

Premium Refund Check – Employee & Agent Quick Guide

While our personal auto policyholders are parked, we're passing along savings.

Because our policyholders are doing their part to stay home and help keep our communities and roads safe, Frankenmuth Insurance is providing a 15% refund for April and May premium for personal auto policies in force as of April 30, 2020.

Use the following quick guide to understand:

- How the refund will be calculated
- Where you can view the issued check number and amount
- Other resources available to help you navigate policyholder questions

Understanding the Refund Calculation

If policyholders would like to get a sense of what their 15% refund will be or have questions regarding the calculation, please refer to the sample calculation below for an annual policy in force as of Jan. 1, 2020, which is also available as a PDF on our website. The total refund for all eligible vehicles on a policy is subject to a minimum of \$20.

	(1)	(2)	(3)	(4)	(5)	(6)
Description	Total Annual Premium	MCCA Annual Assessment	Premium Excluding MCCA Assessment	Premium For April 1 through May 31, 2020	Eligible	Refund
4-Door Sedan	\$927.15	\$224.00	\$703.15	\$117.19	Yes	\$17.58
Small SUV	\$891.94	\$224.00	\$667.94	\$111.32	Yes	\$16.70
Motorcycle	\$348.87	\$224.00	\$124.87	\$20.81	No	\$ -
Sports car, laid up with Other Than Collision (OTC) only	\$ 45.88	\$ -	\$45.88	\$7.65	No	\$ -
					(7) Total Refund:	\$34.28

How to estimate policyholder refunds:

1. Total Annual Premium
2. Annual Assessment for the Michigan Catastrophic Claims Association (Michigan only)
3. Premium Excluding MCCA Assessment = Total Annual Premium - MCCA Annual Assessment (Michigan only)
4. Premium For April 1 through May 31, 2020 = Premium Excluding MCCA * Number of days your vehicles were covered by Frankenmuth Insurance in April and May / Number of days in your policy term
5. Eligibility = Refund is granted for automobiles, vans and pickup trucks
6. Refund = Premium For April 1 through May 31, 2020 * 0.15 for each eligible vehicle
7. Total Refund = Add Refund amounts for each eligible vehicle. Subject to minimum of \$20

In an effort to help respond to policyholder inquiries about our personal auto premium refund program, you may also direct policyholders to our new dedicated support line at **(800) 234-1133 ext. 3010**.



Refund Calculation Scenario – Removing or Adding a Vehicle

	(1)	(2)	(3)	(4)	(5)	(6)
Description	Total Annual Premium	MCCA Annual Assessment	Premium Excluding MCCA Assessment	Premium For April 1 through May 31, 2020	Eligible	Refund
4-Door Sedan	\$927.15	\$224.00	\$703.15	\$117.19	Yes	\$17.58
Small SUV	\$891.94	\$224.00	\$667.94	\$111.32	Yes	\$16.70
Motorcycle	\$348.87	\$224.00	\$124.87	\$20.81	No	\$ -
Sports car, laid up with Other Than Collision (OTC) only	\$ 45.88	\$ -	\$45.88	\$7.65	No	\$ -
4-door sedan removed effective April 15	\$927.15	\$224.00	\$703.15	\$28.82	No	\$ -
4-door sedan added effective April 15	\$927.15	\$224.00	\$703.15	\$88.37	Yes	\$13.26
(7) Total Refund:						\$47.54

- The first highlighted vehicle has the same annual premium as the vehicle listed at the top of the policy, but was removed on April 15. Since it is not covered on April 30, it is not eligible for a refund. We added this vehicle to show the effect of removing a vehicle from the policy before April 30.
- The second highlighted vehicle has the same annual premium as the vehicle listed at the top of the policy, but was added on April 15. It is a new vehicle, not a replacement for the vehicle highlighted above. It is covered for about three-fourths of the refund period, so it receives about three-fourths as much refund as the vehicle listed at the top. We added this vehicle to show the effect of adding a vehicle to the policy during April.

Viewing Issued Refund Check Information in Agency Services

The ability to view the refund check number and amount issued to a personal auto policyholder is available in Agency Services under Policy Inquiry. Simply log into Agency Services to access Policy Inquiry, locate the policyholder you're looking for, then select the COVID-19 icon under Policy Actions. The screen will display the policy information from the declaration page, refund calculation, check information and a copy of the check stub verbiage.

For questions related to iBIS Policy Inquiry, please contact Automation Support at **(800) 234-1133 ext. 3000** or email agencyervices@fmins.com.

Online Resources

To learn more about our response to COVID-19 and the actions we have taken to provide peace of mind to our policyholders and communities, please visit www.fmins.com/coronavirus-covid19-response.

Policyholders can find information regarding:

- Payment relief
- Extended coverage and accommodations
- Community support
- More ways to manage their account
- Additional resources

Automatic Grace Period

As a reminder, we have extended an automatic grace period through Sunday, May 31, 2020, to all policies, for all our states of operation. Late fees have been waived and policies will not be canceled for nonpayment. For account payment questions, policyholders may call Billing Services at **(800) 234-1133 ext. 2214** or **(844) 488-9777**.

