

Introducing FI's New One-Stop Shop for All Your Billing Needs

Frankenmuth Insurance is excited to announce the merger of its Personal Lines billing, Commercial Lines billing, Cash Processing and Collections departments into one convenient Billing Services Department.

Benefits of this merger for both Agency Partners and policyholders include:

- Speak to just ONE representative for all questions and concerns regarding multiple policy lines
- MORE customer service representatives available Monday-Friday from 8 a.m. until 5:30 p.m. EST

Below is the new contact information for the Billing Services department:

Phone

- Billing Services: (800) 234-1133 Ext 2214
- Payments: (844) 488-9777
- Agency Bill, Commission, Agency Sweep or Payroll Deduct: (800) 234-1133 Ext 2248

Email: billing@fmins.com

Fax: (989) 652-9222

Revised Continuous Credit Card, EFT and Payroll Deduct Authorization forms with the new contact information can be found under Resources/Marketing Materials/Forms within Agency Services or by clicking on the following links:

- [Credit Card Authorization](#)
- [EFT Authorization](#)
- [Payroll Deduction Authorization](#)

We hope this merger makes it even easier for our Agency Partners and policyholders to do business with us as we strive to be the insurer of choice.