

Frankenmuth Insurance Extends Grace Period for Payments Through June 15

As we continue to monitor the COVID-19 situation, we recognize that many of our personal and commercial policyholders continue to shelter-in-place or remain closed while doing their part to help slow the spread of the virus. To provide peace of mind to our mutual customers during this time, **Frankenmuth Insurance is extending its automatic grace period through June 15, 2020, to all policies, for all states of operation.** During this time period, policies will not be cancelled for non-payment of premium.

If any past due premium is owed on June 15, 2020, a Direct Notice of Cancellation for Non-Payment (DNOC) will be produced and late fees will not be charged at that time. **If a policyholder is unable to pay the past due premium in full prior to the cancellation date on the DNOC, we encourage them to contact Billing Services at (844) 488-9777 or (800) 234-1133, ext. 2214 to discuss options for a payment arrangement.** Next week, your agency will receive a complete list of all policyholders with past due premium.

We have taken steps to handle increased call volumes, and ask for your patience as phone hold times may increase. To assist in maintaining service levels, for those customers who need to make payments, please encourage them to take advantage of our convenient 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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