

Important Reminders Regarding Michigan No-Fault Selection Forms from Frankenmuth Insurance

As agents continue to counsel our mutual customers on the historic changes to Michigan no-fault, Frankenmuth Insurance wants to remind its agency partners of resources available to support your efforts.

Accessing Renewal Selection Letters in Agency Services

As a reminder, agencies have the ability to view individual policyholder letters that have been mailed within Agency Services from the Policy Notification Report. Signed selection forms returned from policyholders can also be viewed by agents. To help you navigate to these letters with ease, quick reference guides are available for download below:

- [Accessing PL Renewal Selection Letters in Agency Services](#)
- [Accessing CL Renewal Selection Letters in Agency Services](#)
- [Attaching and Accessing Signed PL No-Fault Selection Forms in Agency Services](#)
- [Attaching and Accessing Signed CL No-Fault Selection Forms in Agency Services](#)

In addition, based on our agency partners' valuable feedback, we will be shortening the timeframe for sending out September personal auto no-fault renewal selection form packets. Rather than mailing these out 105-110 days prior to renewal, they will be mailed between 45 and 75 days ahead of the month of September renewals. The mailings follow the publishing of the Agency Renewal Report within Agency Services which will allow you to answer policyholder questions regarding their estimated renewal premium. For Commercial Lines, renewal packet letters are being mailed approximately 80-85 days prior to renewal.

PIP Form Selections

To make the completion of our no-fault selection forms as easy as possible, iBIS will generate the appropriate selection form(s) based on your new business or endorsement entry. The policyholder will then need to initial, sign and date the form(s). These pre-filled forms are located under the Printable Documents section in the Quote. We're confident that this feature will support faster turnaround and more accurate completion of forms for agencies.

Excess Attendant Care (EAC) Selections

To help our team quickly process policy changes and renewals, we encourage agencies to remind policyholders to circle yes or no when making their selection for EAC if you are walking them through their packet. If a form is returned incomplete from a policyholder, agencies will receive a copy from Underwriting to help identify the incomplete selections and return the form for processing.

No-Fault Resources in Agency Services

While logged into Agency Services, agencies can also take advantage of other Michigan no-fault reform resources available. From the Resources Tab, select the No Fault Reform option to access our law summary, white paper on rate changes, frequently asked questions and recordings of our past agency webinars. These materials should provide your staff with the information they need to support a

conversation with your customers about these changes.

Thank you for your partnership, feedback and support as we work together to navigate these historic changes to Michigan's no-fault auto insurance.

Should you have any questions, please contact your field manager or underwriter.