

Frankenmuth Insurance Introduces New Direct Repair Program Vendor for Claims

When it comes to making the claims process easy for our mutual customers, we strive to partner with the right vendors who can provide the best service and experience possible. Thanks to our agency partners' valuable feedback, we have made some enhancements to our direct repair program. That's why we're pleased to announce that starting this week, we will be utilizing Sedgwick Repair Solutions (SRS) as our new direct repair vendor for personal and commercial property claims.

The transition to SRS from our former vendor, Contractor Connection, should be seamless for our agency partners and policyholders. Many of the same contractors will be available still through SRS when agencies perform a search from our Find a Contractor page located within iBIS/Agency Services. And, of course, policyholders are still welcome to use any contractor of their choice.

SRS offers customized, managed repair, in addition to restoration and mitigation services through their network of certified local, regional and national contractors. They are also known for their warranty program on labor and workmanship, which honors warranties up to five years on completed repairs.

Other benefits include:

- The SRS team of experts will work with our mutual customers to provide the highest level of professional damage assessments and proper repair protocol.
- Extensive monitoring of the repair process to ensure policyholders' expectations are met and satisfaction results are captured.
- Single contact, personalized touch where documentation is kept regarding policyholders' repair decisions, resulting in ease of doing business for agency partners by knowing who to go to at any time for updates and answers, and peace of mind for customers regarding the progress of their repairs.

We understand that great service and customer satisfaction lead to policyholder retention, which is why we are confident SRS is a great choice for everyone. For more information on SRS, visit www.sedgwickrepair.com.