

USPS Delays & Alternative Payment Methods for Policyholders

Due to the COVID-19 pandemic and an increase in package shipments, we recognize the U.S. Postal Service is experiencing service delays that may cause our mutual policyholders to incur late payment fees and policy cancellations.

To eliminate reliance on the U.S. Postal Service, we encourage your agency to share alternative payment methods with our mutual policyholders. Frankenmuth Insurance accepts electronic check payment using a checking or savings account and credit cards including MasterCard, Visa or Discover. Safe, secure alternative payment methods include:

- Online at fmins.com
- The Frankenmuth Insurance mobile app
- Emailing an [EFT Authorization Form](#) (downloaded from fmins.com) to billing@fmins.com
- Faxing an EFT Authorization Form to (989) 652-9222
- Phoning in a payment to (844) 488-9777

We understand that some policyholders do not have electronic forms of payment and may not be comfortable making payments online or on our mobile app. For these individuals, we would suggest changing their payment plans to a different frequency such as annual, semi-annual or quarterly. A recurring EFT payment method is a sensible solution that allows them to use their checking or savings account and choose the payment plan that fits their budget. Policyholders can also make lump-sum payments to your agency if you are open and accepting public visitors. You can utilize Agency Sweep to remit the payment to Frankenmuth Insurance.

Your agency can access policyholders' billing information by going to the "Services" tab within Agency Services and choosing the "Billing" option. From there, simply choose the "Search Billing Inquiry/Make a Payment" option to bring up the search screen to search on the account. Once the results are displayed, click on the account number to access the "Account Summary" screen, which will display detailed information including balance due, access to billing documents and payment history.

Frankenmuth Insurance is dedicated to providing your agency with the resources you need to help our mutual policyholders avoid unnecessary fees and cancellations. For more information or to speak to a billing representative, please call (844) 488-9777.