

Frankenmuth Insurance Reduces Policy Paperwork With New System Features



As we continue to enhance the new Commercial Lines Policy System, we have now introduced a new feature to help significantly reduce the amount of paperwork your agency receives for the second and subsequent renewals. Starting today, form information on these renewals will be produced only when necessary. As a reminder, converted renewals (old to new system) will continue to produce a full policy declaration including all forms.

With this enhancement, your agency will now see two new titles when viewing documents online:

- Renewal Declaration – Copy Including all Forms
- Renewal Declaration – Copy Delivered to Insured

The “Renewal Declaration – Copy Delivered to Insured” is the short version of the renewal that will produce less paperwork and be mailed to your agency. To view these document options, simply sign into iBIS, search for the policy, and select the Policy Documents option.

Policyholders that have signed up for Go Green/eDelivery will see both versions of their policies with the same document titles listed above. For policyholders that have not signed up for our Go Green/eDelivery service, we encourage you to start a conversation with them, which will further reduce paperwork for your agency and allow policyholders to view their policy information online by going paperless. To make it easy to talk to your clients about this service, you can visit our Print on Demand (POD) site to download and order our Go Green/eDelivery marketing materials, which is accessible from iBIS via the Marketing Tab under Resources.

To set up their policies for Go Green/eDelivery, policyholders simply need to register their Policyholder Services account through our website, then select View Policy > Activate a New Policy. Please keep in mind that it is up to the policyholder to sign up and activate their policies for this option. For those policyholders who elect to sign up for eDelivery, your agency is notified through an indicator on the Policy Notification Report available online in iBIS.

Thank you for your patience and willingness to help us identify changes that will make it easier for you to do business with us. We appreciate your business and value your feedback.

If you have any questions, please feel free to ask your field manager, underwriter or Automation Support Team at extension 3000.