AMsuite®

Claims – Residential & Recreational

This document will aid you in finding claims within a AMsuite policy.

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Manufactured Home

SUMMARY	CONTACTS	VIEW/ADD ACTIVITIES	VIEW/ADD NOTES	VIEW/UPLOAD DOCUMENTS	BILLING / MAKE PAYMENT
≡	👥	8	19		✓

>AMsuite Core   Set Up An Online Account

Open policy in AMsuite

Select AMsuite Core from the home page.

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Actions ↘

Policy Contract ▲
Policy Info
Dwelling
Dwelling Construction
Coverages
Quote
Forms

Date   01/10/2022 ▦

Tools ▲
Summary
Billing
Contacts
Participants
Notes
Documents
Policy Transactions
Risk Analysis
History
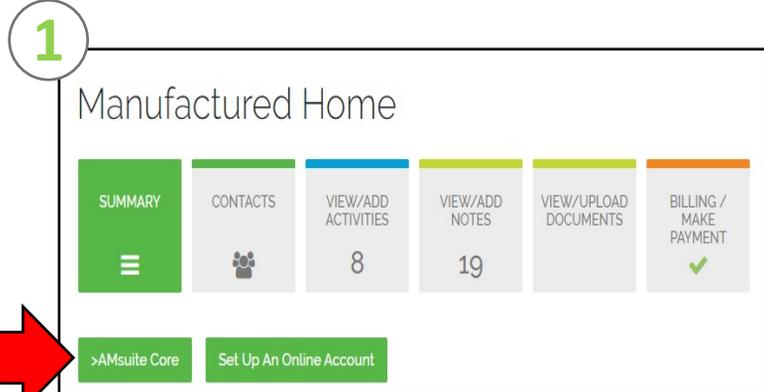
Once in AMsuite Core, under the Actions tab select Risk Analysis

Risk Analysis

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OW Issues   Prior Policies   Claims

No issues identified at this time.

History   View Issues Blocking ★ | View All ▼ |

Once on the Risk Analysis tab, select the Claims tab.

4

Once on the Claims page Search must be selected for the claims to appear. If the named insured has a claim(s) they will appear after this.

> **Risk Analysis** Need help? Click here ➡
>
> UW Issues | Prior Policies | **Claims** | Prior Losses
>
> **Search by Loss Date**
> Since   Any ▾
> [Search]
>
> Policy Period ★ All ▾
>
> | Policy Period | Loss Date ↓ | Claim Number | Status | Total Incurred |
> |---|---|---|---|---|

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All the claims will appear in the first box. Select the claim to be viewed by highlighting it.

In the Claims Detail area, you will find the Claim Number, Date of Loss, Loss Cause, Status of the claim, Description of the claim, Adjuster Name and Phone Number.

> **Risk Analysis** Need help? Click here ➡
>
> UW Issues | Prior Policies | **Claims** | Prior Losses
>
> **Search by Loss Date**
> Since   Any ▾
> [Search] [Reset]
>
> Policy Period ★ All ▾
>
> | Policy Period | Loss Date ↓ | Claim Number | Status | Total Incurred |
> |---|---|---|---|---|
> | 02/10/2020 - 02/10/2021 | 03/13/2020 | | Closed | $730.00 |
> | | | | | $730.00 |
>
> **Claim Details**
>
> Policy Period Start   02/10/2020   Indemnity Paid to Date   -
> Policy Period End   02/10/2021   Recovery Status
> Claim Number   Adjuster Name
> Loss Date   03/13/2020   Adjuster Phone Number
> Loss Cause   Back-up of Sewer/Sump Pump Failure   Adjuster Supervisor
> Status   Closed
> Description   CLICK TO CHAT AGENT JACQUE STATES: INSURED WENT OUT BACK AND SHE SAW A HUGE BIG HOLE IN THE YARD. SHE STATES THAT IT IS WHERE THE SEPTIC IS
>
> Fault Percentage
> CAT#
> Date Reported   03/13/2020
> Date Insured Contacted 03/13/2020
> Date Claimant
> Contacted
> Claims Inspection Date
> Date Closed

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To review any other losses that are related to this risk or named insured. Select Prior Losses at the top.

> **Risk Analysis**
>
> **UW Issues** | Prior Policies | Claims | **Prior Losses**
>
> No issues identified at this time.
>
> [History] View Issues Blocking ★ View All ▾

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After selecting the Prior Losses tab any claims for this policy either prior to inception or during the policy life will appear here.