



| Employee Diversity Total Workforce ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Minority | 29.4% | 29.6% | 31.0% | 31.2% | 31.1% | 32.8% | 31.7% |
| Female | 58.9% | 59.2% | 59.1% | 58.8% | 58.2% | 58.0% | 58.6% |
| African American | 16.9% | 16.9% | 16.6% | 16.1% | 16.2% | 15.6% | 16.0% |
| Hispanic | 7.4% | 7.6% | 7.9% | 8.4% | 8.3% | 9.0% | 9.3% |
| Asian/Pacific Islander | 4.6% | 4.6% | 4.7% | 4.8% | 4.8% | 4.5% | 4.5% |
| Native American | 0.4% | 0.4% | 0.5% | 0.5% | 0.5% | 0.4% | 0.2% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 1.3% | 1.3% | 1.4% |
| TOTAL | 37,239 | 35,579 | 35,780 | 36,326 | 33,804 | 32,219 | 30,507 |

¹U.S. employee count only as of December 31, 2011; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.

| Employee Diversity Total Professionals ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Minority | 25.9% | 26.2% | 27.0% | 27.6% | 27.4% | 26.6% | 28.2% |
| Female | 51.5% | 51.7% | 51.6% | 50.6% | 51.1% | 51.5% | 53.3% |
| African American | 13.2% | 13.3% | 12.7% | 12.7% | 12.5% | 11.8% | 13.1% |
| Hispanic | 5.9% | 6.1% | 6.4% | 6.4% | 6.1% | 6.1% | 6.6% |
| Asian/Pacific Islander | 6.4% | 6.4% | 6.4% | 6.7% | 7.0% | 7.0% | 6.7% |
| Native American | 0.4% | 0.4% | 0.4% | 0.4% | 0.4% | 0.4% | 0.4% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 1.3% | 1.2% | 1.3% |
| TOTAL | 15,089 | 14,254 | 14,200 | 14,139 | 13,257 | 11,931 | 11,095 |

¹U.S. employee count only; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.



| Employee Diversity Officers and Managers ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Minority | 19.5% | 20.1% | 19.3% | 21.4% | 21.1% | 21.8% | 22.9% |
| Female | 45.0% | 45.4% | 49.7% | 41.2% | 41.0% | 40.3% | 48.4% |
| African American | 10.4% | 10.4% | 9.8% | 9.2% | 8.6% | 9.0% | 9.4% |
| Hispanic | 4.6% | 4.8% | 5.0% | 7.0% | 7.1% | 7.2% | 7.6% |
| Asian/Pacific Islander | 4.1% | 4.5% | 2.6% | 3.5% | 3.6% | 3.9% | 4.2% |
| Native American | 0.4% | 0.4% | 0.4% | 0.5% | 0.5% | 0.5% | 0.4% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 1.3% | 1.2% | 1.2% |
| TOTAL | 5,314 | 4,807 | 5,314 | 8,371 | 8,179 | 7,582 | 8,446 |

¹U.S. employee count only; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.

| Employee Diversity Sales Associates ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------------|------------|------------|------------|------------|------------|--------------|
| Minority | 25.3% | 20.5% | 24.3% | 20.8% | 35.1% | 43.9% | 52.3% |
| Female | 25.0% | 33.2% | 27.6% | 37.3% | 44.5% | 49.1% | 56.8% |
| African American | 12.6% | 9.1% | 10.4% | 8.4% | 22.3% | 31.4% | 19.9% |
| Hispanic | 8.1% | 8.2% | 9.5% | 7.3% | 6.8% | 7.9% | 29.2% |
| Asian/Pacific Islander | 3.8% | 2.6% | 2.3% | 3.2% | 4.0% | 3.3% | 1.5% |
| Native American | 0.9% | 0.5% | 1.0% | 0.6% | 0.4% | 0.2% | 0.2% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 1.5% | 1.1% | 1.2% |
| TOTAL | 581 | 572 | 518 | 467 | 676 | 914 | 407 |

¹U.S. employee count only; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.



| Employee Diversity Office Associates ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Minority | 35.9% | 35.9% | 38.2% | 42.2% | 42.0% | 41.1% | 41.7% |
| Female | 72.2% | 71.7% | 70.2% | 80.2% | 79.6% | 79.5% | 78.6% |
| African American | 22.7% | 22.4% | 22.6% | 25.8% | 25.4% | 25.1% | 24.6% |
| Hispanic | 9.6% | 9.8% | 10.1% | 11.0% | 11.5% | 11.0% | 12.7% |
| Asian/Pacific Islander | 3.1% | 3.2% | 3.4% | 3.8% | 3.3% | 3.2% | 2.5% |
| Native American | 0.5% | 0.5% | 0.6% | 0.5% | 0.4% | 0.4% | 0.1% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 1.3% | 1.5% | 1.5% |
| TOTAL | 16,098 | 15,799 | 15,660 | 12,619 | 11,611 | 10,113 | 10,435 |

¹U.S. employee count only; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.

| Diversity Agency Force ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Minority | 19.6% | 23.8% | 22.1% | 22.6% | 19.3% | 18.0% | 19.3% |
| Female | 22.5% | 36.1% | 22.7% | 24.1% | 23.0% | 21.6% | 23.4% |
| African American | 7.9% | 10.5% | 10.0% | 10.0% | 8.6% | 7.2% | 7.6% |
| Hispanic | 6.9% | 7.6% | 6.8% | 7.2% | 6.6% | 6.0% | 6.2% |
| Asian/Pacific Islander | 4.6% | 5.3% | 4.9% | 5.1% | 4.7% | 4.3% | 5.0% |
| Native American | 0.7% | 0.5% | 0.5% | 0.4% | 0.4% | 0.4% | 0.5% |
| TOTAL³ | 12,428 | 12,941 | 11,321 | 11,657 | 12,326 | 11,503 | 8,925 |

¹U.S. Exclusive Agency *Primary* Owner count only; excludes employees, Personal Financial Representatives and Independent agency owners. ²More than 3,200 Allstate Agency Owners speak languages other than English for a total of at least 62 different languages. ³Due to the independent contractor status of Allstate Exclusive Agency Owners, response to the demographic survey is strictly voluntary.



| Diversity Exclusive Financial Specialists ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|--------------|
| Minority | - | - | - | - | - | - | 13.6% |
| Female | - | - | - | - | - | - | 10.8% |
| African American | - | - | - | - | - | - | 4.6% |
| Hispanic | - | - | - | - | - | - | 6.2% |
| Asian/Pacific Islander | - | - | - | - | - | - | 2.5% |
| Native American | - | - | - | - | - | - | 0.0% |
| TOTAL | - | - | - | - | - | - | 1,218 |

¹U.S. Exclusive Financial Specialist counts only; excludes employees and Independent agency owners. ²Due to the independent contractor status of Allstate Exclusive Financial Specialists, response to the demographic survey is strictly voluntary.

| Employee Diversity Other Associates ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|-------|-------|-------|-------|-------|-------|--------------|
| Minority | 42.5% | 43.9% | 35.2% | 46.8% | 44.4% | 39.0% | 28.2% |
| Female | 10.8% | 10.5% | 9.1% | 7.6% | 8.6% | 7.8% | 29.0% |
| African American | 20.0% | 19.3% | 10.2% | 15.2% | 13.6% | 11.7% | 8.9% |
| Hispanic | 16.7% | 17.5% | 18.2% | 21.5% | 23.5% | 19.5% | 11.3% |
| Asian/Pacific Islander | 5.8% | 7.0% | 8.0% | 6.3% | 3.7% | 3.9% | 2.4% |
| Native American | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.6% |
| Two or More Races ³ | N/A | N/A | N/A | N/A | 3.7% | 3.9% | 3.2% |
| TOTAL | 120 | 114 | 88 | 79 | 81 | 77 | 124 |

¹U.S. employee count only; excludes Exclusive Agencies, Personal Financial Representatives and Independent Agents. ²The EEO-1 is a snapshot of Allstate's workforce taken each September and reported to the Federal Government annually. ³Not tracked prior to 2009.



| Diversity Allstate Suppliers ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|-------|-------|-------|-------|-------|-------|---------------|
| Inclusive (small business) Diverse Suppliers Spend as Percentage of Total Sourced Spend | 22.3% | 25.6% | 29.2% | 23.7% | 27.1% | 26.6% | 28.5% |
| Targeted Diverse Suppliers Spend ³ (in millions) | \$162 | \$196 | \$201 | \$166 | \$214 | \$201 | \$244 |
| Targeted Diverse Suppliers Spend as Percentage of Total Sourced Spend | 3.7% | 4.2% | 5.0% | 4.1% | 5.7% | 5.4% | 5.9% |
| Supplier Diversity Base ¹ (in billions) | \$4.5 | \$4.6 | \$4.0 | \$4.0 | \$3.7 | \$3.7 | \$4.11 |
| Inclusive Diverse Suppliers Spend ² (in billions) | \$1.1 | \$1.1 | \$1.2 | \$1.0 | \$1.0 | \$1.0 | \$1.2 |

¹Expenditures sourced by an Allstate employee, including expenditures with Supplier Networks, which are offered (as a choice/option) to customers and claimants.
²Allstate spend with 12 categories of diverse suppliers. These 12 categories are the inclusive group of suppliers identified by the Small Business Administration as diverse and of special interest. It includes Small Business Concerns, a highly represented category in Allstate spend.³Allstate spend with: Minority Women-Owned Enterprises, Minority-Owned Enterprises and Women-Owned Enterprises. These three categories are among 12 identified by the Small Business Administration as diverse and of special interest.

| Board Diversity ^{1,2} | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--------------------------------|------|------|------|------|------|------|-----------|
| Minority | - | - | - | - | 1 | 1 | 1 |
| Female | - | - | - | - | 3 | 3 | 3 |
| African American | - | - | - | - | 1 | 1 | 1 |
| Hispanic | - | - | - | - | 0 | 0 | 0 |
| Asian/Pacific Islander | - | - | - | - | 0 | 0 | 0 |
| Native American | - | - | - | - | 0 | 0 | 0 |
| Two or More Races ³ | - | - | - | - | 0 | 0 | 0 |
| White | - | - | - | - | 9 | 10 | 10 |
| TOTAL | - | - | - | - | 11 | 11 | 11 |



| Investing in Redeveloping Communities | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|-------|-------|-------|-------|-------|-------|-------------|
| Municipal Bonds ¹ (in billions) | \$27 | \$25 | \$25 | \$21 | \$21 | \$16 | - |
| NHSA Affordable Housing Loans ² (in millions) | \$40 | \$46 | \$48 | \$45 | \$40 | \$0 | - |
| Socially Responsible Investments ³ (in millions) | \$250 | \$245 | \$263 | \$245 | \$236 | \$0 | - |
| Socially Responsible Investments and NHSA combined ⁴ (in millions) | \$290 | \$291 | \$311 | \$290 | \$276 | \$434 | - |

¹Allstate's investments in municipal bonds help fund projects that improve community infrastructure and extend vital services. ²Allstate's investment in the Neighbor Works system helps families purchase their first homes or complete necessary home renovations. ³Allstate's Socially Responsible Investments are a diverse mix of investments comprised of mostly debt investment extended to established creditworthy institutions driving the redevelopment of communities across America. This total includes NHSA loans and Low Income Housing Tax Credit Funds for all years. ⁴Allstate's Socially Responsible Investments are a diverse mix of investments comprised of mostly debt investment extended to established creditworthy institutions driving the redevelopment of communities across America. This total includes Low Income Housing Tax Credit Funds for all years.



| Employee Training and Education Investment | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|-------|-------|-------|-------|-------|-------|--------------|
| Professional Education — Tuition Reimbursement (in millions) | \$8.0 | \$7.5 | \$7.0 | \$6.8 | \$6.0 | \$5.7 | \$4.8 |
| Investment in Learning Technology (in millions) | \$1.6 | \$2.2 | \$2.2 | \$3.0 | \$2.8 | \$2.1 | \$1.6 |

| Employee Training and Education Participation | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|---------|---------|---------|---------|----------------|
| Number of Learning Activities Available | - | - | 4,627 | 4,465 | 4,336 | 4,065 | 2,910 |
| Number of Courses Completed | - | - | 236,610 | 444,776 | 218,156 | 526,405 | 271,226 |
| Hours of Learning | - | - | 393,440 | 521,653 | 308,760 | 945,257 | 476,563 |
| Talent Acceleration Program | - | - | 48 | 42 | 17 | 15 | 15 |

| Professional and Industry Designations Achieved | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|-------------|
| Senior Claim Law Associate (SCLA) | 336 | 512 | 478 | 195 | 127 | 90 | 49 |
| Inter-Industry Conference on Auto Collision Repair (I-CAR) | 267 | 768 | 881 | 226 | N/A | N/A | N/A |
| Chartered Financial Consultant (ChFC) | 12 | 10 | 7 | 5 | 9 | 7 | 6 |
| Chartered Life Underwriter (CLU) | 10 | 9 | 6 | 7 | 5 | 4 | 6 |
| Chartered Property Casualty Underwriter (CPCU) | 5 | 1 | 47 | 2 | 4 | 4 | 11 |



| Employee Satisfaction | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|------------------------------|------|------|------|------|------|------|-------------|
| Response Rate | 94% | 94% | 95% | 95% | 61% | 58% | 63% |
| Satisfaction Rate | 88% | 87% | 86% | 85% | 85% | 80% | 78% |

The VOICE Survey measures the effectiveness of leadership and the work environment at Allstate, and includes a question regarding overall satisfaction. The satisfaction rate represents the percentage of employees who are either "completely satisfied" or "satisfied" with working for Allstate. This voluntary and confidential survey is offered annually to all Allstate employees.

| Agency Relationship Survey Exclusive Agency Owners | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|------|------|------|------|------|------|-------------|
| Response Rate | 69% | 68% | 74% | 63% | 77% | 70% | 67% |
| Satisfaction Rate | 78% | 74% | 65% | 58% | 60% | 60% | 49% |

The Agency Relationship Survey measures the business relationship of exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage of exclusive agency owners who are "very satisfied" or "satisfied" with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.

| Agency Relationship Survey Personal Financial Representatives | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|-------------|
| Response Rate | 64% | 66% | 72% | 65% | 80% | 65% | 62% |
| Satisfaction Rate | 76% | 75% | 74% | 67% | 60% | 65% | 61% |

The Agency Relationship Survey measures the business relationship of exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage who are "very satisfied" or "satisfied" with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.



| Agency Relationship Survey Independent Agency Owners | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|------|
| Response Rate | 43% | 72% | 89% | 92% | 66% | 30% | 32% |
| Satisfaction Rate | 84% | 77% | 77% | 76% | 65% | 79% | 77% |

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| Agency Relationship Survey Exclusive Agency Owners | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|------|------|------|------|------|------|------|
| Response Rate | 69% | 68% | 74% | 63% | 77% | 70% | 67% |
| Satisfaction Rate | 78% | 74% | 65% | 58% | 60% | 60% | 49% |

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| Agency Relationship Survey Personal Financial Representatives | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|------|------|------|------|------|------|------|
| Response Rate | 64% | 66% | 72% | 65% | 80% | 65% | 62% |
| Satisfaction Rate | 76% | 75% | 74% | 67% | 60% | 65% | 61% |

The Agency Relationship Survey measures the business relationship of exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage who are "very satisfied" or "satisfied" with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.



| Agency Relationship Survey Independent Agency Owners | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|------|
| Response Rate | 43% | 72% | 89% | 92% | 66% | 30% | 32% |
| Satisfaction Rate | 84% | 77% | 77% | 76% | 65% | 79% | 77% |

The Agency Relationship Survey measures the business relationship of exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage who are "very satisfied" or "satisfied" with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.

| Agency Relationship Survey Encompass Independent Agency Owners | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|------|------|------|------|------|------|------|
| Response Rate | 28% | 67% | 83% | 88% | 54% | 23% | 26% |
| Satisfaction Rate | 83% | 77% | 79% | 78% | 59% | 76% | 89% |

The Agency Relationship Survey measures the business relationship of exclusive agency owners, financial professionals and independent agency owners have with Allstate. The satisfaction rate represents the percentage who are "very satisfied" or "satisfied" with their business relationship with Allstate. The survey is anonymous and confidential, and is offered annually to 100 percent of the agency force.



| Employee Compensation | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--|--------|---------|---------|--------|--------|--------|---------------|
| Non-Agent Employee Compensation, Payroll Taxes and Benefits (in billions) | \$3.3 | \$3.4 | \$3.5 | \$3.2 | \$3.1 | \$3.2 | \$3.2 |
| Company Contribution to the Allstate 401(k) Savings Plan, Consisting Primarily of Allstate Stock (in millions) | \$47.0 | \$129.0 | \$127.0 | \$48.0 | \$75.0 | \$35.5 | \$35.6 |
| Percentage of Eligible Employees Participating in the Allstate 401(k) Savings Plan | 85.6% | 85.7% | 83.2% | 79.5% | 77.2% | 80.5% | 81.2% |

| Average Annual Salaries at Allstate by Employee Category | 2010 | 2011 |
|---|----------|-----------------|
| Full-Time Exempt Employee | \$82,405 | \$82,736 |
| Part-Time Exempt Employee | \$60,102 | \$61,023 |
| Full-Time Non-Exempt Employee | \$42,775 | \$43,166 |
| Part-Time Non-Exempt Employee | \$26,193 | \$27,789 |

| Work/Life Highlights | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|-----------------------------------|-------|-------|---------|---------|-------|-------|-------------|
| Health Care (in millions) | \$168 | \$175 | \$182 | \$183 | \$202 | \$181 | - |
| Well & Fit Program (in thousands) | \$521 | \$735 | \$1,000 | \$1,000 | \$314 | \$350 | - |
| Daycare (in thousands) | \$403 | \$411 | \$442 | \$553 | \$541 | \$619 | - |