



wrightbeamer.com

DIRK A. BEAMER *
LeCLAIR L. FLAHERTY
DUANE L. REYNOLDS
JULIE H. P. COTANT
*Also licensed in Ohio

Of Counsel:

WILLIAM M. WRIGHT
GEORGE M. SMRTKA
JOHN G. GIBBONS

27555 Executive Drive
Suite 165
Farmington Hills, Michigan
48331
(248) 477-6300 Office
(248) 477-7749 Fax

WRIGHT BEAMER

Attorneys

April 13, 2012

Michele Coleman Mayes, Esq.
Allstate Insurance Company
2775 Sanders Road
Northbrook, IL 60062

RE: Fraudulent and Tortious Interference Regarding Flood Insurance Policies

Dear Ms. Mayes:

I am writing on behalf of the National Association of Professional Allstate Agents ("NAPAA") and its agent members in Florida and elsewhere. Over the course of several months, NAPAA has received copies of correspondence sent by Allstate's Flood Service Center to insureds whose flood policies were bound by agencies no longer under contract with Allstate. Two examples – each sent to an insured of a different terminated agent – are attached. In these letters, Allstate informs the insured:

We have been advised that your agent ... is no longer available to service your flood insurance policy. An active property and casualty insurance agent must be assigned to every flood insurance policy written with the National Flood Insurance Program.

Please contact another Allstate insurance agent in your area, requesting that he/she take over the servicing of your policy. The new agency would then need to complete a Change Endorsement Form, signed by you, authorizing the change.

As you know, terminated agents in fact retain an ownership interest in the flood policy renewals. If the agents have not elected to transfer their interests to a buying agent, they retain the right to roll the flood policies to a new carrier as part of an independent book of business. Indeed, in many instances in which Allstate has sent the offending letter, Allstate is already well aware of the binding agent's intention to roll the flood book of business.

In its instructions to terminating agents, Allstate advises them that, "when you are no longer active with Allstate, you will still have policies that remain with us until their Allstate policy expires; you are allowed to manage those policies, but you will have to submit all endorsements and cancellations through fax or mail." Allstate also indicates that, "as an inactive Allstate agent you are able to service your book of business for one year until the policy renews."

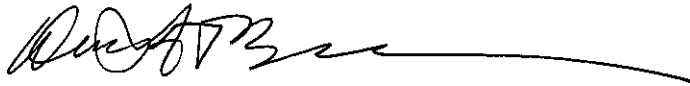
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The form letter that Allstate sends insureds is inappropriate for multiple reasons. It falsely states that the agent who bound coverage is "no longer available" to service the policy. In most instances, the agent is available to service the policy upon renewal with a new carrier and, until renewal, through Allstate. Additionally, the letter is designed to deceive the consumer to believe that the agent who bound the policy is not "an active" agent and that, therefore, the policy must be assigned to a new agent who is active. These misrepresentations, I believe, run afoul of consumer protection laws in Florida and in most other states. They also improperly interfere with the established business relationship between the agent and the consumer.

On behalf of NAPAA's agent members, demand is hereby made that Allstate cease and desist issuing its false and misleading letters to flood insurance policyholders. Please confirm compliance within fourteen days of the date of this letter. Should you have any questions, please do not hesitate to contact me. NAPAA reserves all rights to pursue any and all available legal relief on behalf of its members and their insureds.

Very truly yours,



Dirk A. Beamer

dbeamer@wrightbeamer.com

Direct Dial: (248) 893-1401

DAB/ds

Enclosures

cc. National Association of Professional Allstate Agents

Attn: Robert Isacsen

Attn: Jim Fish



Allstate Flood Service Center | P.O. Box 2884 | Shawnee Mission, Kansas 66201-1364 | 800.527.2634

Date: 10/7/2011

Insured

Policy Number:

Dear Insured:

We have been advised that your agent, _____, is no longer available to service your flood insurance policy. An active property and casualty insurance agent must be assigned to every flood insurance policy written with the National Flood Insurance Program.

Please contact another Allstate insurance agent in your area, requesting that he/she take over the servicing of your policy. The new agent would then need to complete a change endorsement form, signed by you, authorizing the change.

We will continue to service your policy while you obtain a new agent. However, many changes to your flood insurance policy can only be submitted to us by a licensed property and casualty insurance agent, so it is very important that an active agent of record be identified with your policy as soon as possible.

Should you need assistance with locating an agent in your area, we would be happy to help. Please contact our Customer Service Department at (800) 527-2634 and request a referral.

Sincerely,
Agency Specialist



Allstate.
You're in good hands.

Allstate Flood Service Center | P.O. Box 2964 | Shawnee Mission, Kansas 66201-1364 | 800.527.2634

Date: 10/12/2011

Insured

Insured:

Dear Insured:

We have been advised that your agent, _____, is no longer available to service your flood insurance policy. An active property and casualty insurance agent must be assigned to every flood insurance policy written with the National Flood Insurance Program.

Please contact another Allstate insurance agent in your area, requesting that he/she take over the servicing of your policy. The new agent would then need to complete a change endorsement form, signed by you, authorizing the change.

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Sincerely,
Agency Specialist