

Billing and Cash Processing Departments Announce Temporary Closure on March 16

Frankenmuth Insurance strives to keep its agency partners informed of situations where policyholders may contact their agent regarding a billing question. For that reason, we would like you to know that the Billing Services Department, including those employees who answer our toll-free payment processing line, will be attending an off-site department meeting on Friday, March 16, 2018, from 4:30 p.m. until 5:30 p.m.

During this short time period, policyholders will be informed through voice messaging that the office is closed due to a meeting and advised to contact their agent if they need immediate assistance.

The voice messaging system will also provide policyholders information about the opportunity to make online payments by visiting our website (fminsdev.wpengine.com) or through the mobile app. Agents may also accept payments at their office on active policies and send an email to billing@fmins.com with the policy, account number, and amount of the payment received at their office.

Agents with questions or issues regarding billing accounts can contact the office at (800) 234-1133. We are confident this closure will create minimal disruption in the billing service we provide policyholders and appreciate your patience and cooperation.