

Frankenmuth Insurance Extends Grace Period for Payments Through May 18

As the coronavirus (COVID-19) pandemic situation continues to evolve, Frankenmuth Insurance has **extended our automatic grace period through Monday, May 18, 2020, to all policies, for all our states of operation**. During this time period, if a policyholder is unable to pay their premium due to COVID-19, their policy will not be canceled for nonpayment.

Previously, it was communicated that the grace period would extend through April 17, 2020. As we continue to monitor the situation, we may elect to extend the grace period further.

If you have additional questions, we encourage your agency to contact our Billing Services Department. While we have taken steps to handle increased call volumes, we ask for your patience as phone hold times may increase. To assist in maintaining service levels, for those customers who need to make payments, we hope you'll encourage customers to take advantage of these online payment options:

fminsdev.wpengine.com/customers/make-payment.

As always, our team stands ready to assist you and our mutual customers. We will make every effort to provide the level of service that you have come to expect from Frankenmuth Insurance. Thank you for your partnership and support as we work together through this pandemic.

Should you have any questions, please contact your field manager, underwriter or Billing Services at (844) 488-9777 or (800) 234-1133, ext. 2214.

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