



Dear AmCom Producer:

For now, we are operating under two separate systems.

Policies issued in our “old system” with the prefix WPA or WPG, will continue to be invoiced in the old system and can be paid to the Concord, CA accounting team.

Agency Bill WPA & WPG Policies – Concord Accounting Team

AmCom Insurance Services, Inc.
1655 Grant Street, 7th Floor
Concord, CA 94520

Policies issued in our “new system” with the prefix WPP, will be invoiced by the Cleveland Accounting Team and can be paid directly to them.

Agency Bill WPP Policies - Cleveland, OH Accounting Team

AmTrust North America
P.O. Box 5849
Cleveland, OH 44101-0849

Agency bill policies must be paid via statement with a check:

- Debits and credits are cleared on a monthly basis.
- Return premiums will no longer be sent to the finance company if policy is premium financed.
- Agency statements are mailed around the 10th of every month. Payment terms vary by agent. Any agency statement inquiries may be directed to AmTrustCommissions@amtrustgroup.com.
- Direct bill commissions are mailed around the 15th of every month. Any direct bill commission inquiries may be directed to AmTrustCommissions@amtrustgroup.com.
- Refund batches are processed every Monday. Cancellation and audit batches are processed at that time. If there are any questions regarding a specific refund, please email ARrefunds@amtrustgroup.com. We also run batches at the beginning of every month to pick up any credits that remain outstanding.

PLEASE REMIT SEPARATE CHECKS PER STATEMENT

**Any checks inadvertently sent to Concord, CA for WPP policies issued in the new system will be overnighted to Cleveland; however, sending combined checks may result in processing delays of up to 7 days.*