

Notice of System Downtime for Frankenmuth Insurance Agency Services Upgrade

As a reminder, Frankenmuth Insurance will upgrade its iBIS Agency Services website starting this Friday, May 15. We're pleased that a key enhancement of this upgrade will include a new user experience for agencies when entering policy data for new business and endorsements.

To ensure everything runs smoothly with upgrading our system, **the website will be unavailable from 5:30 p.m. on Friday, May 15 through 6 a.m. on Monday, May 18.** During this time, we will not be able to process any claims, policy transactions or payments. A website message will be posted both on the public website for policyholders and in iBIS for our agency partners.

If policyholders need to make an online payment and they are unable to do so while our website is unavailable during the system downtime, their account will not be canceled or assessed a late fee. Payments by phone can be processed Monday through Friday from 8 a.m. to 5:30 p.m. (EDT) by calling our Billing Services team at (844) 488-9777.

If you would like to learn more about these enhancements, please register for one of the webinars listed in the Information Center on the iBIS Agency Services home page.

We apologize for any inconvenience this downtime may cause your agency or our mutual customers.

If you have any questions regarding these enhancements or with the planned system downtime, please contact Automation Support at (800) 234-1133 ext. 3000 or agencyservices@fmins.com.