

Billing Services Announces Temporary Closure on May 13

Frankenmuth Insurance strives to inform our agency partners of service disruptions that may result in phone calls from our policyholders. For that reason, we would like you to know that our Billing Services department will be closed on Thursday, May 13, from 3:30 p.m. until 5:30 p.m.

Policyholders calling our toll-free payment line during this timeframe will be informed through voice messaging that Billing Services is closed due to a meeting.

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

We are confident this closure will create minimal disruption in the billing services we provide policyholders and appreciate your patience and cooperation.