

Client Experience Management Services

AmTrust's Client Experience Team provides prospective and existing agents and insureds with a single point of contact and accountability for all service-related needs and value-added support throughout their tenure of coverage with AmTrust.



Proactive Services

We take a proactive consultative service approach to align AmTrust resources and expertise to deliver a market-differentiating client experience.

We ensure that the customer journey is smooth; resolving service needs and improving policy holder experiences.

Which Customers Do The Client Experience Team Work With?

Typically, we engage Client Experience Managers or Specialists for agents with \$1M or greater in AmTrust premium and for accounts that are over \$200k in premium, on an all-lines basis.

Who Is On The Client Experience Team? Where Are They Located?

Client Experience Managers have on average 15 years claim handling experience and our Client Experience Specialists have on average 10 years experience in the industry. Our Client Experience teams are located across the country within our regional claims offices. This enables us to provide you with excellent service using the Client Experience team closest to you.

How Do I Obtain Client Experience Services?

Qualifying customers will be contacted after becoming an insured or appointed agent with AmTrust, or you can contact our sales or underwriting team.



What Services Does The Client Experience Team Provide?

Client Experience utilizes claim data and analytics to provide proactive actionable insights to agents and insureds.

Account Management Services Include:

- Prospect calls to understand a potential client's business and maximize AmTrust capabilities for them.
- Introductory onboarding meeting to ensure smooth transition to AmTrust
- Ongoing coordination with underwriting, claims & loss control
- Client portal registration and training
- Significant loss communication
- Bi-Annual Service Reviews
- Mid-Term Service Review & Report
- Claim Reviews
- Support for Billing and Payments including PAYO and Easy Pay
- Assistance with Audit Inquiries
- Customized services as qualified