

MEDIA RELEASE



AmTrust Wins Celent Model Insurer Award for Digital and GenAI-Based Claims Transformation

NEW YORK, June 11, 2026 – AmTrust Financial Services, Inc. ("AmTrust" or the "Company") has been recognized by Celent, a global research and advisory firm for the financial services industry, as a winner of a Model Insurer award for Customer Experience. This marks the second consecutive year that AmTrust has been recognized by Celent with a Model Insurer award, underscoring the Company's continued leadership in technology-driven innovation.

The Company was selected for its nomination titled "Digital and GenAI-based Claims Transformation," which highlights AmTrust's efforts to enhance the claims experience through the strategic use of digital tools and generative AI. The initiative focuses on improving efficiency, accuracy, and responsiveness across the claims lifecycle, delivering a more seamless and transparent experience for policyholders and partners.

"The Model Insurer Awards recognizes insurers that are using technology to change the face of insurance," said Nathan Golia, Senior Analyst at Celent. "These insurance carriers should serve as an inspiration to others looking for strong examples of best practices that will have a truly meaningful impact on business results and the industry overall. The entry from AmTrust clearly demonstrated this."

"We sincerely appreciate this recognition from Celent, which reflects our ongoing commitment to innovation in the claims experience," said Ariel Gorelik, AmTrust's Global Chief Operating Officer. "By leveraging digital capabilities and generative AI, we are transforming how claims are managed, enabling faster, more accurate outcomes while improving the experience for our customers and partners. This award reinforces our focus on delivering operational excellence and meaningful value through AI technology."

Celent's annual Model Insurer Awards recognizes the best practices of technology usage in different areas critical to success in insurance. Nominations are submitted by insurance carriers and undergo a rigorous evaluation process by Celent analysts. Celent judges submissions on three core criteria: demonstrable business benefits of live initiatives; the degree of innovation relative to the industry; and the technology or implementation excellence.

About AmTrust Financial Services, Inc.

AmTrust Financial Services, Inc. is a leading specialty insurer recognized for its innovative solutions and commitment to service, serving more than 60 countries worldwide. For more information about AmTrust, visit <http://www.amtrustfinancial.com>.

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