

When it comes to insurance, consumers have a lot of questions. This helpful guide will provide you with answers to some frequently asked questions about National General.

"Who is National General, an Allstate company?"

National General joined the Allstate family of companies in early 2021, bringing a rich history of providing customers with reliable, quality protection that goes back to 1920. Today, National General has partnerships with over 40,000 independent agencies and insures nearly 6 million homes and autos with customers across the country.

We provide our agents with best-in-class technology solutions and support teams when it matters most, which enables us to help customers get their lives back to normal. Customers are looking for different levels of value and protection. Our insurance solutions were designed with those factors top-of-mind and provide customizable features to fit a customer's price and coverage needs.

"Why is National General the right choice for me?"

As the world evolves, so do your customers' insurance needs, which is why we offer flexible insurance coverage tailored to their lifestyles. Our variety of coverage tiers and options, along with a wide range of discounts¹, allow our policyholders to protect what matters most, at any budget.

"If I have a claim, will I receive the help I need?"

National General is proud to deliver professional, experienced claim assistance to your customers at the most crucial time. When an unexpected event occurs and they need to file a claim, our representatives will be able to guide your customers through every step of the process. Our claims service is available 24/7, every day of the year, and we're here to answer all of their most important questions.

We provide our customers with access to solutions, like MyClaimPics, which allows customers to use their smartphone to quickly submit claims and expedite the claim process.²

For customers with homeowners claims, we'll help them select contractors and other service professionals from our NatGen PRO network – which gives customers access to local, licensed, experienced and insured professionals. In addition, a concierge specialist team will monitor repairs to ensure they are completed in a timely fashion.

"Is National General financially stable?"

National General is rated A+ (Superior) by AM Best for the following underwriting companies: National General Assurance Company, Encompass Insurance Company, Encompass Insurance Company of America, Imperial Fire & Casualty Insurance Company, Integon General Insurance Corporation, Integon National Insurance Company, Integon Indemnity Corporation.³

Reporting from independent rating agencies has consistently assigned solid ratings to the Allstate family of companies, including National General. National General is also rated A+ by the Better Business Bureau.

¹ Individual rates will vary. Coverage options and discounts are subject to terms, conditions and availability which may vary by company and state.

² MyClaimPics is not available in MA and RI.

³ The ratings represent the evaluation of the A.M. Best Company of financial strength of the listed companies and are subject to change. Each underwriting company is solely responsible for its own products, rates and claims. The financial performance of the listed companies is not guaranteed by Allstate Insurance Company or by any of its affiliates.