

System upgrades eliminate changeline confirmation numbers

Due to a series of efficiency enhancements recently implemented in the Frankenmuth Insurance iBIS system, the practice of providing confirmation numbers for calls received in changeline has been eliminated. iBIS is still the best place to process your quotes and changes!

Should you require confirmation of your request, you may receive it by means of e-mail submissions. Confirmations in the form of an automated reply message will be sent in response to submissions sent to

pl.email@fmins.com and plchangemail@fmins.com

addresses. Please note either e-mail address can be used and will achieve the same results in getting your request processed.

Further, please note all requests received, whether by e-mail, fax or traditional mail, have equal processing priority. Our service standard for processing change requests is three (3) to four (4) business days.

And finally, should a correction be necessary to a transaction initiated in iBIS, please call extension 2400 rather than e-mailing or faxing the correction. Following this practice ensures the adjustment will be made prior to policy issue. Subsequently, confusion on the part of the insured will be eliminated.

We hope you will agree these changes to our system will improve efficiencies. Thank you for your continued loyalty to and support of Frankenmuth Insurance.