AFSI reports solid profit growth in First Quarter, 2015

- Gross written premium of $1.73 billion, up 16.0% after excluding from first quarter 2014 the impact of $174 million of non-recurring gross written premium related to the Cut Through Reinsurance Agreement with Tower Group International, Ltd.
- Net earned premium of $949.4 million, up 14.5% from first quarter 2014
- Operating diluted EPS (1) of $1.45 ($0.07 attributable to gain on life settlements) compared to $1.24 ($0.02 attributable to gain on life settlements) in the first quarter 2014
- Diluted EPS of $1.85 compared with $1.27 in the first quarter 2014
- Annualized operating return on common equity (1) of 26.1% and annualized return on common equity of 33.3%
- Service and fee income of $112.9 million, up 24.1% from the first quarter 2014
- Operating earnings (1) of $121.4 million compared to $97.4 million from the first quarter 2014
- Net income attributable to common stockholders of $154.7 million compared to $99.9 million in the first quarter 2014
- Combined ratio of 89.0% compared to 89.9% in the first quarter 2014
- Book value per common share of $24.00, up from $22.34 at December 31, 2014
- AmTrust's stockholders' equity was $2.46 billion as of March 31, 2015

View the complete press release. To learn more about how AmTrust can assist you in growing your book of business, please visit AmTrust North America or contact your regional sales manager.

AmTrust Auto Service Plus goes the extra mile

Auto service businesses exist everywhere—big cities, small country towns, even in the middle of the desert, and
every one of them needs auto service coverage.

**How many auto service/repair shops exist in the U.S?**
According to a March 2015 IBISWorld industry report, there are currently 263,755 auto repair/service businesses in operation in the U.S. That includes 561,768 people who are employed at those businesses.

**What makes AmTrust Auto Service Plus coverage better than most?**
AmTrust offers multi-location and multi-state coverage packages, as well as Property Enhancement coverage that includes Equipment Breakdown and Umbrella.

Not only that, our Auto Service Plus covers a wide range of auto service operations and exposures including the following **preferred classes:**

- Lube and oil service
- Sound installation
- Upholstery
- Engine repair
- Tire replacement and alignment
- Brake service
- Muffler repair
- Transmission service
- Auto collision and glass repair
- Paint and body shop
- Detailing

Learn more about AmTrust Auto Service Plus and how our products can help your policyholders.

**Build a sturdy book with AmTrust Lumber**

Whether it’s saw mills, lumberyards, window, door or cabinet manufacturers, or retail building and material dealers, **AmTrust is an expert in the lumber insurance industry.** AmTrust underwriters understand the risks and exposures unique to wood products manufacturing and lumber retail.

The **AmTrust Lumber Specialty Program** provides an excellent market for distributors of building materials and the primary and secondary manufactures of wood products.
Our lumber experts take the time to...

- Understand your business and diagnose your exposures
- Develop an insurance and risk management program tailored to suit the needs and goals of your insureds’ business

AmTrust North America offers...

- All lines of commercial package insurance, including Workers’ Compensation, to insureds in the lumber and wood-products industry

What sets AmTrust Lumber apart from the rest?

- Expertise & Commission Rates: AmTrust agents are eligible for 15% commission for GL, Auto, Property and Umbrella
- Our Lumber Program is recognized as one of the premier lumber insurance programs in the country and is endorsed by several lumber industry associations
- We have the products and coverages to meet this unique niche industry
- Our dedication to the lumber industry reflects more than 20 years of profitable lumber underwriting
- Our Lumber Specialty Program includes lumber-specialized underwriting and lumber-specialized loss control and claims services

View additional information about the AmTrust Lumber Program.

Going, going, green

The world is “Going Green” and so is AmTrust. More than ever before, agents are requesting paperless options—and we’ve taken every opportunity to provide our agents with ‘green’ options.

AmTrust-appointed agents understand that sustainable business plans and practices benefit the environment and benefit the company bottom-line.

AmTrust's paperless options provide them with the fastest, most secure and most convenient way to do business. And all of that translates to:

- Cost savings for agents
- More time for agents to grow their book of business

According to Dorothy Howell, AmTrust Southeast Regional Sales Director, AmTrust knows that our agents already have a solid technology base and are environmentally conscientious, and that our job is to make it easier - and greener, for our agents.
“Having notifications at the tip of our agency partners' fingers is key. We pride ourselves in our automation capabilities and quick notifications are vital to our agents. By "going green," agents receive daily electronic notifications of claims, final audits, cancelations, policies and endorsements,” Howell said.

She pointed out two factors that are key to successful "green" notifications:

- First, the agency should be selective in whom they designate from their office to receive our electronic notifications
- Second, the agency’s designee must be diligent in checking our online system every morning for any notifications from the day before

“Snail mail delays the receipt of important notifications and, in addition, paper transactions often require a multi-step process for the agency by having to open the mail, date stamp, scan and then drop into their customer’s e-file and, finally, shred. Our agents appreciate our online capabilities because they, too, are technologically savvy and download regularly to their agency management systems,” she said.

By signing up for our **Go Green Paperless Option**, agents can instantly access an electronic PDF for the following materials: policies, endorsements, reinstatements, non-renewals and cancellations.

How does an agent sign up to **Go Green**?

**By following these 5 simple steps:**

1. Log into [AmTrust Online](#).
2. After logging in, a "Go Green with AmTrust" banner will appear at the top of the page, along with a “Go Green” icon among the bullets on the left side of the screen.
3. Click either “Go Green” icon to get started.
4. In the “Go Green banner” at the top of page, a message will appear that says, “Receive print electronically”.
5. Click the check box next to this message and…You are now signed up for the Go Green program!

*Pictured, above right: AmTrust Sales Director, Dorothy Howell*

For more ideas about **Going Green** in the workplace, [click here](#).

**AmTrust welcomes new sales and underwriting professionals**
Roseanna has more than 25 years of experience and achievement in underwriting for nonprofit lines of business. Her experience and expertise has enabled her to thoroughly understand and successfully assess the risk exposure associated with this niche line.

Roseanna Cheung  
Nonprofit Senior Underwriter, New England Region  
Roseanna.Cheung@amtrustgroup.com

Joe successfully held roles as underwriter and team leader, and garnered expertise in the areas of Construction Exposures, Property, General Liability, Inland Marine, and Workers’ Compensation.

Joe Francis  
Senior Underwriter, Western Region  
Joseph.Francis@amtrustgroup.com

Jim’s experience spans nearly 30 years and reflects leadership and achievement in sales, marketing, claims underwriting, and expertise in a wide array of products, services and coverages. He holds a CIC designation, and has completed three parts of the CPCU licensure.

Jim Hoppe  
Regional Sales Manager, Wisconsin and Midwest Region  
James.Hoppe@amtrustgroup.com

In his role as Assistant Vice President of Underwriting for Community Banks, Edward oversees financial institution coverage for the following states: CT, DE, IL, MD, ME, NE, NY, NJ, PA, RI & VT. Edward has over eight years of experience in underwriting complex risks, analyzing claims, and growing and managing both wholesale and agency relationships.

Edward Mongon  
Assistant Vice President of Underwriting, New England and Northeast Regions  
Edward.Mongon@amtrustgroup.com
Marcelo’s experience spans all levels of sales, marketing, claims and underwriting, with an expertise in a wide array of insurance products, services and coverages. Marcelo’s industry affiliations include memberships with PIA, FAIA and IIASF. He is highly adept in resolving a wide array of client concerns and issues.

Marcelo Pena
Regional Sales Manager
Marcelo.Pena@amtrustgroup.com

In his new role, Mark serves the following states: AL, AR, LA, MS, MT, OK, TX and WY. Prior to joining AmTrust, Mark owned his own insurance agency and provided risk consulting services in conjunction with a large independent insurance agency in Oklahoma.

Mark Reynolds
Senior Underwriter
Mark.Reynolds@amtrustgroup.com

Kerrie has nearly 30 years of insurance industry experience with an international commercial carrier. Her tenure includes expertise in multi-line operations, underwriting and project management. In the past 11 years, Kerrie focused on sales coaching, managing national networking groups and sales team mentoring. She successfully developed and managed a Southern California industry sales team and holds a CPCU III certification.

Kerrie Rivas
Regional Sales Director, California Region
Kerrie.Rivas@amtrustgroup.com

Whitney’s tenure in the insurance industry spans more than ten years in sales, marketing, claims and underwriting across all lines of commercial business, products, services and coverages. She holds a Colorado Licensed P&C and L&H; a CISR designation and a CIC designation.

Whitney Scott
Regional Sales Manager, Western Region
Whitney.Scott@amtrustgroup.com
Before joining AmTrust, Mark worked as a Senior Underwriter for a start-up MGA that focused on niche Professional Liability industry classes, including U.S.-domiciled community banks. Mark has over four years of insurance industry experience, and nearly ten years of experience as a senior accountant and auditor.

Mark Vittoria  
Senior Underwriter, Financial Institutions, Western Region  
Mark.Vittoria@amtrustgroup.com

Holiday office closures

In observance of the upcoming holidays, our offices will be closed on the following days:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorial Day</td>
<td>Monday, May 25</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Friday, July 3</td>
</tr>
</tbody>
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During these times, you can still make a submission or check your clients’ policy information at any time, day or night by visiting AmTrust Online. Plus, it’s even easier to access AmTrust Online via tablet and mobile phone because of our mobile optimized site.

Upcoming tradeshows

2015 LGAA Managers Conference
June 2 - 4, 2015
Westin Kierland
15620 N Clubgate Drive
Scottsdale, AZ 85254
Contact: Tracie.Day@amtrustgroup.com

PIANJ/PIANY Annual Conference
June 7 - 9, 2015
1900 Boardwalk
Atlantic City, NJ 08401
Contact: Michael.Ascher@amtrustgroup.com

IIAG Annual Conference and Trade Show
June 11 - 13, 2015
Omni Amelia Island Plantation and Resort
Atlanta, GA
Contact: John.Thomason@amtrustgroup.com

Florida Association of Insurance Agents
June 15 - 23, 2015
AmTrust North America, Florida Regional Office
903 NW 65th Street, Suite 300
Boca Raton, FL 33487
Contact: Kristina.Bailey@amtrustgroup.com

79th Annual PIA VA/DC Convention & Trade Fair
June 28 - 30, 2015
Sheraton Virginia Beach
3501 Atlantic Avenue
Virginia Beach, VA 23451
Contact: Kelley.Sides@amtrustgroup.com

Professional Insurance Agents of Tennessee Annual Conference
July 27 - 29, 2015
Omni Hotel - Nashville
250 5th Avenue South
Nashville, TN 37203
Contact: Charles.Allen@amtrustgroup.com

IIANC Young Agents Conference
July 30 - August 2, 2015
Renaissance Asheville Hotel
31 Woodfin Street
Asheville, NC 28801
Contact: Darcy.Ricketts@amtrustgroup.com

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