New Phone Recording In Place

Starting first thing today, callers to our main and claims phone lines are now hearing a new voice recording and new routing options. This change is part of the Service Initiative to improve the customer experience and enhance ease of doing business with Frankenmuth Insurance.

When you call us at (800) 234-1133 or (989) 652-6121, all options for our independent agent partners will be under “5” in the main menu.

Changes were also made to our claims phone line at (800) 234-4433, which is most often used by policyholders.

If you have questions about the phone system, please contact Maureen Lafrinere, Marketing Manager, at maureen.lafrinere@fmins.com.