

Frankenmuth Insurance Remains Committed to Improving Our New Systems

It's been one year since we began rolling out our new Commercial Lines' systems (Guidewire). Certainly, all of us felt some level of trepidation regarding our new systems rollout as everyone is aware of the challenges with such transformations – you've seen it with many other carriers and your own system changes. However, we all strive to minimize the disruption of information system transformations.

Over the course of this past year, we've received valuable feedback about the challenges and benefits of our new systems from all users – agents, CSRs and our own employees. It became very clear to us that we caused you and your staff more disruption than we anticipated and believe is acceptable, and for this, please accept my sincere apologies.

Frankenmuth Insurance values our relationships and the trust you place in us, and we are committed to working rapidly to improve our new systems. From day one of our rollout, we solicited and welcomed your valuable feedback on our systems' challenges, and we made enhancements along the way. Yet, we have more to do in this regard. Please, keep your valuable feedback coming.

Last October, we deployed numerous enhancements that addressed many challenges and received positive feedback from you. However, we continue to receive your valuable input on remaining challenges and want you and your staff to know that we are listening to you, we are committed to continuous improvement and will continue making enhancements on a regular basis.

We also want you and your staff to know the primary themes for enhancement include:

- Improving the simplicity of the quoting experience
- Minimizing “back-and-forth” interaction with Underwriting
- Creating fewer error messages and “clutter” on the screens with informational messages
- Enhancing the availability of documentation at appropriate points in the workflow
- Improving how quickly the system quotes your policies (system performance)

Your feedback has helped us identify these major themes. Thank you for your valuable insights and assistance in helping us to be a better business partner.

Again, my sincere apologies for the frustrations and inconveniences caused for you and your teams.

We will continue to communicate with you on a regular basis regarding our progress in making the necessary enhancements to our systems. However, should you, or your staff, have any questions or comments, please feel free to contact your field manager, underwriter or Automation Support Team at extension 3000.

Thank you for your partnership, valuable feedback and understanding as we progress through our systems transformation.