Frankenmuth Insurance Taking Steps to Prevent Spread of Coronavirus

Frankenmuth Insurance is vitally concerned about the health and safety of our agency partners, employees and policyholders. With this in mind, we are taking measured, appropriate steps during the coronavirus (COVID-19) outbreak. You can count on us to do our part to slow the spread of the disease until the threat has passed.

At the same time, please be aware that we are fully operational. All business activities continue as normal, including claims handling, new business submissions, renewals, billing support, and other services you may need. Your field manager will continue to call on agencies – except that they will be calling by phone, not in person. We will ensure that all essential services are continuously provided, consistent with our mission of providing insurance services to policyholders.

1. **Regular business activities will continue.** It is our highest priority to ensure that we continue to serve our policyholders and agency partners. From claims to underwriting to billing, if you have questions or need support from us, please reach out as usual. We will be here for you.
2. **Business travel will be limited.** With all the technology available to us, most of our business can be and will be conducted by phone or video with your health and that of our employees in mind. But we will continue to meet your needs in the field, including face-to-face meetings when necessary. All non-essential travel is curtailed.
3. **Meetings will be held virtually.** Meetings, whenever possible, will be conducted by teleconference, video conference or webinar. For Round Table meetings and training sessions that were previously scheduled, we reached out this week to provide specific details about changes to registered participants.
4. **We are working to keep employees healthy.** As a precautionary measure, we are redoubling our efforts to ensure a clean and safe workplace so our employees will remain healthy and able to provide the service and support you expect from Frankenmuth Insurance. Our employees are encouraged to follow appropriate protocols as prescribed by the Centers for Disease Control and Prevention, including avoiding meetings, staying home when sick, working remotely and other forms of social distancing in both their personal and professional lives. Our leadership team is also taking steps to ensure adequate backup in case employees need to take sick time for themselves or their families.
5. **We are closely monitoring the situation.** Our Pandemic Leadership Team is in place to actively monitor and manage this situation. We have a detailed Pandemic Response Plan and action steps to provide guidance for our team and will continue to review guidance from the World Health Organization, the Centers for Disease Control and Prevention, and other agencies.

As always, we value your partnership and support as we work together through this pandemic. You can be assured that we are and will remain focused on maintaining business continuity. We will keep you well informed as we adapt to the changing circumstances over the coming days and weeks.