Frankenmuth Insurance Appoints Personal Lines Directors Hillborg and Kitter

We are pleased to announce that Matt Hillborg and Norma Kitter have been appointed as our new Personal Lines Directors.

Matt will serve as Personal Lines' Regional Underwriting Director and oversee field management and Underwriting operations. With previous leadership roles within Billing, Underwriting and Information Technology at Frankenmuth Insurance, Matt will be a strong asset to our team by leading the effort to streamline underwriting and new business workflows and work closely with our field staff to identify and achieve mutual growth opportunities.

A graduate of Northwood University, Matt holds a Bachelor of Science in Business Management. He resides in Reese, MI with his wife and two children. In his spare time, he enjoys traveling throughout Michigan and the United States.

Norma will serve as Personal Lines' Insurance Operations Director, where she will lead Policy Services, reporting and initiatives that will enhance the service experience for your agency and our mutual customers. She began her career at Frankenmuth Insurance in October 2017 as the Personal Lines Underwriting supervisor for Michigan and Ohio.

Prior to joining the company, Norma was the Director of Business Development at The Hanover Insurance Group/Citizens Insurance, where she was responsible for building and growing their Personal Lines' service center in 15 states and three different locations. Her extensive expertise in Underwriting, Rating, Billing and service center operations will help our team continue to deliver exceptional customer service to our agency partners and policyholders.

In addition, Norma holds her Property & Casualty license and Certified Insurance Counselor (CIC) designation. An outdoors enthusiast, she enjoys traveling, as well as reading and spending time with her children and grandchildren.

Please feel free to contact Matt or Norma with any questions or to simply give them a warm welcome in their new roles. They can be reached at matt.hillborg@fmins.com or norma.kitter@fmins.com and (800) 234-1133 extension 2131 or 2130, respectively.



