



**AmeriTrust Guarantees Policy Renewals and Provides Extension for Direct Bill Customers**

Dear Agent,

The Coronavirus (COVID-19) has changed our everyday life and created many challenges. AmeriTrust carriers are committed to helping our agency partners and supporting our country as we all work through these challenging times.

We have initiated the process of having some employees work remotely. Contact information for your AmeriTrust carrier representatives will remain unchanged. Our intent is for you to experience no disruption in service. Our professionals have the technology and acumen to continue to process and service your business at a high level.

We realize the amount of stress and pressure on each of our agency partners during this national crisis. It is our intention to extend peace of mind by providing your policyholders and clients with guaranteed renewals by AmeriTrust carriers. Starting immediately, and continuing for the next 90 days, AmeriTrust carriers will guarantee renewal of all general business policies\*. The guaranteed renewals do not apply to program business, California trucking, or excess workers compensation business.

Renewals will not be re-underwritten in most circumstances. Depending on line of business, policies will be renewed as is and may receive a nominal premium increase between 0 – 5%. As always, specific renewal guidance, such as policy endorsements and other changes, will be handled on a case-by-case basis.

Additionally, we are temporarily suspending non-payment cancellations for our direct-bill clients, providing additional time to make their scheduled insurance payments for the next 60 days (ending May 22, 2020).

We appreciate your partnership and support. We are here to assist you and your clients to manage your insurance related needs through this difficult time.

**Please direct any inquiries or issues to the AmeriTrust Service Center:**

**Phone: (800) 825-9489**

**Email: [calls.center@ameritrustgroup.com](mailto:calls.center@ameritrustgroup.com)**

\*AmeriTrust carriers reserve the right to cancel or non-renew any policy for fraud or material misrepresentation, as allowed by applicable law. AmeriTrust carriers reserve the right to cancel or non-renew any policy upon discovery of a material change in risk, as allowed by applicable law.



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Our address is 26255 American Drive, Southfield, MI 48034

If you do not wish to receive future email, [click here](#).

(You can also send your request to **Customer Care** at the street address above.)