

Online Policy Management Capabilities



By visiting the agency portal at our website, agents will find an array of convenient tools that make it easier to conduct business with us without having to pick up the phone. Save time by visiting www.amtrustfinancial.com, log into AmTrust Online and pull any of the following information.

Process endorsements

Agents have the ability to process select endorsements online with a PDF generated in real time.

All policy types (except E&S, DL and Financial)

- Amend the mailing and / or billing address

Commercial Auto policies

- Add or delete vehicles
- Add or delete drivers
- Amend vehicle VIN
- Amend contact information

Submit Endorsements

Endorsements that fall outside of the parameters above will need to be submitted for approval.

- Workers' comp endorsements cannot be processed online and must be submitted to the underwriter
- All other lines must be submitted online

Endorsement request must be attached before submitting.

Claims

Agents can report and review claims and pull loss runs.

- Submit first report (auto populates policy info)
- View recent losses in the last 60 days
- View claims financial summary
- View adjuster contact information
- Pull loss runs

First reports can also be submitted to amtrustclaims@qrm-inc.com.

Audits

Agents can review audit correspondence on their insureds.

- View the Final Premium Audit
- View mail audit requests sent to the insured
- View additional information requests
- Run reports on open audits

Audit disputes should be submitted to

Disputes@amtrustgroup.com

Payments

Agents can make payments on behalf of the insured, with the exception of the following scenarios:

- Agency Bill
- PAYO / PSR / MSA
- Cancelled
- In collections

Payments can also be called into customer service at

877.528.7878.

Policy Level

Agents can view and download policy documents:

- Policies
- Endorsements
- Invoices
- Billing details
- Auto ID cards



AmTrust North America
An AmTrust Financial Company

877.528.7878

www.amtrustnorthamerica.com

AmTrust is AmTrust Financial Services, Inc. located at 59 Maiden Lane, New York, NY 10038. Coverages are provided by its property and casualty insurance company affiliates. In TX, coverage is provided by AmTrust Insurance Company of Kansas, Inc., AmTrust International Underwriters Designated Activity Company, Associated Industries Insurance Company, Inc., First Nonprofit Insurance Company, Milford Casualty Insurance Company, Republic Underwriters Insurance Company, Republic-Vanguard Insurance Company, Security National Insurance Company, Southern County Mutual Insurance Company, Southern Insurance Company, Technology Insurance Company, Inc., or Wesco Insurance Company. In WA, coverage is provided by AmTrust Insurance Company of Kansas, Inc., AmTrust International Underwriters Designated Activity Company, Associated Industries Insurance Company, Inc., Developers Surety and Indemnity Company, Milford Casualty Insurance Company, Security National Insurance Company, or Wesco Insurance Company. Consult the applicable policy for specific terms, conditions, limits, and exclusions to coverage.