

Claims Account Management Program

To enhance claims customer services for our qualifying agents and insureds, AmTrust provides a team of Claims Account Managers who coordinate additional services that are designed to give our clients a greater understanding of our claims management program and a more collaborative experience.



Leading Writer

of Workers' Compensation insurance in the U.S.



National Scope

Claim Account Managers aligned with clients nationally



One Point Contact

dedicated resource for ongoing assistance

Which customers does the Claims Account Management (CAM) team work with?

Claims Account Managers (CAM) are designated to work with any qualifying agent and insured.

What services does the CAM team provide?

The CAM provides key claims services to CAM-eligible customers such as:

Orientation meetings:

For our customers, the CAM will provide:

- Information about our claims office locations, claims capabilities, and our antifraud, subrogation and cost control measures.
- Answers to frequently asked questions, such as claims reporting, claims kits, portal access, medical provider panels and our first fill pharmacy benefit program.
- System training on our claims portals.

Continuous one-point contact:

The CAM will serve as your go-to person for general claims inquiries or assistance.

The CAM coordinates communication between the claims staff and our customers to discuss large or complex claims.

Significant loss communication:

When a significant loss occurs, the CAM will provide notice to our agent and insureds.

Coordination between internal and external customers:

The CAMs work closely with our sales and underwriting team, internal claims staff, agent partners and insureds, so that everyone is informed of key claim events and information.

Where is the CAM Team Located?

Our CAMs are located across the country in our regional claims offices. This enables us to align the CAM closest to the customer.

How do I obtain CAM services?

Qualifying customers will be contacted after becoming an insured or appointed agent with AmTrust or you can contact sales or underwriting.