

Frankenmuth Insurance Introduces Simplified Billing Pay Plans

Last year, we introduced a new billing system for Commercial Lines aimed at providing a better experience for our policyholders. Throughout the course of the year, we've continued to make changes and enhancements based on the feedback we've received. In May, we added a 12-pay option based on customer request, and after receiving additional feedback, we are now pleased to offer simplified billing pay plans to better meet the needs of our customers.

A summary of the changes we've made to simplify our pay plans include:

- Modification of 2-Pay and 4-Pay plans to create equal payments and eliminate the larger first payment
- Removal of 5-Pay and 10-Pay plans

Below is a chart with our new pay plan options.



Process for implementing changes:

New Business (effective Jan. 14, 2019):

- Policyholders will have the opportunity to select from the above pay plan options.

Renewals (effective March 1, 2019):

- Policyholders with 2-Pay or 4-Pay plan will be notified of the installment revisions prior to renewal.
- Policyholders who are currently on 5-Pay will be moved to a 4-Pay Plan at their next renewal and notified prior to renewal.
- Policyholders who are currently on a 10-Pay will be moved to the 12-Pay Plan at their next renewal and notified prior to renewal.

Thank you for continuing to provide valuable feedback that allows us to further enhance our products and services. If you have any questions about the new pay plans, please contact Billing Services at (844) 488-9777.