



# NEWS

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### **Allstate Selects Pocatello-Chubbuck Area for More Than 500 New Jobs**

New Customer Information Center Marks \$21.9 Million Investment in Idaho

POCATELLO, ID October 21, 2010—Allstate Insurance Company has announced that it will open a \$21.9 million customer information center in the Pocatello-Chubbuck area. The nation's second largest home and auto insurer says it will hire more than 500 people to help consumers around the country who call Allstate through the company's 1-800-Allstate sales and service line.

"The Pocatello-Chubbuck area is a terrific community that offers an enthusiastic and energetic population from which Allstate can select the best and brightest to help deliver on our commitment to a superior customer experience," said Allstate Vice President of Direct Sales and Service Mark Pitchford. "This center, along with our three existing facilities in San Antonio, Texas, Woodridge, Illinois, and Charlotte, North Carolina, work in partnership with Allstate's local agencies to take care of consumers how, when and where they want to be served."

The 75,000 square foot facility will be built in the Pocatello-Chubbuck area and is scheduled to open in September 2011. Pitchford says these calls range from providing after hours customer service for the Allstate's local agencies to outbound customer calling. The new Idaho center, he says, will increase the company's flexibility to serve all customers, essential to Allstate's multi-channel business model.

"I couldn't be happier to welcome a new corporate citizen to Idaho. Allstate's decision to locate here is a testament to the men and women at the local and state levels who worked tirelessly to ensure this is the best place for the company to do business and create career opportunities. Our high-quality workforce, our stable and business-friendly tax and regulatory policies, and our commitment to fiscal responsibility all played a role," Governor C.L. "Butch" Otter said. "The coordinated, collaborative efforts of economic development professionals contributed greatly to this Project 60 victory for our economy,

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for our communities, and for the citizens of Idaho. I look forward to Idaho having a long and productive partnership with Allstate.”

Allstate considered several locations across the United States before choosing the Pocatello-Chubbuck area. The company says it specifically decided on the Pocatello-Chubbuck area, because of its stable employee base, attractive cost of living and strong communities. In addition, the company looked for a place where Allstate can be a strong contributor to the community and give back to the communities it serves.

“The relationships forged here will ensure that Allstate and the community will mutually benefit from this exciting announcement,” Pitchford said.

In a joint statement from Mayor Steve England, Chubbuck and Mayor Brian Blad, Pocatello: “We are excited to welcome Allstate, a national leader in the insurance industry, to our Pocatello-Chubbuck community. Their company’s expansion to our region is a shining and significant addition to our business community, making it stronger by providing jobs and opportunities for hundreds of people, as well as helping energize other sectors of the economy. As a community, as a region, and as a state, we look forward to a long and mutually prosperous relationship with Allstate. We want everyone at Allstate to know that they will be in “good hands” in our Pocatello-Chubbuck community.”

The Pocatello-Chubbuck center expands Allstate’s presence Idaho. Currently Allstate has 82 agency owners and financial specialists and 73 claim employees across Idaho.

Hiring for Allstate’s Pocatello-Chubbuck customer information center will begin in February 2011. At the beginning of the New Year, job postings will be available at [www.allstate.jobs](http://www.allstate.jobs). In addition, the company will announce dates for a series of recruiting events in the Pocatello-Chubbuck area. Pitchford says the jobs offer competitive salaries, benefits and, for some, the opportunity for incentive based bonuses.

The Allstate Corporation (NYSE: ALL) is the nation’s largest publicly held personal lines insurer. Widely known through the “You’re In Good Hands With Allstate®” slogan, Allstate is reinventing protection and [retirement](#) to help more than 17 million households insure what they have today and better prepare for tomorrow. Consumers access Allstate insurance products and services through Allstate agencies, independent agencies, and Allstate exclusive financial representatives in the U.S. and Canada, as well as via [www.allstate.com](http://www.allstate.com) and 1-800 Allstate®.

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