



General Liability Audit Dispute Procedure



We have implemented the following procedure to resolve your client's General Liability audit dispute. This procedure will help the Audit Department review the disputed portion of the audit to reach a prompt and satisfactory resolution for both the client and carrier.

Step 1: Generate a cover letter with a narrative identifying the specific results that are in dispute. The more specific the information, the better.

Step 2: Include the following information in your narrative:

1. Policy information: account name, policy number, policy term.
2. Name and contact information of agency representative submitting dispute.
3. State specific error(s) and attach documentation that supports the client's correction to each point in dispute.
4. A description of any mitigating circumstances that will give the Audit Department a better understanding of the client's situation regarding their dispute.

Step 3: Insert "AmCom GL audit dispute" in the subject line.

Step 4: Scan and email the dispute documents to disputes@amtrustgroup.com.

You can expect to receive an email confirmation of your audit dispute submission.

This is the procedure to follow when submitting an audit dispute on behalf of your client. We expect the broker's office to do their best to resolve the client's concerns prior to submitting an audit dispute.

We think it is best the insured not contact AmCom directly, but to submit their questions and concerns through your office.

Audit

Questions

audits@amtrustgroup.com

Disputes

disputes@amtrustgroup.com

Status Updates

auditstatus@amtrustgroup.com