

Claims Department Returns to Home Office

As part of our ongoing commitment to deliver outstanding service for our agency partners and policyholders, Frankenmuth Insurance is pleased to announce the company's Claims Department employees have moved back to the home office. Since 1999, the Claims Department has occupied a building separate from the Home Office in Frankenmuth. However, this move puts all employees under the same roof and allows for improved collaboration, interaction, communication and teamwork among the reunited staff.

The opportunity to move the Claims Department back came as a result of an expansion to the Home Office in 2008, which added 50,000 square feet and created workspaces to support an additional 220 employees, and advances in technology, which allowed for increased productivity and opportunities for some employees to work from their homes. Combined, these factors made the Mutual Avenue home office an ideal space to support future growth and bring the Claims staff back.

Frankenmuth Insurance waited until late summer for the move to ensure minimal disruption to claims' service since this time of year generally yields fewer claims. To further guarantee a smooth transition, all contact numbers and mailing information remain the same. If you have any questions about the move, please feel free to contact your Field Manager.