

Personal Lines Department Extends Service Hours to Better Serve Our Partners

Frankenmuth Insurance is committed to the ongoing assessment of our Agency Partners' needs, which is why we are excited to announce extended service hours for our Personal Lines' department.

Effective Nov. 1, 2015, the Personal Lines Department (Underwriting, Billing and PL Support) will provide live support **Monday through Friday from 8 a.m. to 5:30 p.m. EST.** This change better aligns Personal Lines with our other departments — Commercial Lines, Agency iBIS Support, and Claims operations — that provide service during these same hours.

Extended service hours allow you to get the answers you need, when you need them, to better serve our policyholders. We hope this strengthens our reputation for superior service, which is what you've come to expect from Frankenmuth Insurance.

Thank you for continuing to partner with us for all your business. Please contact your Personal Lines Underwriter if you have any questions.