

# Frankenmuth Insurance announces 98 percent satisfaction rating.



At Frankenmuth Insurance, insurance isn't just our job, it's our passion. That is why we are excited to announce that Frankenmuth Insurance earned a 98% claims satisfaction rating in surveys from customers who had claims during 2019. In addition to a high level of satisfaction, nearly 90% of those surveyed indicated they would recommend Frankenmuth Insurance to others.

"One of our strategic anchors is fast, fair claims service," said Andy Knudsen, senior vice president of claims for Frankenmuth Insurance. "The survey results show that we're doing a good job of that. Filing a claim is an experience most people would rather avoid. But our team has been able to help people recover from these difficult experiences and provide peace of mind when it was most needed."

Each month 300 surveys are sent to randomly selected customers who have filed claims. The survey asks questions about overall satisfaction with our claims process. Participants can provide feedback about the efficiency of the claims process, the politeness and skill of our staff and the effectiveness of our preferred vendors (such as preferred body shops, glass repair, etc.). Frankenmuth Insurance received high marks for courteous staff and prompt responses. In 2019, the survey completion rate was 33% for the year.

To learn more about Frankenmuth Insurance, our policies and the claims process, talk with one of our local, independent agents.