# 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**

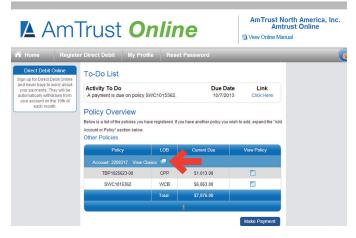
- 1. Click on the "View Claims" icon next to the account number in Policy Overview
- 2. Click on the blue "View" link next to your current policy number on the Policy Listing page
- 3. Select the "First Reports" link
- 4. Select "Complete" if you are entering a new "First Report of Injury" or "In Progress" if you have previously started the First Report
- 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



877.528.7878 www.amtrustnorthamerica.com

## Access Loss Runs or Claim Information

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



- 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.