

Frankenmuth Insurance Announces iBIS Policy Enhancements



Now that Frankenmuth Insurance's new Policy System has rolled out in the Midwest, we recognize there are some aspects of the system that still require improvement. We are committed to continuous improvement in our system and appreciate the valuable feedback our agency partners have provided.

As a result of this feedback, we've made the following improvements to the system – all of which are immediately available:

- **Email Notifications** – Modifications have been made to add agency contact name and email address fields to the Account Summary screen and Policy Information screen. For your convenience, these fields will be prefilled when creating a new submission with the name and email address we have on file based on the iBIS userID that is being used.

For new submissions, when Underwriting has completed their review and releases the submission to the agency, an email will be sent to the individual that created the submission. Simply click the link in the email to sign in and be taken to the Notes screen that is located on the Policy Group Manager screen. Upon review of the notes from Underwriting, you will be able to view the Quote screen, access any of the Quote Documents or go to the Policy Group Manager screen to quote or issue the submission.

For activities, an email notification will be sent to the agency contact on file for the policy. Simply click the link and you will be taken directly to the open activity requesting appropriate action for that particular policy.

- **Consolidated Proposal Document** – When quoting a new submission with multiple products, a new consolidated proposal is now available. Once all submissions have been approved by Underwriting on the Quote Documents screen, a consolidated proposal with all products will be available including a total premium page and estimated installment page.

We believe these enhancements improve the overall efficiency when using the iBIS Policy System and ask that you keep communicating any issues or problems you may be having. In return, we'll continue to work to make sure our system meets the needs of our agency partners.

For any questions about these new iBIS Policy enhancements, please contact eBusiness Support at (800) 234-1133 Ext. 3000.