By logging onto AmTrust *Online* you can access a wide variety of useful claims information.

To log in

Visit www.amtrustnorthamerica.com, click on AmTrust *Online* and sign in using your established credentials.

First step after logging in to access the menu of claims view options

Insureds:

Click on the "View Claims" icon in the right-hand side of your screen. This will bring up a menu of options in the upper left side of the next screen.

Agents:

There will be a blank search box in the upper left side of the screen. Simply enter the policy number that you wish to view claims information on and click on search. This will bring up two menu options: Insured Reports and Producer Reports. Use the Insured Reports menu to view claims information for the policyholder that you entered into the initial search box. To view combined claims information for all policies registered to your agency with AmTrust, use the Producer Reports menu.

Menu options of available claims information and reports

Once at the menu of options, you will be able to perform the following:

a. **Search for and view individual claims:** Click on "Claim Search." Once at the next screen, enter the claimant's information and click on "Search."

   Note: If you are entering a claim number to search, do not include the sequence number (i.e., "-1"); just enter the base claim number. The applicable claim will appear at the bottom of your screen with its basic information (claim number, claimant name, loss date, open-close status, policy number, and incurred dollar value).

b. **Search for recent losses:** Click on "Recent Losses." This will list all claims set up on your account within the last 60 days.

c. **Loss run:** Click on either "CPP Loss Run Report" for non-WC policies or "WC Loss Run Report" for WC policies. Choose the various sort options (i.e., open/closed, $$ threshold and grouping/sorting). Lastly, click on "Generate" to run the report in PDF format or "Export to Excel" to run in Excel format.

d. **Loss summary report:** This is a snapshot of total claims counts and claims financials by policy. Click on "Loss Summary Report," choose your Group By and Sort By options, and run as a PDF or Excel.

e. **Incurred changes summary report:** This is a list of incurred changes on claims. Click on "Incurred Changes Summary." Enter the period of time that you wish to view changes for, and then scroll down to the bottom of this screen and run the report as a PDF or Excel (same as above). **Note:** No sorting options are available on the PDF version of this report.

f. **Loss charts and analysis (loss stratification by category):** Click on "CPP" or "WC Loss Charts and Analysis." Click on generate, and you will receive PDF document bar graphs and pie charts. Excel version also available.

g. **WC loss summary by location report:** This will work only on insureds that are PEOs. It will display a one-line loss and claims financial summary for each PEO client location on the policy.

h. **Recovery transactions report:** This is a list of claims with any type of recovery. Click on "Recovery Transactions Report." Enter the period of time for which you wish to view transactions and scroll down to the bottom of this screen to run the report as a PDF or Excel (same as above). **Note:** No sorting options are available on the PDF version of this report.

To report a new claim (Insureds only)

Once logged in and at the menu screen, click "view" next to the policy for which you wish to enter a claim. This brings you to the policy detail screen. Then:

1. Click on "First Reports" in the upper-left corner.

2. Once at this screen, click on "add," and this will take you to the "New First Report of Injury" screen.

3. Click on "Use Web Form," which brings you to the screen at which you will enter all of the detailed information about the injury/injured worker.

AmTrust North America
An AmTrust Financial Company

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Helpful hints when entering a new claim online

- Time Employee Began Work and Time of Occurrence must be entered in military time. Enter the hours in the first box and the minutes in the second box.

- All dates must be entered as two-digit day, two-digit month, and four-digit year, (i.e., xx/xx/xxxx)

- For PEOs, in the "Location Address" box, please include the PEO client name and the address of the applicable PEO client location. If there is a location code/number, specify it in the "Location #" box.

- If during the entry of a claim you must exit the application, first click on "Save as Draft," and you may return to it later by going back into "First Reports" and clicking on "In Progress."

When finished entering all of the data, click on "Submit," and the report will channel into our intake center to be set up and assigned to a claims adjuster. Return to the "First Reports Screen" and you will see the claim number for the report entered. When finished, click on "Return to Listing."