



July 15, 2010

## My Benefits Website and Interactive Voice Response System Now Available

Allstate Workplace Division (AWD) is pleased to announce the launch of the My Benefits Website and the My Benefits Interactive Voice Response (IVR) system. These state-of-the-art electronic systems offer policy- and certificate-holders access to their benefit information when they need it, 24-hours-a-day, 7 days-a-week.

The innovative *My Benefits Website* enables customers to access their benefit information, file and check claim status, request contact information changes, and accept electronic documents.

For an online tutorial and demo of the My Benefits Website [click Here](#).

Customers can also obtain benefit information through the telephone using the My Benefits IVR which provides access to claims and claims history, offering a quick overview of the status of a claim, or a history of claims filed.

These new state-of-the-art electronic systems enable customers to access their benefit information when they need it most. Doing business with AWD has never been easier.

For more information, please review the *My Benefits* marketing slick by [clicking here](#). If you have other questions or need more information contact customer support at 800-521-3535 or [awd-mybenefitsonline@allstate.com](mailto:awd-mybenefitsonline@allstate.com).

Allstate Workplace Division is the marketing name used by American Heritage Life Insurance Company (Home Office, Jacksonville, FL), a subsidiary of The Allstate Corporation. ©2010 Allstate Insurance Company [www.allstate.com](http://www.allstate.com) or [www.allstateatwork.com](http://www.allstateatwork.com)

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# My Benefits

## Benefits at Your Fingertips 24/7

### Accessing benefit information has never been easier.

- File Claims
- Check claim status
- Get benefit coverage details
- Review claims history
- Make changes to personal information

### How to Get Access

- Go online to [www.allstateatwork.com/mybenefits](http://www.allstateatwork.com/mybenefits)
- Sign up for access using the secure online registration process. Create a User ID and Password.
- Be prepared to provide your SS#, zip code, and birthdate.
- Need help registering? Just click on "Need Help" in the menu to the right.
- Once registered, full access to all benefits and website is available day or night, 24/7, it's that simple!

To read more about what the **My Benefits** site can offer, see the information on reverse.

### MY BENEFITS

the right tool • your benefits • full access



**Allstate**<sup>®</sup>

Workplace Division

# My Benefits

Our secure online access offers benefit information 24/7

Below is a quick overview of the **My Benefits** innovative online capabilities

## 1. Online Access 24/7 -

Through online access, upload a claim request, review coverage details, track claim status or update personal information with ease!

## 2. Claims Status and Filing -

Check claims status any time 24/7, instead of calling. Or, file a claim using our online forms submission process and upload all supporting documents. Expedited payment process available by filing online.

## 3. Policy Information -

Print or view policy information, coverage details or certificates on existing coverage. Also review other product options available.

## 4. Update Information -

You can keep your physical address, e-mail address and telephone number up-to-date and accept electronic delivery of documents.

## 5. Need Help? -

The Need Help? section provides a listing of telephone numbers to contact Allstate Workplace Division, ask a question online, or submit questions through an e-mail form.

**Logon today!** Experience the ease of taking advantage of Allstate Workplace Division's valuable coverage.

The screenshot shows the Allstate Workplace Division MyBenefits website. At the top, it says "Allstate Workplace Division". Below that is a "Welcome To MyBenefits" banner with a group of people. There are login fields for "Login ID:" and "Password:" with a "SUBMIT" button. A "Have Trouble Logging In?" link is also present. Below the login area are two boxes: "Not Registered?" with a "REGISTRATION" button, and "Questions?" with a "CONTACT US" button. On the right side, there is a "Your Toolbox" section with a "Need Help?" link. At the bottom, there is a footer with links for "Important Info", "SIL Privacy Statement", "Terms of Use", "HIPAA Privacy Statement", and "Electronic Delivery Disclosure".

The screenshot shows the Allstate Workplace Division My Claims website. At the top, it says "Allstate Workplace Division" and "Log Off". Below that is a navigation bar with "Home | My Coverage | My Claims | Account Settings" and "Hello: Cindy Wilson | July 09, 2010". The main content area is titled "My Claims" and includes a "Print Page For Your Records" link. Below that is a table of claims activity. On the right side, there is a "Your Toolbox" section with links for "Site Tour", "Submit A Claim", "Update Profile", "Transaction History", "Site Demo", "Customer Forms", "Frequently Asked Questions", "Need Help?", and "Logout". At the bottom, there is a footer with links for "Important Info", "SIL Privacy Statement", "Terms of Use", "HIPAA Privacy Statement", and "Electronic Delivery Disclosure".

Claim Number	Coverage Number	Service From Date	Insured Name	Claimant Name	Service Provider Name	Claim Status
<a href="#">035002143-01</a>	<a href="#">8084020040</a>	11/28/2004	Wilson, Cindy	Wilson, Cindy	1483h060809	Processed
<a href="#">035002143-02</a>	<a href="#">8084020040</a>	11/28/2004	Wilson, Cindy	Wilson, Cindy	Memorial Hospital	Processed
<a href="#">043012013-01</a>	<a href="#">8084020040</a>	08/25/2008	Wilson, Cindy	Wilson, Cindy	Memorial Hosp Jacksonville	Processed
<a href="#">043012013-02</a>	<a href="#">8084020040</a>	08/25/2008	Wilson, Cindy	Wilson, Cindy	1483h060809	Processed
<a href="#">043012013-03</a>	<a href="#">8084020040</a>	08/25/2008	Wilson, Cindy	Wilson, Cindy	Memorial Hosp Jacksonville	Processed
<a href="#">02020083-01</a>	<a href="#">8084020040</a>	08/20/2007	Wilson, Cindy	Wilson, Cindy	Memorial Medical Center	Processed
<a href="#">02020083-02</a>	<a href="#">8084020040</a>	08/20/2007	Wilson, Cindy	Wilson, Cindy	Initial Hospitalization Benefit	Processed



Allstate Workplace Division is the marketing name used by American Heritage Life Insurance Company (Home Office, Jacksonville, FL).

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