



AmTrends
An AmTrust Agent Publication




AmTrust North America
An AmTrust Financial Company

Workers' compensation solutions a shade better.

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Diamond In The Rough



AmTrust Financial Services, Inc., the parent company of AmTrust North America, has been growing significantly over the past decade – and it hasn't gone unnoticed. Recently, *Rough Notes* featured a four-page spread on the growth we have appreciated, specifically through

our strategic acquisitions.

The article discussed how we've expanded our workers' compensation offering to include mid-sized businesses in addition to our core focus on small, main street businesses. It also discusses how our recent acquisition of Unitrin Business Insurance (UBI) has allowed us to offer our package insurance policies to a greater reach of the United States.

To view the article in its entirety, please visit <http://www.roughnotes.com>

[/rnmagazine/2008/april08/pages/page126.html](http://rnmagazine/2008/april08/pages/page126.html).

AmTrust Claims Savings

Over the years, AmTrust has significantly reduced medical bills from workers' comp claims by an average of 55% of the billed amount, literally saving millions of dollars each year – and this past year is no different. In 2007, we received 130,000 medical bills that totaled approximately \$95 million in total charges. AmTrust North America's allowed expense was \$50 million, saving



over \$45 million in medical expenses, keeping premiums for policyholders down.

By using an automated claims system, we're able to keep the workloads of our claims adjusters manageable, so they have more time to effectively manage claims. We also have a medical director on staff to assist in determining proper diagnosis, provide access to treating physicians and hold peer-to-peer reviews to discuss claims with physicians.

The features described above, in combination with the cost reduction of paid medical claims, validate that AmTrust's claims expertise is a shade better.

Names to Know

AmTrust's employee base continues to grow stronger as new additions are hired and key personnel take on new roles and responsibilities. Some of our key personnel changes include:

Tim Habeck, an AmTrust employee for more than four years, was recently promoted to the chief operating officer of AmTrust North America. He will be responsible for the operation of the Cleveland office and coordinating sales for the small business workers' comp line of business. Habeck previously served as AmTrust's senior vice president in the southern region of the United States and was based in Atlanta. Before working at AmTrust, Habeck founded the Covenant Group where he served as President before selling the business to AmTrust in 2003.

Joel Alligood returned to AmTrust in March as the senior vice president for the southern region, taking over for Tim Habeck. As senior vice president, Alligood will be responsible for overseeing various aspects of operations in the Atlanta office and southern region. Alligood previously worked for AmTrust and the Covenant Group from 1993-2004.

Ken Stillwagon joined the AmTrust team in March as the vice president of underwriting in the Cleveland office. In the position, Stillwagon will be responsible for overseeing the growth and retention of AmTrust's small business work comp book of business. Stillwagon has spent his entire career in the insurance industry, specifically in the area of casualty underwriting. Ken replaces Joe Grumbles, who recently retired from AmTrust. Please join us in welcoming Ken to the organization, and thanking Joe for his service to the organization.

AmTrust Offers Diversified Book



AmTrust's offerings are continually expanding to better serve our small- and mid-size



business clients. AmTrust Financial Services, Inc., the parent company of AmTrust North America, recently

announced the acquisition of the Unitrin Business Insurance unit (UBI) from Unitrin, Inc.

UBI gives AmTrust the ability to provide package underwriting for small businesses including workers' compensation, general liability and auto coverage to 30 states primarily west of the Mississippi.

The acquisition is subject to regulatory review and approval. Stay tuned for more information once the transaction closes.

Differentiate Your Agency with AmTrust

AmTrust understands the value of client relationships and we want to help you strengthen your current relationships with your distributor, manufacturer and retail clients. If you have clients producing more than \$10 million in annual revenues selling new consumer and commercial goods, you may be interested in discussing our extended warranty programs with them.

We can provide underwriting and administration of warranty programs for retailers in a variety of industries, including consumer electronics, lawn and garden tools and appliances, just to name a few.

Our plans can include:

Original Equipment Manufacturers' (OEM) Programs – covers products during the established term from the manufacturer.

Extended Service Plans (ESP) – offered when customers make more expensive purchases and want a warranty plan that extends the term offered beyond the manufacturers' warranty.

If you feel your clients might benefit from our additional warranty-related offerings, and it allows you to differentiate your agency and add value to your client relationship, please contact Mark McCrary (mmccrary@amtrustgroup.com or 484.343.0044) to arrange a joint meeting with the insured.

AmTrust Group Ranks in Top 25

AmTrust Group insurance carriers, providing workers' comp P&C coverage, recently joined the TOP 25 Workers' Compensation company rankings, as referenced by the National Association of



Insurance Commissioners (NAIC) for 2007. AmTrust's organic and acquired growth over the past decade contributed to the recognition by the NAIC. In addition, of the 25 companies listed, AmTrust had the 8th strongest loss ratio at 54.5%, indicating prudent and responsible underwriting practices during our period of growth and expansion.



“This ranking is a great accomplishment, and we have our employees, agents and policyholders to thank,” said Mike Saxon, president of AmTrust North America. “The Top 25 ranking also complements our A.M. Best rating of A- (Excellent), FSC VIII and our position on the NASDAQ Global Market under symbol “AFSI” as a financially strong and secure organization for the future.”

For more information, visit www.naic.org/research_home.htm.

End Quotes

Questions? Ideas? We value your feedback!
Please let us know what you think by contacting us any of the ways listed here:

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