

FI Revamps Policyholder Refund Process

Frankenmuth Insurance strives to facilitate “frank” conversations with its Agency Partners to ensure we continue to deliver the superior service you expect. Recently, we reached out to the Michigan and Ohio Personal Lines’ CSR Advisory Groups for ways we could improve service to you and our policyholders. The group expressed concern about the length of time it took for a policyholder refund to be mailed after an endorsement was made to the policy.

Thanks to this open and honest feedback, a new process has been implemented that allows for a faster turnaround on refund processing. While we are sometimes unable to accommodate every request, we share in your concerns, and after reviewing this issue, we discovered a way to improve the process.

Thanks again to the Michigan and Ohio Personal Lines’ CSR Advisory Groups for making this recommendation. We always appreciate the feedback.