Agents rank Frankenmuth Insurance #1 for claims satisfaction and #2 overall in the Big I Michigan 2022 survey.



Every day, we strive to do right by our customers, our employees, and our agency partners. That's why, when we receive recognition like this, we couldn't be more proud. Frankenmuth Insurance is thrilled to announce we've been ranked #1 for claims handling by agents for Commercial Lines and Personal Lines, and #2 overall for the Big I Michigan 2022 Agent Survey of Companies. Curious to learn about the Big I Michigan awards and how we got here? Read on.

How did we earn these awards?

Every two years, agencies are invited to complete a survey grading their satisfaction with the companies they represent. Questions are regularly reviewed and updated to fit the changing times and consumer landscape.

This year, agents were asked to rank the companies they represent on a scale of 1-5 in areas including:

- Commercial Lines and Personal Lines
  - Underwriting/service
  - Compensation
  - Automation/technology
  - Claims
  - Product/coverage innovation

- Agency contract/profit sharing
- Value of marketing representative program

After the results were gathered and analyzed, Frankenmuth Insurance proudly secured the #1 spot for Commercial Lines and Personal Lines claims handling and the #2 overall spot among other local and national carriers.

What does this recognition mean for customers?

These prestigious awards are a sign of the continued strength and sound offerings of Frankenmuth Insurance. For over 150 years, we've been serving customers comprehensive business, home, auto, and life coverage with the help of our local, independent agent partners. This network of agents has grown to include over 700 across the country, meaning there's always an expert nearby to have a frank, personal conversation.

Thank you to our agents and customers for your continued support. We look forward to many more years of exceptional service.