Declaration Delivery Destination Update

Frankenmuth Insurance is pleased to announce an update to our Commercial Lines declaration delivery destination options, which now include an Agency e-Delivery option.

With this new option, agencies can opt to no longer have us print and mail declarations. Instead, agencies can access declarations electronically through iBIS Agency Services and send them to customers via email or print-and-mail.

As with other declaration delivery destination options, this can be selected as your agency's default for all policies, or you can individually elect to print and send declarations at a policy or transaction level.

The declaration delivery default options now include:

- **Agency mail:** Declarations are printed and mailed by Frankenmuth Insurance to the agency.
- **Agency e-Delivery**: Declarations are accessed by the agency electronically only. These are not printed by Frankenmuth Insurance.
- **Insured mail:** Declarations are printed by Frankenmuth Insurance and mailed directly to the policyholder.

IMPORTANT REMINDER: Per the Department of Insurance, policy declarations sent electronically to policyholders must have documented consent from the policyholder for e-Delivery. Agents electing to send insured declarations electronically must obtain and document the policyholder's consent in their files.

Policyholders who are signed up for Go Green will continue to receive an email directly from Frankenmuth Insurance as their policy declarations become available for viewing.

If you have questions or need assistance, please reach out to your Commercial Lines underwriter or field manager.