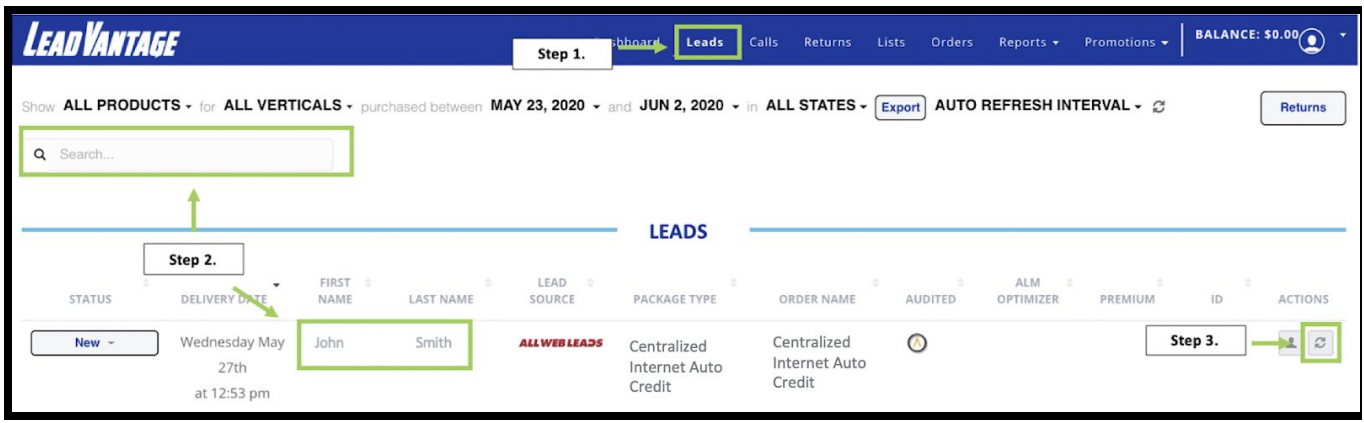


## How to Request a Return

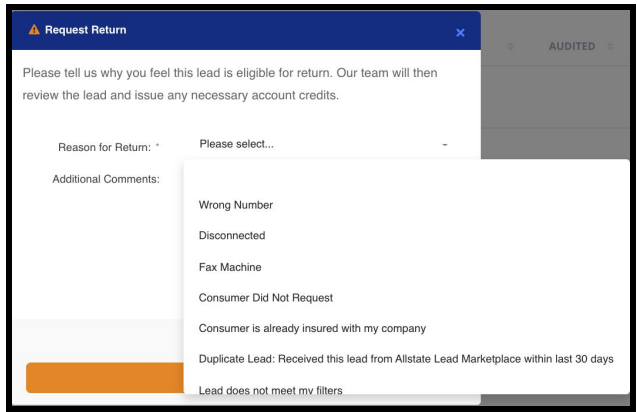
Follow the instructions below to request a return on LeadVantage.

1. Navigate to the 'Leads' tab
2. Locate to the lead you would like to return. You can type this into the search bar.
3. Click the Request Return icon in the Actions column.



3. A "Request Return" popup will appear. Select the reason you feel the lead is eligible for a return.

*Note: You have 10 calendar days to request a return for leads, and 24 hours to request a return for live call transfers. If more than the allotted time has passed, you will not be able to request a return.*



### What happens next?

From this point, the vendor is given 3 days to verify the reason submitted for a refund request. You can check the status of a return by visiting the 'Leads Tab' and clicking the "Returns" icon located in the top right corner.



## Return Reasons

The below list includes reasons you may request a lead or live call transfer for a return.

Leads
Wrong number
Disconnected
Fax machine
Consumer did not request
Consumer is already insured with my company
Duplicate lead: Received this lead from Allstate Lead Marketplace within last 30 days
Lead does not meet my filters

Live Call Transfers
Lead did not successfully transfer
Incentivized lead
Consumer - Language barrier
Call received outside schedule
Consumer is already insured with my company
Duplicate lead: Received this lead from Allstate Lead Marketplace within last 30 days
Lead does not meet my filters