

Frankenmuth Insurance Extends Grace Period for Payments Amid COVID-19 Concerns

As we continue to closely follow the coronavirus (COVID-19) pandemic, we remain committed to not only maintaining our mission of providing insurance services to our mutual customers, but also living our core values just as we have through multiple crises during our 150 years of service.

To that end, we understand there are many who may be feeling the economic and financial impact of COVID-19, including our mutual customers, which is why Frankenmuth Insurance will be applying an automatic grace period through April 17, 2020, to all policies. During this time period, if a policyholder is unable to pay their premium due to COVID-19, their policy will not be canceled for nonpayment. As we continue to monitor the situation, we may elect to extend the grace period further.

If you have additional questions, we encourage your agency to contact our Billing Services Department. While we have taken steps to handle increased call volumes, we ask for your patience as phone hold times may increase. To assist in maintaining service levels, for those customers who need to make payments, we hope you'll encourage customers to take advantage of these online payment options:

fminsdev.wpengine.com/customers/make-payment.

As always, our team stands ready to assist you and our mutual customers. We will make every effort to provide the level of service that you have come to expect from Frankenmuth Insurance. Thank you for your partnership and support as we work together through this pandemic.

Should you have any questions, please contact your field manager, underwriter or Billing Services at (844) 488-9777 or (800) 234-1133, ext. 2214.

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