New Procedure Improves Workflow for Rescoring Personal Lines Accounts

Thanks to your “frank” input during our 2016 Executive/Agency Round Table meetings, we’ve followed up on another issue that surfaced during the meetings and found a way to improve the workflow for rescoring Personal Lines accounts.

Previously, rescoring a Personal Lines customer required the insured to sign off on Form FM- 1656, “Insurance Score Consent Form.”   Once signed by the insured, you were asked to send the signed form to us, allowing us to reorder the insurance score. After reordering the insurance score, we applied the new score (higher or lower) to the renewal policy.

After comments made at the Round Table meetings and further research completed with the MI & OH PL CSR Advisory Groups, we discovered this process created extra work for our partners.

Effective immediately, we are eliminating the signed form requirement for new insurance scores. The Personal Lines Manual pages will be updated soon to reflect this change.

Agencies can order a new score if:

- The renewal policy is increasing in premium.
- The agency is at risk of losing the policy with Frankenmuth Insurance.
- The insurance score on record is more than one year old.

It is our goal to help you retain profitable business, and we realize it is important to have an easy process in place for you to be successful. We believe this new process will enable you to effectively apply an updated insurance score to retain the policy with us.

We do ask that new insurance scores are only requested once a year per customer. This aligns with the state requirement to allow a customer to have their insurance score reordered/updated annually. And, please keep in mind we do apply the better insurance score for the named insureds listed on a policy.

The Personal Lines Underwriting Team is here to assist you when needed. If you have any questions on this new procedure, please do not hesitate to contact your PL Field Manager or Underwriter.