

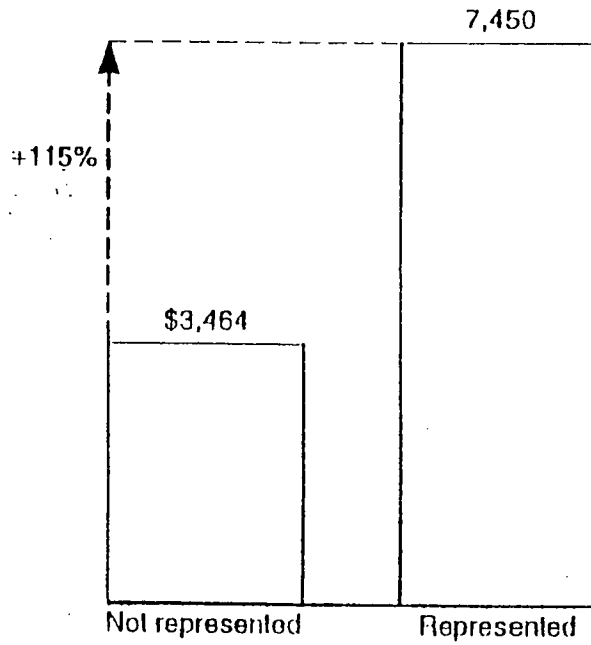
Allstate Claim Core Process Redesign (CCPR) Implementation Training Manual

Contents are a 604-page excerpt from the Allstate Claim Core Process Redesign Implementation Training Manual. This manual excerpt appears to be updated through at least July 1, 1995.

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Exhibit 4