

Notice of Agent Late Payment Line Discontinuation

Frankenmuth Insurance strives to protect the confidentiality of policyholder information as well as remain compliant with the Payment Card Industry Data Security Standard. As part of an ongoing effort to meet these goals, Frankenmuth Insurance will be discontinuing the agent late payment line extension 2391, effective Oct. 1, 2016.

Agency Partners are advised that they can still utilize alternative options for addressing these payments, such as the agency sweep option to “sweep” payments from their agency account after depositing the insured’s check in their bank account.

Agents can also call extension 2378 during normal business hours (8:00 a.m. – 5:30 p.m. (EST) Monday – Friday) to have the account noted that a payment is being mailed in, or to process the payment over the phone with the policyholder’s banking information.

Please remember agencies will need policyholder permission to convert a check payment to an electronic funds transfer payment.

For questions regarding these changes, contact Billing Services at 844-488-9777.