

Better Systems. Better Service.



Frankenmuth Insurance is pleased to announce that on March 1, we will be launching our new systems for Commercial Lines in your state. At that time, we'll be rolling out new Policy, Claims and Billing systems – all in an effort to provide enhanced services and products for you, our agency partners, and our policyholders.

In today's fast-paced environment, speed to market is key, and this systems transformation will help us deliver on that goal. Specifically, our new systems will deliver a more flexible platform with greater capabilities to meet future market needs and support growth opportunities.

Some of the other advantages that will come with this systems transformation include:

- New coverage forms across many of our Commercial Lines products
- “Diamond Advantage” niche market products
- Several exciting features for our agency partners in the new Policy system, including endorsement and renewal processing capability for all Commercial Lines
- Enhanced iBIS capabilities (available on Feb. 12):
 - iBIS Agency Services Home Page – New Services tab with Policy, Billing, and Claims options to provide more streamlined access to these systems (new Services tab replaces the Policy tab)
 - Quick Search –Enhanced search results that display a combined list of entry activity for New Business and all in-force policies, including any associated billing or claim information
 - Policy Inquiry – New graphic icons in Policy Actions section for options such as Endorsement, Cancellation, File a Claim, and Policy Documents
 - Resources Tab – Reorganized for more efficient access to various reference information including a new Agency Education option
 - Transaction and Notification Reports –Expanded format to include additional detailed information depending on the policy or claim circumstance
 - First Notice of Loss – Adjuster assignment notification on the iBIS Confirmation Screen upon submission of any Commercial Lines claims

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

Prior to launch, we'll be sending an email with a link to virtual training modules to bring you up to speed on the exciting new Commercial Lines system and product changes. We'll also offer additional webinars to ensure a smooth transition to the new system.

Change is a reality in our industry, and we believe this transformation supports our ongoing efforts to make it easy to work with Frankenmuth Insurance. In the coming weeks, we'll continue to keep you informed and offer support resources, but if you have any questions along the way, please feel free to contact your field manager, underwriter or Automation Support at extension 3000.

Please Note: System Downtime

To ensure everything runs smoothly with implementing our new Policy, Billing and Claims systems, which includes several iBIS enhancements, the website will be unavailable from **5:30 p.m. on Friday, Feb. 9 until 7 a.m. on Monday Feb. 12.**

If the upgrade is completed sooner than expected, the website may be available late in the day on Sunday, Feb. 11. A website message will be posted both on the public website for policyholders and in iBIS for our agency partners.

We apologize for any inconvenience this may cause your agency or our mutual customers but look forward to the exciting new features these systems will offer.

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