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UBI – A Division of AmTrust North America

Jack Lubner, President

Welcome to the introductory issue of *UBI Updates*, new in 2009 to enhance communication with agents and provide news and information each quarter. It's the dawn of a new era for UBI under AmTrust's wings, and UBI is prepared to write more business this year with support systems in place to be both effective and efficient.

Since being acquired by AmTrust Financial Services, Inc. in June 2008, UBI has been working to integrate operations with AmTrust. We're also focused on informing you, the agent, about information regarding your policies and procedures, as well as keeping you up-to-date on our new and improved offerings and changes within our company.

Our loss control team is available to make an impact on your accounts by reducing losses, reducing exposures and providing customer satisfaction. In reducing losses, we look at past history, identify trends and create measures to prevent reoccurrence. To reduce exposures, we follow the guidelines set by major regulatory agencies. And to maintain a high level of customer satisfaction, we take the time to sit on safety committees, provide driver training and draft brochures.

This past September, loss control representatives reported to Texas and Louisiana to assist during Hurricane Ike and Hurricane Gustav inspecting insured locations and reporting claims. They got to work as soon as roads were re-opened, with little food, gas and shelter taking care of local businesses and families, receiving nothing but positive feedback.

We're looking forward to a great year of writing business and continuing the integration of companies. We welcome your feedback and continued support in the new year.

Updated Contact Information

One important change to note has been the merging of office locations between UBI and AmTrust. Because you may be used to reaching us at our previous locations, please note the changes below:

- **Texas** – AmTrust's Dallas office joined the current UBI office at 12790 Merit Drive, Dallas, Texas 75251
- **Wisconsin** – AmTrust's Brookfield location joined UBI's current location at 400 South Executive Dr. Suite 150, Brookfield, Wisconsin 53005

- **Georgia** – UBI's Georgia locations have joined AmTrust's current office at 11330 Lakefield Drive Building II, Duluth, Georgia 30097

In addition, please note the following changes in reporting claims:

- **Reporting Claims** P: 866-272-9267
F: 877-669-9140 or 775-908-3724
E: AmTrustclaims@qrm-inc.com
- **Requesting a Loss Run on a UBI Account**
Note: Loss runs are no longer available on X-Sell-A-Rate
UBILossRun@amtrustgroup.com
- **Requesting a Correction to a Policy or 2nd Request for a Change**
UBI2fix@amtrustgroup.com
- **Requesting an Endorsement**
AL, AR, GA, TN, IN, IL, IA, OH, ND, SD, WI, MN, KY, NE
amtnorthcentralendt@amtrustgroup.com

KS, LA, TX, MO, NM, OK
amtsouthendt@amtrustgroup.com

CO, CA, MT, ID, WA, OR, UT, WY
amtwestendt@amtrustgroup.com

All states for Farm & Ranch or Commercial Ag.
amtfarmendt@amtrustgroup.com

Electronic Policy Delivery

During a recent UBI Customer Service Representative (CSR) Council Meeting, it was brought to our attention that the number one issue we needed to resolve for agents was improving our approach to Policy Delivery. To respond to this issue, we've moved to a system of providing policy delivery electronically via the AmTrust Online system, available at <http://onlineinquiry.amtrustgroup.com>.

UBI agents must access this log-in screen via this specific URL provided to retrieve electronic policy delivery and other AmTrust Online features.

At its introduction, agents are able to instantly download PDFs of issued policies rather than waiting for hardcopies to arrive by mail. UBI will begin introducing other online tools throughout the coming months.

Agents received a letter with individual, agency-specific usernames and passwords. If your agency has multiple codes, you received separate letters with unique logins for each. Please take some time to log in and become familiar with the system. If you have any questions regarding the system, contact our Customer Service Center at 877-528-7878.

New and Improved Offerings

UBI is also introducing a new product to agents called EmployersProtect. EmployersProtect is designed to protect businesses from a variety of employment practices liability exposures and provides risk management and human resources support services previously available only to larger companies. The program will roll out in Texas, Minnesota and Illinois in early 2009 and will eventually expand to all filed states throughout the

year.

In addition to providing new commercial package products, UBI is now in a position to service a broader appetite for workers' compensation insurance. AmTrust's core business is providing workers' comp insurance to small and mid-sized businesses, giving UBI the opportunity to focus more resources and expertise on providing this insurance to our agents.

UBI will also begin working closely with agents who have strong ties to books of business in specifically identified industries. We'll be working with agents to identify what these potential clients are looking for when partnering with a carrier and an insurance agency to tailor an approach to help solidify that relationship. For more information on these new products and how you can work with our team, contact Kevin McNamara, Vice President, Business Development, at kmcnamara@amtrustgroup.com.



UBI

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