

Frankenmuth Insurance Takes Action to Ease Recovery From Illinois Storms

When disasters strike, Frankenmuth Insurance is committed to serving our policyholders with fast, fair claims service, while also protecting the businesses of our agency partners. As requested by the Illinois Department of Insurance, [Company Bulletin 2017-03](#), we have adopted several measures to protect policyholders who were impacted by recent flooding in several counties in Illinois.

Insurers shall withdraw any cancellation or nonrenewal notice issued on or after July 12, 2017, on any in-force policy issued to an affected policyholder and/or property. In addition, insurers shall not issue any new cancellation or nonrenewal notices to affected policyholders and/or property until September 29, 2017, or a later time if deemed reasonable given an individual customer's circumstance.

Additional actions by Frankenmuth Insurance:

- **Insurance-related, time-period extensions:** Affected policyholders are granted a 60-day extension of all policy provisions or requirements that impose a time limit, including submitting claims or proof of loss, reporting information, submitting bills or making payments.
- **Time-period extension for repairs:** Frankenmuth Insurance will provide an extension of no less than 60 days to make repairs on affected property.
- **No cancellations or non-renewals with respect to affected property:** Frankenmuth Insurance will not cancel or non-renew insurance policies on affected properties because of the "increase in the risk originally accepted" or due to the geographic location of the risk.
- **Exceptions to policy or contract requirements or rating or underwriting rules:** Other contractual requirements or rating/underwriting rules that cannot be met as a result of this disaster will be considered for exceptions by Frankenmuth Insurance.

The majority of our impacted policyholders reside in the following counties: Cook, Kane, Lake and McHenry. To handle claims as quickly and efficiently as possible for those affected, our claims reporting service is available 24 hours a day at (800) 234-4433.

Should you or your staff have any questions, please contact your field manager or underwriter.

Complaints about disaster-related disputes or issues may be filed by calling the Illinois Department of Insurance's toll-free complaint hotline at (866) 445-5364 or online at <https://mc.insurance.illinois.gov/messagecenter.nsf>.