

AmTrust Online



By logging into AmTrust Online, the policy information portal at our website, www.amtrustnorthamerica.com, you can access a wide variety of useful account information, including claims and billing details.

Policyholders Can:

- View basic policy information, including endorsement history, installments and policy receivables
- Add policies
- Make payments
- Access claims or loss runs
- File first reports of claims or injuries in the following eligible states: AR, CA, FL, GA, IA, ID, KY, MD, MS, NJ, NM, NY, SC, UT, PA
- View recent claims activity
- Register for direct debit
- Manage profile information
- Change email or password information

Logging in

1. Please have your policy number, effective date and billing zip code available for registration
2. Go to the AmTrust website at www.amtrustnorthamerica.com
3. In the upper right corner of the home page, you will see the AmTrust Online Insured Registration link; click link
4. Enter the policy number and zip code to begin the registration process and select “Enter”
5. Enter the effective date & select “Next”
6. Complete the registration process by entering your email address and create a username and password
7. After completing the registration process, go back to www.amtrustnorthamerica.com and log in
8. If you have any difficulty logging in, please contact our Customer Service Department at 877.528.7878

Make a Payment

1. After logging in, select the “Make Payment” link
2. Select “Pay Now”
3. Choose the payment option and click “Select”
4. Enter the payment information and select “Pay”

Reporting an Injury

1. Click on the “View Claims” icon next to the account number in Policy Overview
2. Click on the blue “View” link next to your current policy number on the Policy Listing page
3. Select the “First Reports” link
4. Select “Complete” if you are entering a new “First Report of Injury” or “In Progress” if you have previously started the First Report
5. Select “WebForm.” This will take you to the new First Report of Injury page; complete the form as it applies to your injured worker
6. When completed, select “Submit,” or if additional information is needed, select “Save as Draft”
7. To insure the report was submitted, select “First Report” at the top of the page
8. This will take you to the Policy Detail page where the following information will be available:
 - Claimant Name
 - SSN
 - Loss Date
 - Policy Number
 - Insured Name



AmTrust North America
An AmTrust Financial Company

877.528.7878

www.amtrustnorthamerica.com

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Access Loss Runs or Claim Information

1. Click on the “View Claims” icon located next to the account number in Policy Overview

Policy	LOB	Current Due	View Policy
Account: 2208317	View Claims: [icon]		
TBP1025623-00	CPP	\$1,013.00	[icon]
SWC1015362	WCB	\$6,863.00	[icon]
Total:		\$7,876.00	

2. For loss runs, select the WC loss run report or the CPP loss run report located on the navigation menu at the left
3. For claim information, select the “Claims Search” option under the Claims menu
4. Enter the Claimant name, claim number or social security number to review the claim information

Loss Control Library

- Offers a wide array of safety and educational materials that cover technical guidance, general safety and training resources for workers’ comp and commercial package
- These resources provide policyholders with aid in controlling hazards, training employees and solving specific risk management problems
- To access the Loss Control resources, visit the AmTrust website at www.amtrustnorthamerica.com and click the “Loss Control” heading

Go Green Paperless Option

By signing up for our “Go-Green” paperless option, you can instantly access an electronic PDF file for the following materials:

- Policies
- Endorsements
- Reinstatements
- Non-renewals
- Cancellations

To sign up, please take the following simple steps:

1. Visit the AmTrust website at www.amtrustnorthamerica.com
2. Log into AmTrust Online in the upper right-hand corner of the home page
3. After logging in, a “Go Green with AmTrust” banner will appear at the top of the page, along with a “Go Green” icon among the bullets on the left side of the screen.
4. Click either “Go Green” icon to get started.
5. In the “Go Green banner” at the top of page, a message will now appear that says, “Receive print electronically.”
6. Click the check box next to this message.
7. You are now signed up for the Go Green program.
8. Policies, endorsements, reinstatements, non-renewals and cancellations will now all become electronic notifications with links to PDF files in your File Room.
9. You can either save these PDF files to your computer, or print them if necessary.



Loss Control

AmTrust's Loss Control Department specializes in risk management solutions. We support your mission to prevent work-related injuries to employees, loss to property and assets, and protection against other common exposures faced by businesses. As our insured, we can assist you by assessing the conditions, practices and processes of your business enterprises and work environments.

Whether you require safety and loss control consultation, technical loss analysis, underwriting support, informational or training resources or overall risk management solutions, we give you the individualized attention your company deserves. We listen carefully to customer needs, customizing our services based on their goals, objectives and operating culture to offer strategic solutions that strengthen their financial position and customer service.

We know companies need to control costs in today's competitive market, and controlling costs associated with risk management is one way to do this. That is why we are dedicated to providing one of the most effective loss prevention programs today, offering you:

- Regionally located consultants across North America
- Risk Management Resources
- Job Site and Property Surveys
- Hazard Identification & Control Surveys and Techniques
- Education and Training both online or "Train the Trainer" at a management level
- Accident Investigation
- Loss Analysis

To assist you with efficient navigation of the site, a video is available highlighting the Loss Control materials. The video also includes step-by-step instructions for creating a username and password to access training materials via our partner Summit Training. To view the video, click [here](#).

For more information and general safety documents, visit our resources in the menu bar at left. If you'd like to find out more about our loss control offerings, please contact LCInfo@amtrustna.com or 888.496.7446 ext. 363276.