



P O BOX 689070  
FRANKLIN, TN 37067

August 3, 2022



Jennifer E. Kennedy  
90 Go Home  
Franklin, TN 37067



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RE: Accidental Death and Dismemberment Insurance Coverage



FEDERAL INSURANCE COMPANY

Dear

As the Plan Administrator for your Accidental Death and Dismemberment Insurance Coverage offered to you as a mortgage customer of Credit Union, we are responding to your recent request regarding your coverage referenced above.

We are unable to comply with your request to change your mortgage loan number. Any changes in your loan status must be coordinated through your mortgage company. Premium payments for your coverage are included with your mortgage each month. Any updates or changes regarding your loan number will be communicated to us directly from your mortgage company referenced above.

If we may be of further assistance, contact our Customer Service Department toll-free at 1-(877)-309-6576 or email us at [help@fmsservice.com](mailto:help@fmsservice.com). The hours of operation are Monday through Friday 7:00 AM to 8:00 PM.

Sincerely,

Franklin Madison Group LLC  
Plan Administrator  
Specialist ID: KENNEDYJ

Go to [fmsservice.com](http://fmsservice.com) to manage your insurance coverage, see your next payment date, and more.

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