

What's changing

When you select **Add Claim**, you'll now see three short steps before you're handed off to Trident's portal to file the first notice of loss:

Step 1 of 3

Confirm the claims handler

IQ names Trident as the claims administrator for the policy and lets you know a secure claim link is being generated.

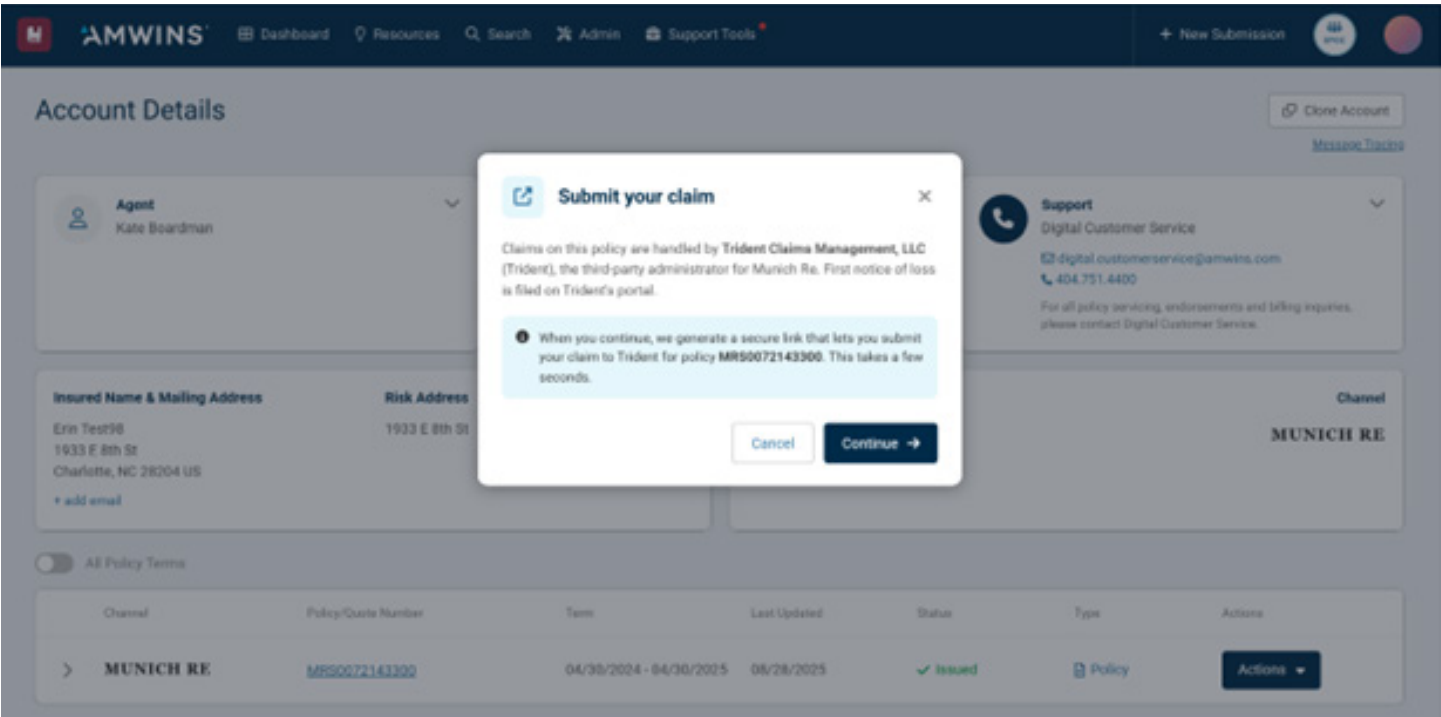
The screenshot shows the AMWINS Account Details page. The top navigation bar includes the AMWINS logo, a search bar, and links to Dashboard, Resources, Search, Admin, and Support Tools. A 'New Submission' button is also present. The main content area is titled 'Account Details' and includes a 'Clone Account' button and a 'Manage Tracing' link. Below this, there are three cards: 'Agent' (Kate Boardman), 'Agency' (Seacoast Insurance), and 'Support' (Digital Customer Service). The 'Support' card includes the email 'digital.customerservice@amwins.com' and the phone number '404.751.4800'. Below these cards, there are two more cards: 'Insured Name & Mailing Address' (Erin Test98, 1933 E 8th St, Charlotte, NC 28204 US) and 'Risk Address' (1933 E 8th St). To the right of these is a card showing 'Active' status, 'Product FLOOD', 'Term 04/30/2024 - 04/30/2025', and 'Channel HISCOX'. Below these cards, there is a toggle for 'All Policy Terms'. At the bottom, there is a table with columns: Channel, Policy/Quote Number, Term, Last Updated, Status, Type, and Actions. The table has one row for 'HISCOX' with Policy/Quote Number 'EP90061145514', Term '04/30/2024 - 04/30/2025', Last Updated '08/28/2025', Status 'Issued', and Type 'Policy'. An 'Actions' dropdown menu is open for the 'HISCOX' row, showing options: 'View policy details', 'Download documents', 'Request endorsement', 'Add claim' (highlighted), and 'Cancel policy'.



Step 2 of 3

Link generation

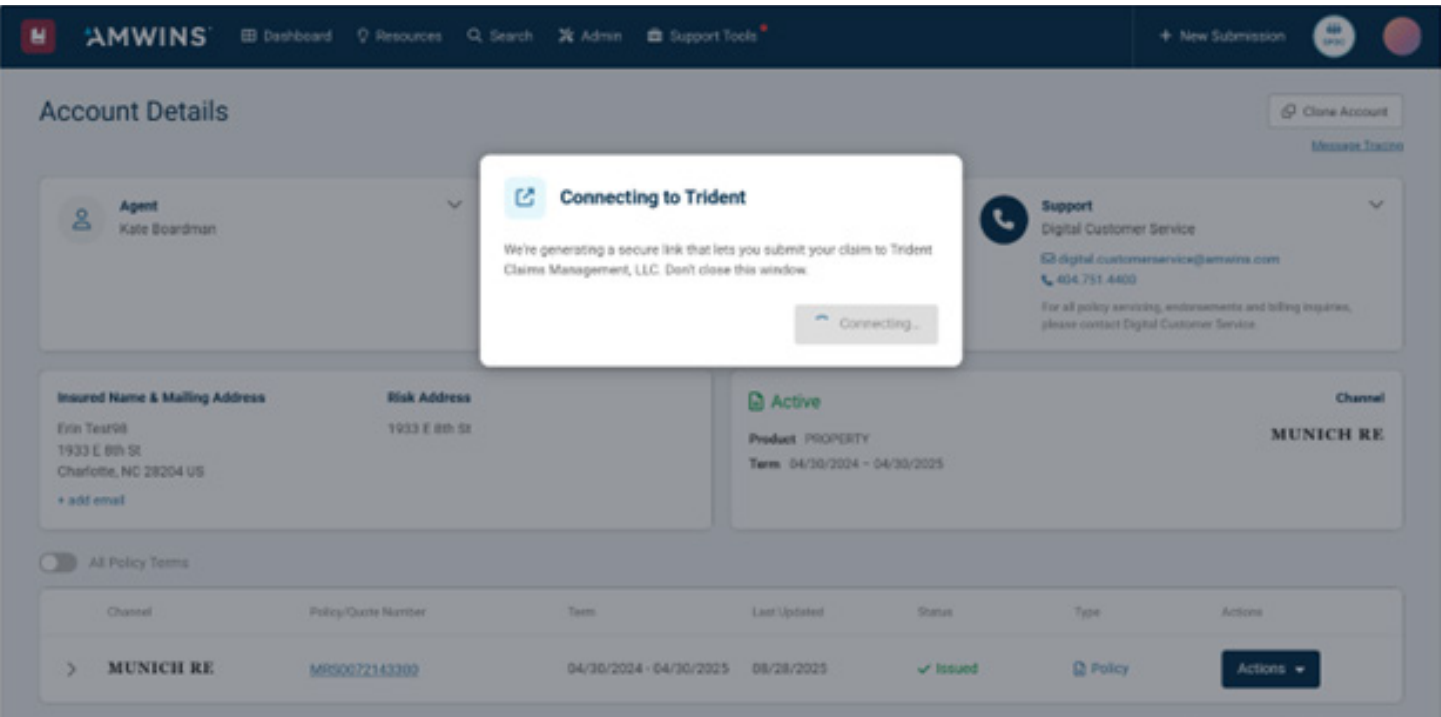
A brief “Connecting to Trident” state while the secure link is created. No action needed here — just don’t close the window.



Step 3 of 3

Open Trident's portal

Once the link is ready, click **Open Trident Portal** to complete the first notice of loss directly with Trident. **The claim isn't submitted until you finish it on Trident's site** — IQ only gets you to the door.



If something goes wrong

If the link can't be generated, you'll see a clear message that the claim was not submitted, with a **Try Again** button and a pointer to Digital Customer Service **(404.751.4400)** if the issue persists.

