

Claims, Loss Control Reaching New Heights with Drones

Frankenmuth Insurance is pleased to announce that it has obtained licenses through the [FAA](#) to operate drones that will aid Claims with property inspections and Commercial Lines with Loss Control risk assessment.

These drones will not only assist both departments with inspections of roofs as well as other structural areas, but the drones will also improve the accuracy and timeliness of Claims loss reviews and collect information that will allow Loss Control to make the best decisions relative to risk. Other added benefits include the reduction (and sometimes elimination) of costs to bring in large ladders/hoists and increased safety by keeping people on the ground.

Select Claims and Loss Control team members have completed the necessary requirements to become FAA Remote Pilot Airman certified, which will allow them to operate the drones.

Frankly, we couldn't be more excited about the possible future uses of these drones to enhance the insurance services we offer to policyholders. Special features that we hope to implement include: 3-D imaging, structure measuring and special cameras to identify areas of heat loss or build-up in homes and businesses. While the drones will be used initially in Michigan and Ohio by Claims' teams, Loss Control will be operating their drone only in Ohio at this time, though expanded usage in other states is being considered.

We anticipate the drones will be a valuable addition to our current Claims and Loss Control services, enhancing policyholder claims satisfaction and promoting ease of doing business for our agency partners.

If you have any questions about the drones, please feel free to reach out to your field manager.