

Take Advantage of Claims and eDocs Download Services

Frankenmuth Insurance was an early adopter of Claims and eDocs Download to make it even easier for our agency partners to do business with us. Since implementing these services, many agency partners have benefited from the convenience of quick access to claims and policy information. If your agency has not had the opportunity to utilize Download, we'd like to invite you to take advantage of these services.

Similar to Policy Download, Claims Download transfers up-to-date information about your customers' claims directly to your agency management system. By leveraging Claims Download, your agency can eliminate any need to enter duplicate claims information into your own agency management systems by easily tracking data such as:

- Claims status updates
- Adjuster assignment
- Claim payments made
- Reserve amount or updates

For eDocs Download, we also support sending the policy declaration page (including auto ID cards), direct notice of cancellation and claim reserve changes, which are also loaded directly into your agency management system.

To view the list of agency management systems that support our Claims and eDocs Download services, select the Resources tab within iBIS, then click on Automation Services, Download Services and Agency Management Systems.

If you have any questions about these services, feel free to contact Agency Support at (800) 234-1133 extension 3000.