

# Frankenmuth Insurance Prepares for iBIS Agency Services Upgrade on May 15

Last month, we announced a delay in our plans to upgrade our iBIS Agency Services website as your agency and our company focused on managing the COVID-19 public health emergency. Now that we have all had some time to adjust to our new work environments, we are planning to proceed with our system upgrade which will involve extended downtime over the weekend. **Starting Friday, May 15 at 5:30 p.m. through Sunday, May 17, our website will not be available.**

We're pleased that this upgrade will offer a new user experience for agencies when entering policy data for new business and endorsements. As a reminder, Google Chrome and Microsoft Edge will be the preferred browsers when accessing iBIS following the upgrade as they provide your agency with the latest security features to protect the data of our mutual customers. In preparation for this browser requirement, an alert message has been posted on the iBIS home page and all agencies have been contacted by Automation Support analysts to advise that **Internet Explorer will no longer be supported as of May 1, 2020.**

Please visit the iBIS home page to register for one of several webinar opportunities during the week of May 11 or May 18. These webinars will highlight the improvements that agencies can expect to see as part of the upgrade.

To download and install Chrome or Edge, please reference the following links:

- For Chrome, please [click here](#) and follow the simple instructions.
- For Edge, please [click here](#) and select your operating system.

Technology continues to change our habits, workflows and the software we use. Thank you for your continued partnership as we transition together toward utilizing the latest browsers to ensure proper protection and functionality of our mutual systems.

If you have any questions, please don't hesitate to contact Automation Support at (800) 234-1133 ext. 3000 or send us an email at [agencyservices@fmins.com](mailto:agencyservices@fmins.com).