

Frankenmuth Insurance Prepares for New Personal Lines Claim System Migration

We are pleased to announce that on June 10, we will migrating to a new Claims System for Personal Lines.

To minimize disruption and maximize available system resources while we conduct this migration, **our website will be unavailable starting at 5:30 p.m. on Friday, June 7 until 6 a.m. on Monday, June 10.**

This extended downtime allows us to convert and load all open Personal Lines claims onto the new Claims System. If the migration is completed sooner than expected, the website may be available earlier during the weekend. A website message will be posted both on the public website for policyholders and in iBIS for our agency partners.

We apologize for any inconvenience this downtime may cause your agency or our mutual customers.

If you have any questions regarding this migration effort, please contact Agency Services Support at (800) 234-1133 Ext. 3000 or send us an email to agencyservices@fmins.com.