

Frankenmuth Insurance Introduces System Enhancements

As an independent agent, we know you are juggling multiple usernames and passwords in order to access the various carrier systems in your office – not to mention passwords for personal accounts outside of the office.

At Frankenmuth Insurance, we want to make it easier for our agency partners to reset their passwords, so you can quickly get back to work as usual. Starting today, we're pleased to introduce a "Forgot My Password" feature that is available on the Agency Services user login screen, which allows you to reset your password without the need to call our Agency Services Support team for a manual reset.

If you forget your password, simply click "Forgot My Password" then enter your username and business email address. After your username is verified as an active user, you'll receive an email with a link to the Change My Password screen to enter and confirm a new password. The Help option on the Change My Password screen provides detailed password requirements. Our cybersecurity experts also have additional tips for [how to create strong passwords](#).

Additional enhancements introduced this week to our Commercial Lines Policy System make it easier for your agency to enter policy information. We simplified new account creation, streamlined billing address entry and removed account level qualification questions. For Businessowner (BOP) entry, we also combined the classification screen with location and building entry. This change is for policies effective Sept. 1, 2020.

If you have any questions about these most recent enhancements or the password reset feature, please feel free to contact your field manager, underwriter or our Automation Support Team at (800) 234-1133 extension 3000.