

Billing and Cash Processing Departments Announce Temporary Closure on Nov. 13

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 to inform you that the Billing, Cash Processing and Collection Departments at Frankenmuth Insurance are having an off-site department meeting on Friday, Nov. 13, 2015, from 3 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 several convenient payment options we offer. Callers can leave their billing account number and payment information if they prefer to make a payment over the phone or visit our web site (fminsdev.wpengiengine.com) or the mobile app for online payments.

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.