



Account Analysis Solutions

Bank Relationship Manager™ Helps Allstate Manage Bank Relationships More Effectively

Allstate, one of America's largest and most successful insurance companies, maintains more than 1,000 accounts over 60 financial institutions. To effectively review monthly statements that document a myriad of activity and charges, Allstate depends on Bank Relationship Manager™ (BRM™) to consolidate incoming bank data into reports. These documents are then used for adjustment verification, pricing confirmation and evaluation of banking relationships.

According to Dawn D'Astice, Senior Treasury Analyst of Allstate's Treasury and Planning Department, BRM has significantly streamlined the monthly account review process. It has also provided a consistent basis of comparison to analyze charges associated with individual banking relationships.

"Conducting business with as many financial institutions as we do, the monthly review process has the potential to be complex, time consuming and tedious. With BRM, detailed reports are generated automatically that categorize services, such as depository, lockbox or ACH transactions in an easy-to-analyze format. Through these reports, we can quickly see what banks are charging for their services, determine if we are being charged for the services we need and use, confirm we being charged at the correct negotiated rates, and pinpoint whether we are we

being charged for services we don't require."

Analysis With Backup

In Allstate's case, BRM screens and analyzes all incoming account data supplied by the banks that serve the company. The system then performs a global analysis of fees, and automatically highlights discrepancies in rates. It also flags new fees that were previously not documented by the system. Armed with this information, Allstate has been positioned to effectively question banks on their fee assessments, and has been able to provide backup documentation necessary to renegotiate charges or ask for credits.

Most financial institutions welcome the use of Weiland's BRM system. The reports generated by BRM help banks bring consistency to their customer operations and individual fee arrangements. The reports also use bank-provided data, so any discrepancies or questions can be effectively tracked through the bank's organizational structure. Finally, the BRM system can be easily customized to accommodate both bank and customer reporting structures.

"...we continue to uncover significant savings and opportunities for streamlining and efficiency"

BRM allows Allstate to analyze fee structures on a local or regional basis. By using the system, Allstate has been successful in saving more than \$550,000 annually in bank fees. This far exceeded the company's expectations for the BRM System. In addition, it has helped Allstate simplify account maintenance. The system automatically alerts company users of pricing variances or changes in account usage volumes. If a change in volumes is detected during a reporting period, the account is flagged for review.

Substantial Benefits for Allstate

"When we began leveraging the full capabilities of BRM in the late 1990s, we started by initially looking for the low hanging fruit" commented Dawn. "Now we're digging down much deeper into our account relationships, and we continue to uncover significant savings and opportunities for streamlining and efficiency. BRM is also helping us ensure that new accounts opened for the company are priced consistently with other accounts at institutions we do business with. The system has amplified the effectiveness of Allstate's Treasury and Planning group, and the investment in the system continues to generate solid returns for our organization."