

AMTRUST



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|----------------------------|---|--|---------------------|------|---------------------|----------------|-----------------------|---------------|----------------------------|--|------------------|-------|
| INITIATIVE | Digital and GenAI-Based Claims Transformation | | | | | | | | | | | |
| AWARD | Celent Model Insurer 2026 for CUSTOMER EXPERIENCE | | | | | | | | | | | |
| EXECUTIVE SUMMARY | AmTrust Financial Services recognized the need to modernize its P&C Commercial claims processing to address inefficiencies, manual labor intensity, and fraud risks inherent in legacy workflows, aiming to enhance operational efficiency and customer experience through digital and AI-driven transformation. | | | | | | | | | | | |
| COMPANY SNAPSHOT | <table border="1"> <tr> <td>Year Founded</td> <td>1998</td> </tr> <tr> <td>Headquarters</td> <td>New York, N.Y.</td> </tr> <tr> <td>Annual Premium</td> <td>\$9.1 billion</td> </tr> <tr> <td>Geographic Presence</td> <td>North America, Latin America & Caribbean, Europe, Asia Pacific</td> </tr> <tr> <td>Employees</td> <td>6,000</td> </tr> </table> | | Year Founded | 1998 | Headquarters | New York, N.Y. | Annual Premium | \$9.1 billion | Geographic Presence | North America, Latin America & Caribbean, Europe, Asia Pacific | Employees | 6,000 |
| Year Founded | 1998 | | | | | | | | | | | |
| Headquarters | New York, N.Y. | | | | | | | | | | | |
| Annual Premium | \$9.1 billion | | | | | | | | | | | |
| Geographic Presence | North America, Latin America & Caribbean, Europe, Asia Pacific | | | | | | | | | | | |
| Employees | 6,000 | | | | | | | | | | | |
| KEY BENEFITS | <ul style="list-style-type: none"> • Claims assignment time reduced from 24 hours to five minutes for 60% of claims • Document review time cut from 30 minutes to less than five minutes • Fraud detection accelerated from one hour to one minute with over 70% accuracy | | | | | | | | | | | |
| KEY VENDORS | Tata Consultancy Services | | | | | | | | | | | |
| READ MORE | Visit Celent.com to learn more about this initiative. | | | | | | | | | | | |