



**Design Changes**  
Finalized 3-16-21

**Notes**  
Flow is for when the customer wants to cancel a payment

**Client:** Allstate  
**Project:** Billing and Payments Flow  
**Sample:** Cancel or Stop Payment

This is an example of a soft transfer flow for Allstate. It is embedded within a larger payments flow and functions to assist the user in canceling a future payment or stopping an automatic payment before it clears. The flow includes a transfer to a live representative if needed.

Zoom in for better reading.