minutes or less.

In the event that you are unable to meet the ETA you provided, immediately contact 800-582-6626, option 1 to inform us of your delay.

› Benefit Limits:
Certain dispatches have dollar or mileage limits. This information is faxed to you after accepting the call.
Please be familiar with these limits before providing service.

› Dispatch Confirmation:
Depending on the method you choose to receive dispatches, you will receive a dispatch confirmation.
- For RoadSmart users, your authorization number will show up in your RoadSmart queue and will be faxed to you.
- For all other dispatch methods, your authorization number will be faxed to you.

› Territory:
Providers are not assigned exclusive territories. Although we do our best to keep you within the defined zip code radius, there may be times when we call on you to go beyond that radius.

› At the Scene:
Upon arrival at the scene, please ask to see the customer’s membership card, if applicable. Confirm the membership number provided to you matches the number on the customer’s card and have him/her sign the invoice.

› Gone on Arrival:
If you arrive at a dispatch location and the vehicle or member is not present, you must call the Provider Hotline (800-582-6626, option 1) to verify the location.

A CSR will attempt to contact the customer after verifying the location. If they are unable to reach the customer, they will update the dispatch to reflect Gone on Arrival (GOA)/No Service Rendered.
GOAs will not be granted if the actual arrival time exceeds the given ETA by more than 15 minutes.

› Provider Close the Loop for Repair Locations:
Service Providers will receive an automated call back confirming that the vehicle has been delivered to the drop off location approximately one hour after the ETA.
During the call, the system will ask you to enter the work order number associated with the service. This number is given to your driver by the repair location upon vehicle check-in. It is your responsibility as a service provider to obtain the work order number.
1. Payment Options

▷ **Electronic Funds Transfer (EFT):**
If you sign up for Electronic Funds Transfer, Allstate will electronically deposit your revenue into your bank account. This ensures the quickest turn-around for payments. Statements can be viewed online.

**Call the Provider Hotline (800-582-6626, option 2, then option 4) to sign up. By joining EFT, you can avoid the $5 check processing fee.**

▷ **Check Payments:**
Allstate issues and mails a check once per week. The schedule below is subject to change; however, check payments will always remain once per week.

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Territory/State</th>
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<tbody>
<tr>
<td>Monday</td>
<td>AL, AR, MT, ND, OK, SD, WY</td>
</tr>
<tr>
<td>Tuesday</td>
<td>FL, GA, IL, IN, KY, MI, MN, NC, OH, PA, SC, WI, Puerto Rico, U.S. Virgin Islands</td>
</tr>
<tr>
<td>Wednesday</td>
<td>AK, AZ, CT, DC, DE, HI, ID, MA, MD, ME, NH, NJ, NM, NY, RI, TX, VA, VT, WV</td>
</tr>
<tr>
<td>Thursday</td>
<td>IA, KS, LA, MO, MS, NE, TN</td>
</tr>
<tr>
<td>Friday</td>
<td>CA, CO, NV, OR, UT, WA</td>
</tr>
</tbody>
</table>

2. Submitting a Request for Payment

Allstate Roadside Services performs audits of incoming invoices for services, payments, and mileage. Members are sent surveys to rate their overall experience and the quality of service they received. The cost of service rendered is included in the correspondence sent to the member. **If discrepancies are found by the member or through our audit process, you will be notified and required to reimburse the member for any overages charged. Repeated charges will result in the suspension or termination of your contract.**

Allstate Roadside Services may deny any payment request submitted in excess of 90 days from the date of service.

a. **Web Site:** [www.arsnetwork.allstate.com](http://www.arsnetwork.allstate.com)

   The web is the fastest way to get information and to submit requests for payment.
   - It takes 24 hours from the time of service for a request to show up on the web.
   - Requests of single payments of more than $250 will be reviewed.
   - If you opt to join Pay-by-Dispatch, please note: If mileage is applicable, submit the miles after you receive payment for your base rate.

   **Registration:** Click on the “Not Yet Registered?” link and register the account with your Provider ID (example: IL123456) and your Tax Identification Number.

   **Web User Guide Manual:** For a step by step guide to submitting payment requests via the web:
   1. Create an account
   2. Log in
   3. Print the Web Claims User Guide Manual, and
   4. Watch the training video
b. Mail:

Allstate Roadside Services
ATTN: Roadside Payment Services
PO Box 660081
Dallas TX 75266-0021

Processing invoices via mail can take up to two weeks. We recommend you submit your invoices at least once per month. Basic rules for prompt processing:

a. Do not send billing statements for payment. They will not be processed. Should you utilize your own billing invoice, it must have the following information in order to be submitted for payment:
   - Authorization number
   - Provider ID (example: IL0000000)
   - Date of service
   - Member name/Member ID number/Member phone number
   - Year/Make/Model/Color/License plate number/State
   - Location and destination of vehicle
   - Type of service
   - Gross miles to vehicle and gross miles loaded
   - Member’s signature and ATA (actual time of arrival)

b. Customers’ signatures are required on all invoices for which service is rendered. A customer signature is NOT required on approved GOA invoices.

c. Incomplete invoices can be returned to you without payment.

3. Fax:

› 877-292-9572

Please include the following information when submitting invoices for payment.

NOTE: this is NOT the preferred method and may take longer to process.

- Authorization number
- Provider ID (example: IL0000000)
- Date of service
- Member name/Member ID number/Member phone number
- Year/Make/Model/Color/License plate number/State
- Location of vehicle and destination of vehicle
- Type of service
- Gross miles to vehicle and gross miles loaded
- Member’s signature and ATA (actual time of arrival)
Certificate of Insurance (COI)

Proof of insurance is one of the requirements needed to maintain your active status in our service provider network. Allstate Roadside Services requires a valid insurance certificate to be on file at all times.

Be sure to instruct your insurance carriers to list Allstate Roadside Services as the Certificate Holder on the certificate. This certificate of insurance should show the following:

**Allstate Roadside Services**
Attn: Auto Network Support
2775 Sanders Road, Suite E2
Northbrook, IL 60661-6127

You can mail your updated COI to the above address, fax it to 855-253-0022, or email ARSNetworksupport@allstate.com.

Failure to send up-to-date COIs when previous versions expire will result in an automatic inactivation of your service request with Allstate Roadside Services until your current COI is received.

**Provider Training**

Did you know you can access vehicle training at your fingertips? For years Allstate Roadside Services has been the leader in providing training materials to towing professionals. These materials help reduce the risk of damage as well as increase the customer experience on every dispatch. With the Allstate Roadside Services’ web-based training portal, you can access videos, training manuals, walk-around forms, and much more! The on-line training modules are provided to drivers to become familiar with vehicles by make and model and perform services.

Allstate Roadside Services recommends that every driver within the company reviews and takes the associated quizzes for each training module.

You can also access the training site directly from your smartphone.

Visit [www.training.arsnetwork.allstate.com](http://www.training.arsnetwork.allstate.com) to get started today.

To access the site, follow three easy steps:

1. Enter your provider ID (the state abbreviation must be capitalized);
2. Your password is: **Network**;
3. Enter your first and last name.
Our Secondary Towing Program offers even more ways to increase your road service call volume. Secondary Towing provides Allstate-insured vehicle impound retrieval and transport to Allstate-referred repair facilities (GHRN repair shops). You will need to review the documents on page 15 for details on the funding and resources you will need to cover payment of any fees associated with impound tows.

When an Allstate impound tow is offered to you, we will authorize T-Chek funding for any upfront impound fees associated with the vehicle release. The T-Chek funding process will greatly reduce your out-of-pocket expenses by offering advance payment and/or quick reimbursement for cash transactions.

In addition to paying the impound fees, Allstate Roadside Services will honor your contracted towing rates to complete the service.

Impound receipts for charges associated with Allstate Roadside Services’ Secondary Towing Program must be submitted on the same business day as the event. Please fax receipts to 877-283-9654.

**Failure to send in your receipts within 24 hours may result in delayed payments and/or suspension from the network**

If you do not wish to participate in this program, or you own/operate your own vehicle impound lot, please complete ONE of the following options:

1. Contact the Provider Hotline (800-582-6626, option 2, then option 4). Please have your provider ID when calling (example: IL0000000).
2. Complete and fax the form found on pages 16 and 17 to 866-253-0022.
   a. Service Providers: Complete the form found on page 16, Secondary Towing Program Opt-Out Form.
   b. Impound Lot Owners: Complete the form found on page 17, Impound Lot Owner Registration Form.

If you have any questions regarding the Secondary Towing Program, please contact your Roadside Network Performance Manager or the Provider Hotline.
<table>
<thead>
<tr>
<th>FAQs</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How do I submit a request for payment?</strong></td>
<td>There are three ways to submit your request for payment: - Use the purchase order on the web. - Mail your request(s) to P.O. Box 660081, Dallas, TX 75266-0081. - Fax them to 877-292-9572.</td>
</tr>
<tr>
<td><strong>I have not received any payment for the service I completed. What can I do?</strong></td>
<td>Call the Provider Hotline at 800-582-6626, option 2, then 1.</td>
</tr>
<tr>
<td><strong>Why did I receive a different payment amount than I requested in my Purchase Order?</strong></td>
<td>- There is a different address listed for pickup/drop off - The member benefits limit was reached - There is a difference in mileage based on rate - Unauthorized services were added to the invoice. (You have 24 hours from dispatch time to add additional services.) - A difference in taxes based on how your contract is structured Please note: We will only pay what is authorized and what is in your contract.</td>
</tr>
<tr>
<td><strong>How do I find my rates?</strong></td>
<td>Go to ARSNetwork.Allstate.com</td>
</tr>
<tr>
<td><strong>Why don't I see my recent dispatches on the web?</strong></td>
<td>We hold dispatches open for 24 hours to allow for changes in service to be made. Then they are posted.</td>
</tr>
<tr>
<td><strong>Why can't I add additional services to a Purchase Order on the web?</strong></td>
<td>You must mail any additional service requests to us. Remember, all services must be approved and have an authorization number prior to service being completed.</td>
</tr>
<tr>
<td><strong>How many inquires can I make per call to the Provider Hotline?</strong></td>
<td>We limit each call to a maximum of 10 Purchase Orders.</td>
</tr>
<tr>
<td><strong>If I recognize a Direct Dispatch System (DDS or Vail) call, can I skip the introduction?</strong></td>
<td>Yes, as soon as you recognize the call as an Allstate DDS (Vail) call, press 1 to accept the call or 2 to reject the call. It will skip the remainder of the message.</td>
</tr>
<tr>
<td><strong>I accepted the DDS (Vail) call but the member is not in a location where I provide service. What do I do?</strong></td>
<td>Tell the member to hold for another service provider and then hang up the phone. The system will automatically transfer the member to another service provider.</td>
</tr>
<tr>
<td><strong>I believe I've been getting DDS (Vail) calls, but when I answer the phone, no one's on the line. Am I doing something wrong?</strong></td>
<td>If a DDS (Vail) call is not answered in a timely fashion, the call times out and the call is routed automatically to the next service provider.</td>
</tr>
</tbody>
</table>
### FAQs

<table>
<thead>
<tr>
<th><strong>How do I manage members who exceed their benefit limit?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>On service calls where mileage charges will exceed the benefit limit, please inform the member <em>prior</em> to providing the service. Let the member know what the excess charges will be. Do not assume the member is aware that an additional payment above the membership limit is acceptable. Also, inform the member of an acceptable method of payment: cash, credit card or check. Give the member one of our generic invoices or one of your own as a receipt for excess mileage charges. <strong>Allstate Roadside Services does not guarantee credit card or check payments made by our members to you for excess mileage or automotive repairs.</strong> Additionally, your Allstate Roadside Services contract rates should be applied to any over mileage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Is winching covered?</strong></th>
</tr>
</thead>
</table>
| When pulling a vehicle from a ditch, winching may be covered by the club if it is part of the authorization process.  

**Note:** There is no coverage for service in areas not regularly traveled, such as open fields, streambeds, beaches, forests and areas designated as not passable due to construction. Also, during the winter months, we do not provide coverage for winching when the member’s vehicle is drivable and they are stuck in snow or ice on their unplowed driveways. |
Introducing Ready Payment Solutions by T-Chek!

With these optional checks, you no longer need to provide money out of your own pocket for service transactions. All you need to do is write a Ready Payment check for payment or reimbursement. Reimbursements for cash transactions are faster. Allstate Roadside Services funds this payment option to offer you another choice that reduces any strain on your credit limit or operating account when serving secondary towing requests.

Simply use Ready Payment in place of cash, credit card or check. It can be used for regular transactions such as:

- Payment in place of cash to pick up a requested vehicle from another tower’s impound lot
- Payment instead of using your own business check to pick up a requested vehicle from another tower’s impound lot

To reorder Ready Payment by T-Chek or if you have any other questions, please contact the T-Chek 24-hour Customer Service Center at 800-776-2435.

For secondary towing provider related calls, please call the provider hotline number, 800-582-6626, and choose option 2 and then option 2 again for secondary towing.

How Ready Payment by T-Chek Works

For Service Provider:

Write the 16- or 24-digit T-Chek Express Code that will be given to you by our Allstate Roadside Services Customer Services Representative on a single T-Chek draft in the space provided. Hand the clerk the check at the time of pick up.

For Payee:

1. Write the 16- or 24-digit T-Chek Express Code on a single T-Chek draft in the space provided.
2. Call the T-Chek systems authorization line, 800-776-2435, and choose the following options:
   a. Press 2 to authorize an Express Code
   b. Enter your 5-digit T-Chek assigned site number or the 10-digit phone number from which you are calling and press #.
   c. Enter the 16- or 24-digit Express Code and press #.
   d. Enter the 11-digit draft # and press #.
   e. Enter the amount in dollars and cents and press #.
   f. Write the 4-digit verification/authorization code on the face of the draft in the space provided.
3. Based on how T-Chek is redeemed, the impound lot, salvage yard or your company can simply remit the draft to your local bank for deposit. Please remember to stamp the back of the check prior to deposit.
Secondary Towing Program Opt-Out Form

I understand by signing and returning this page, that I will no longer receive secondary tow requests from Allstate Roadside Services as well as the $25 document pick-up service. In addition, I understand this could reduce the call volume I receive from Allstate Roadside Services.

Provider ID: ________________________________ (Example IL0000000)

Name of Company: ________________________________

Name of Owner: ________________________________

Owner Signature: ________________________________

Date: _________________

Please fax this completed page back to 866-253-0022 or email this form to arsnetworksupport@allstate.com
Impound Lot Owner Registration Form

By completing this form, I (Owner of below company) acknowledge owning and/or operating an impound facility. Please complete all fields below so Allstate Roadside Services may better understand your business.

Provider ID: ______________________________ (Example IL9990012)
Name of Company: ____________________________________________
Address of Impound Lot:
________________________________________________________________
________________________________________________________________
________________________________________________________________

Forms of payment accepted for vehicle releases:
(check all that apply)

Cash: _____
Certified Check or Money Order (T-check): _____
MasterCard: _____
Visa: _____
American Express: _____
Discover: _____

Name of Owner: ______________________________________________
Owner Signature: _____________________________________________
Date: ______________

Please fax this completed page back to 866-253-0022.
Electronic Funds Transfer

(herin after referred to as COMPANY) provides goods and/or services to Allstate Roadside Services and/or one or more of its wholly-owned subsidiaries. Allstate Roadside Services desires the flexibility to make payment for such goods and/or services by electronic funds transfer (EFT) through the Automated Clearing House Network and/or Federal Reserve Wire System. COMPANY agrees to grant such flexibility. Therefore, COMPANY hereby (1) authorizes Allstate Roadside Services to make payments for goods and/or service by EFT, (2) certifies that it has selected the following depository financial institution, and (3) directs that all such electronic fund transfers be made as provided below:

PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION

Provider ID Number __________________________ Tax Identification or Social Security Number __________________________

Company Name __________________________ Name of Company Contact __________________________

Company Mailing Address ________________________________________________________________
City, State, Zip __________________________________________________________________________

Contact Telephone Number (__________) __________________________ Company Fax Number (__________) __________________________

Email (Required for EFT) ________________________________________________________________

YOUR BANK INFORMATION

Bank Name ___________________________________ Name of Bank Representative ___________________________________

Bank Phone Number (        ) __________________________

Bank Address __________________________________________________________________________
City, State, Zip __________________________________________________________________________

Your Bank Account Number ________________________________________________________________

☐ Personal Checking  ☐ Corporate Checking  ☐ Personal Savings

Transit Routing Number ____________________________________________________________________

YOUR BANK ACCOUNT INFORMATION MUST BE EXACT. PLEASE ATTACH A COPY OF A VOIED CHECK TO HELP US GUARANTEE ACCURATE TRANSMISSION.

COMPANY will give thirty (30) days advanced, written notice to Allstate Roadside Services of any changes in depository financial institution or other payment instructions. If funds to which (COMPANY) is not entitled are deposited into (COMPANY) account, (COMPANY) authorizes Allstate to direct the bank to return said funds.

When properly executed, the Authorization will become effective within fifteen (15) days after its receipt by Allstate Roadside Services. All information is highly confidential and will be used only by authorized Allstate and banking representatives. All data files of The Allstate Corporation are placed in technology security system and are not shared with any other entity outside of these expressed in the attached letter.

Authorized by (Print your name and company position/title) ______________________________________

Your Signature __________________________ Date________________________

YOU CAN EITHER FAX THE FORM BACK TO: 866-253-0022; email ARSNetworksupport@allstate.com, or mail the form back to:

Allstate Roadside Services
Attn: Auto Network Support
2775 Sanders Road, Suite E2
Northbrook, IL 60062-6127

For Internal Use

Allstate Corporation Vendor # ___________