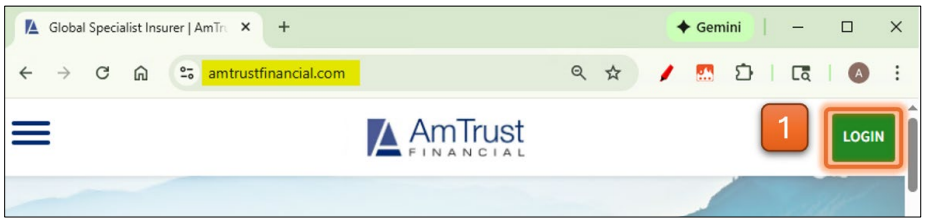
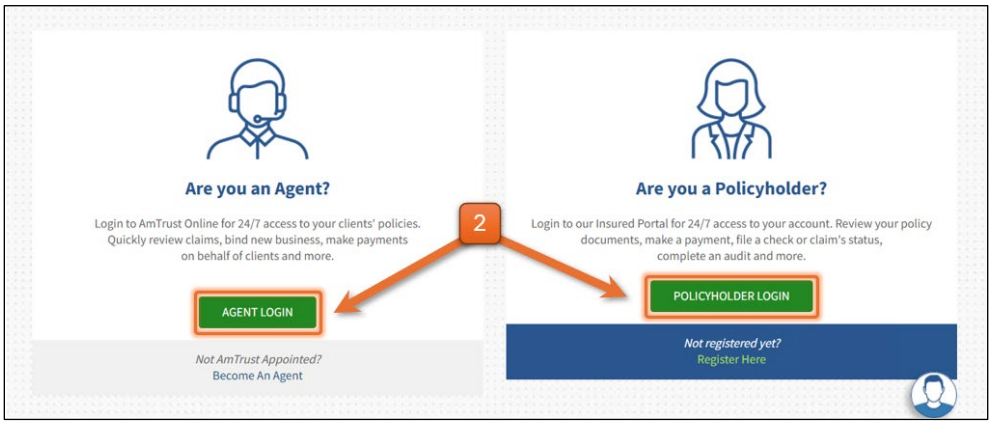
Self-Service Dispute Submission

As of October 29th, 2025, we transitioned to an online self-service for submitting disputes. These instructions are for contesting the exposure results of a completed audit. Re-open requests related to non-compliance cannot be submitted online and are still directed to Customer Service via: Audits@AmTrustGroup.com or 877-528-7878.

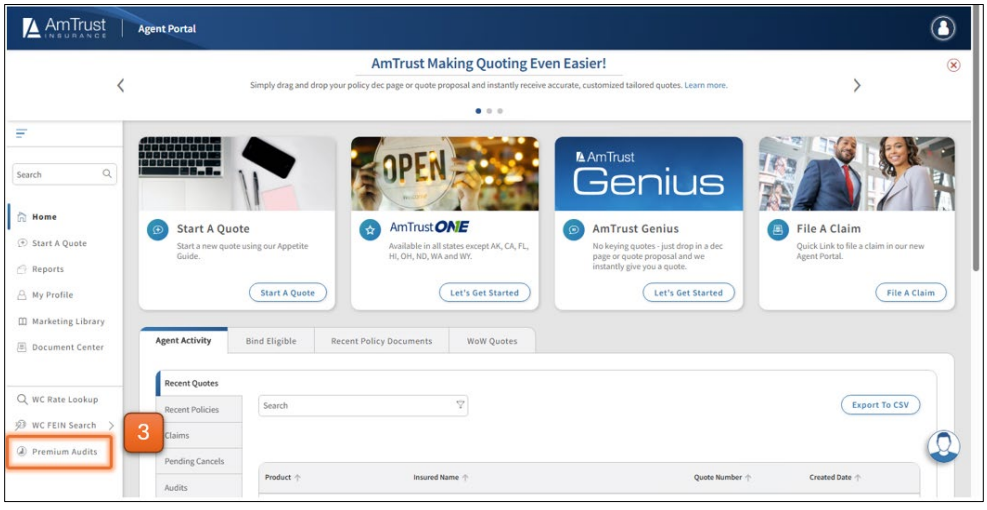
1. Navigate to www.amtrustfinancial.com and click on the Login button in the upper right-hand corner.



2. Login to your account.

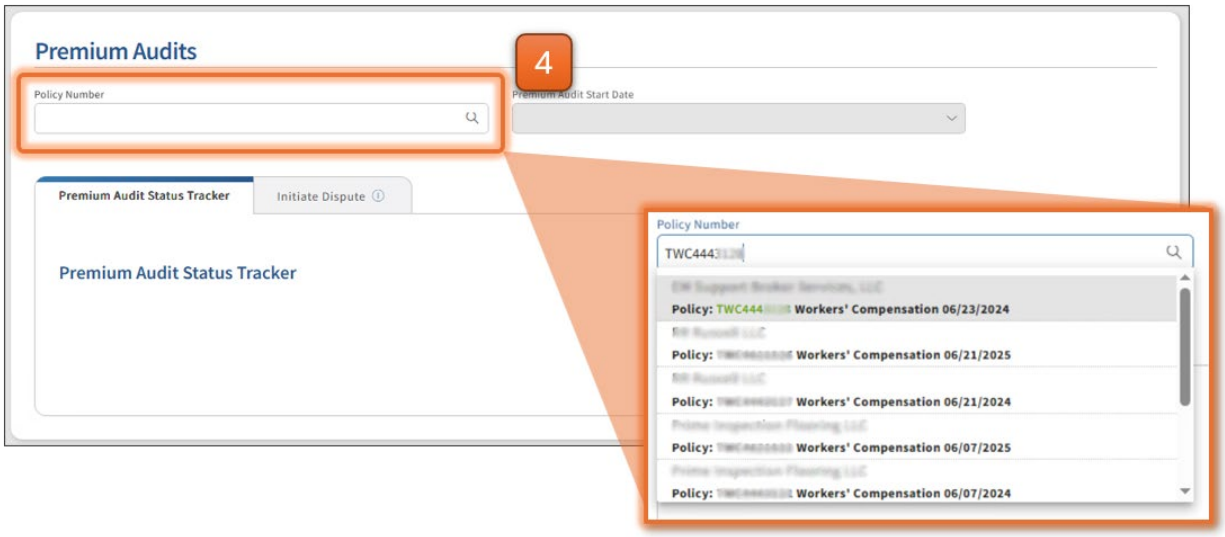


3. Select Premium Audits from the left sidebar.

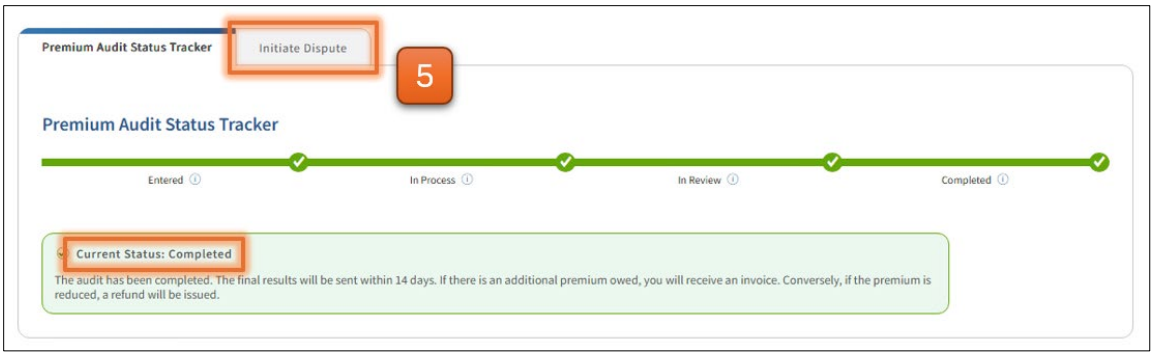


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4. Enter the Policy Number to dispute, which should appear in a drop-down menu, or you may search. If it doesn't appear, the policy may not be eligible to be changed via a dispute.



5. Click on the Policy Number to view the status tracker and locate the Initiate Dispute tab.
Note: The Initiate Dispute tab will only be active for audits that show a* ***Completed* *status.*

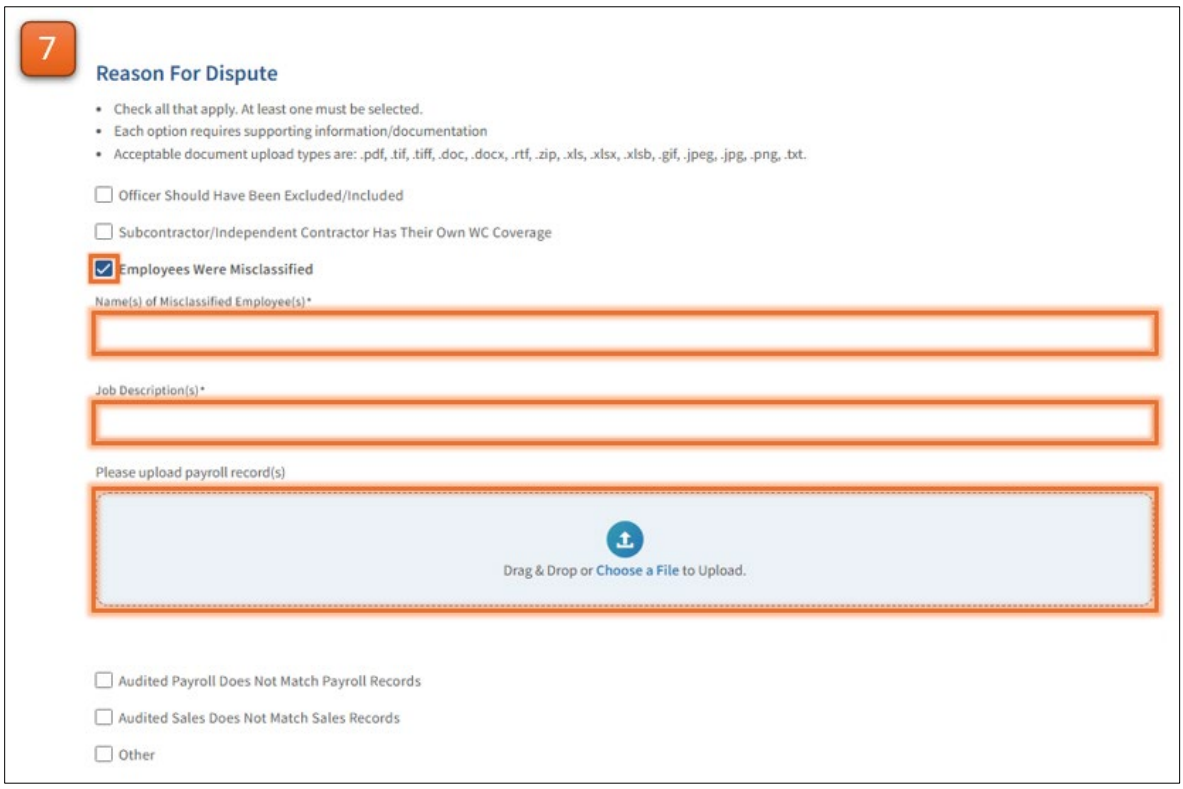


6. Confirm that the **Name of Insured** is correct and provide the best **Contact Name**, **Email**, and **Phone number** to use if we need to contact someone regarding this audit.



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7. Select the **Reason(s) for Dispute** and provide the required information and documents.
   **Note: The document upload box will not appear until a reason has been selected.*



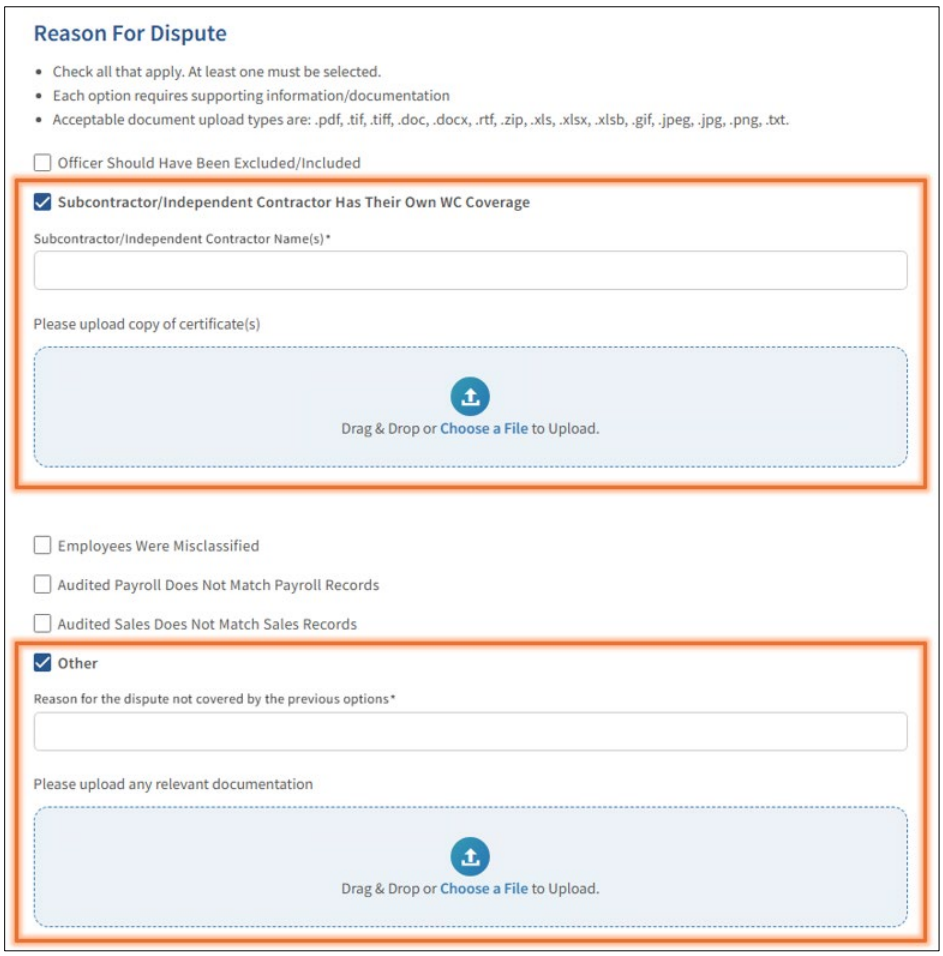
***Note:** Please **do <u>not</u> upload** your audit worksheets, policy binder, invoices, or other AmTrust documents as they will not assist in resolving your dispute.*

*Instead, **upload new supporting documentation** that directly addresses the disputed items.*
(e.g., payroll records, employee duties/job descriptions, payment ledgers, P&L statement, certificates of insurance).

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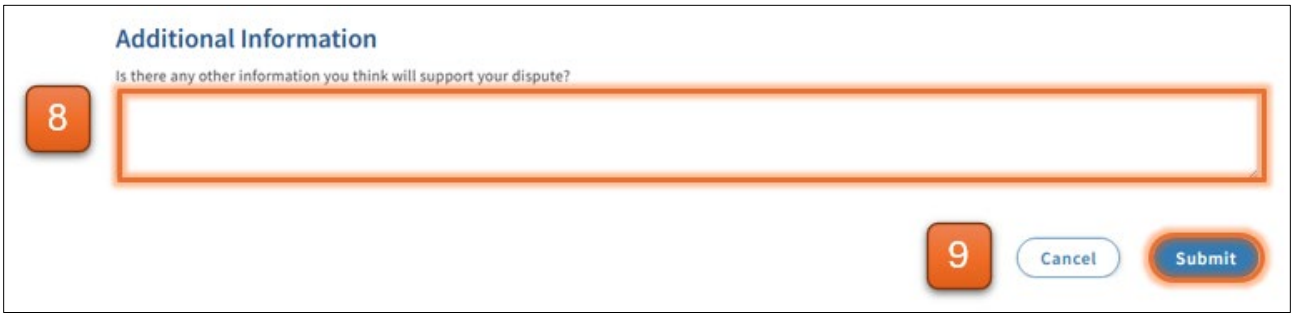
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8. Provide any **Additional Information** that may support your dispute.



***Note**: Selecting more than one dispute reason will require you to upload at least one document per reason. In the screenshot to the left, two dispute reasons have been selected and two document upload boxes have appeared.*

9. When you have provided all of the required information, click Submit to submit your dispute for review.



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