AmTrust INSURANCE

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What You Need to Know

Virtual+ LOSS CONTROL VISITS

An Innovative Policyholder Service from AmTrust

By leveraging new technology and cyber-qualified professionals, we can consult with policyholders remotely to perform site inspections and loss prevention consulting. Virtual+ Loss Control Visits generate detailed information and relevant photos to document the exposures and controls of a policyholder's worksite while ensuring outstanding, timely service.

Key Advantages

- **Safety:** Participate in loss control visits without any risk of infection during COVID-19.
- **Convenience:** Enjoy easier scheduling with less interruption in the workday.
- **Efficiency:** Virtual+ Loss Control Visits empower all of us to achieve more in less time with no travel.
- **Accessibility:** Even if the facility is in a remote location, we can connect instantly with you.

Complete Your Survey in Six Easy Steps

Step 1:

We will set up an appointment with the policyholder.

Step 2:

We call on the day of the appointment and review operations and current safety controls.

Step 3:

Once the phone interview is complete, a text message or email is sent that includes a Virtual+ Loss Control Visits link.

Step 4:

The policyholder clicks the smartphone link and follows instructions to launch access to the phone's camera (similar to a video conferencing call).

Step 5:

We will direct the policyholder to take the phone inside and outside for photos. Photos are instantly uploaded to our platform and are not stored on your phone.

Step 6:

Check the loss control visit off your TO DO list. It's as easy as that!

Cybersecurity

Cybersecurity is our top priority, the loss control consultant can't see anything on the policyholder's phone except the camera view. And there is no need to download an app or any software. Simply click the text we link.

Please contact our Loss Control Knowledge Center at 888.486.7466 for any concern regarding our attempts to complete a Virtual+ Loss Control including confirmation that the attempt was not a hack/phishing attempt.

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Frequently Asked Questions About Virtual+ Loss Control Visits

1. **How do I confirm that the call received to complete a Virtual+ Loss Control Visit was from a legitimate AmTrust Loss Control Representative and not a hack or phishing attempt?**
   Please call AmTrust Loss Control Knowledge Center at 888.486.7466.
2. **How do you determine if our site receives a virtual or in-person loss control visit**
   When AmTrust Loss Control calls to set the initial appointment, you will be notified whether this will be an in-person or virtual visit.
3. **What technology is needed to use this service?**
   The only thing needed is a smartphone or tablet with a camera. Our technology is compatible with both Android and iPhone devices.
4. **Do I need to download an app?**
   There is no need to download an app or any software. Simply click the link we text or email. After the virtual walkthrough concludes, the text/link can be deleted.
5. **Is this process secure? How broad is your phone access?**
   Yes, this process is extremely secure. AmTrust can't see anything on the device except the camera view (similar to a video conferencing call).
6. **Will data or photos be stored on my phone?**
   Photos taken during the visit are instantly uploaded and stored by AmTrust. Nothing is stored on your phone.
7. **Is someone tech-savvy needed to run the camera?**
   Not at all. The person who is most knowledgeable about the worksite's loss prevention procedures should participate. This should be the same person who has facilitated our in-person loss prevention surveys. This person will answer our questions and follow our instructions to hold/point the camera. We will remotely access the camera to take the photos.
8. **Can we ask questions?**
   Yes, questions can be asked and interaction with our team is done in the same way one would during an in-person visit. Remote loss control visits provide the same collaborative, consultative experience that clients receive during an in-person visit.
9. **Will we be asked to access unsafe areas during the Virtual+ Loss Control Visit?**
   Your safety is imperative, AmTrust will never request or require you to access areas that are unsafe. Inform the Loss Control Representative if you feel unsafe at any time, you will not need to access the area.

For more information, email askLC@amtrustgroup.com or call 888.486.7466.

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