Helpful Information About Our New Billing System

Frankenmuth Insurance is always looking for ways to make our service faster, more accurate and easier for you. That's why we're implementing an upgraded billing system on March 1. The new system will allow us to serve you better and make it more convenient for our customers to manage their payments.

Agency Support

To help you become familiar with changes resulting from the implementation of our new billing system, we've put together a question-and-answer guide. As you will see, a few things have changed but many will stay the same. To access the guide, click here.

We encourage you to share this information with your Commercial Lines' staff to educate them on the new conveniences along with any changes they need to know as they write new business and as each renewal is converted into our new billing system.

Policyholder Support

Approximately 60 to 90 days prior to each renewal, policyholders will also be informed of changes related to the system upgrade and will be provided support during the conversion. Not only will policyholders receive helpful information in the mail, we've also developed a website (fminsdev.wpengine.com/bettersystems) to answer their questions. Feel free to utilize this site to aid you in your conversations with customers.

We look forward to launching this new system and hope you'll find it even easier to work with Frankenmuth Insurance. For any additional questions you or your staff may have about the conversion, please feel free to contact us Monday through Friday from 8 a.m. to 5:30 p.m. EST at (844) 488-9777.