A Guide to Renewals in Our Policy System

Now that we've launched our new policy system and we'll begin the conversion process for renewals, we want to share important information about additional features and changes related to renewals.

Here is a quick overview of those changes:

Policy Number – Each product (Commercial, Businessowners, Commercial Auto and Workers' Compensation) will have a NEW 7-digit policy number. These policies will all be supported by a NEW 12-digit billing account number.   Through iBIS, you simply enter the named insured, and we will provide you with a list of past and current policy terms.

Renewal Data – Request for data at renewal (i.e. updated statements of value, gross sales, drivers list, etc.) will be sent to you via e-mail or a feature called "Activities." For your convenience, our system will send an email prompt when a new "activity" needs your attention. You can expect this communication approximately 60-70 days prior to the renewal date.

Renewal Availability – Once initial pricing has been determined, the renewal will be available for agency review approximately 45 days prior to expiration. A renewal proposal can be accessed by going to the Services tab, selecting Policy and then the Policy Desktop option and searching for the named insured. The proposal will be visible on the Quote Documents screen.

Building Values – Building values will not be automatically increased on this upcoming renewal. Keep this in mind as you meet with your customer. Changes can still be made at your request.

Issuance – Renewals will issue approximately 30 days prior to expiration and declaration paperwork will be immediately available on-line.

Download – Policy download will be sent to your agency management system mailbox during an overnight process.

We hope you find the above features and changes make it even easier to retain profitable business with Frankenmuth Insurance. If you have any questions about the new policy system or find a need for additional renewal quotes, please feel free to contact your underwriter.