

Online Policy Management Capabilities

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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.

Workers' Compensation policies

- Named Insured
- DBA
- FEIN
- Officers (excluding policies with CA as the governing state)

Commercial Auto policies

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

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

- Amend the mailing and / or billing address

Submit Endorsements

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

- Final Premium Audits
- Cancellation
- Non-renewal
- Reinstatement
- Collection Letter
- Return Mail
- Claimant Setup Letter
- NSF Letters

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