

▶ *The Hanover At-A-Glance*

The Hanover Insurance Group, Inc., based in Worcester, Mass., is one of the largest insurance businesses in the United States. For more than 160 years, The Hanover has provided a wide range of property and casualty products and services to businesses, individuals, and families. Through a select group of independent agents and brokers, the company offers specialized coverages for small and mid-sized businesses, as well as insurance protection for homes, automobiles, and other personal items. Through its international member company, Chaucer, The Hanover also underwrites business at Lloyd's of London in several major insurance and reinsurance classes, including marine, property and energy.

National Company with Global Reach



- DOMESTIC**
One of the largest P&C writers in the U.S.
- Commercial and specialty business countrywide
 - Personal Lines business primarily in states east of the Mississippi River

- INTERNATIONAL LLOYD'S PLATFORM**
Chaucer (Synd. 1084 and 1176)
- International operations through Lloyd's, headquartered in London
 - Marine & Aviation, Casualty, Energy, Property, Nuclear
 - Locations in Copenhagen, Oslo, Singapore, Miami and New York

2014 Financial Highlights

Year Ended December 31 (\$ in millions, except per share amounts)	2014	2013
Revenues	\$5,068	\$4,794
Net Income	282	251
Operating Income after Taxes ¹	233	227
Total Assets	13,760	13,379
Shareholders' Equity	2,844	2,595

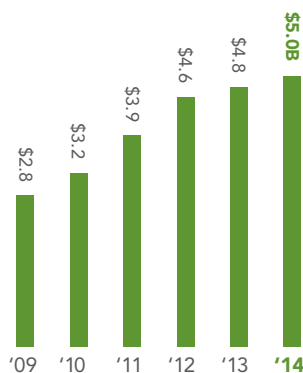
Per Share Data

Net Income Per Share—Diluted	\$6.28	\$5.59
Operating Income after Taxes Per Share—Diluted	\$5.19	\$5.06
Book Value Per Share	\$64.85	\$59.43

¹ Operating income after taxes is a non-GAAP measure. A definition and reconciliation to the closest GAAP measure, income from continuing operations, can be found on page 44 of the enclosed Annual Report on Form 10-K.

Total Revenues

Grew revenues at a five-year CAGR of 12% driven by increased written premium growth.



Company Ratings

FINANCIAL STRENGTH RATINGS	A.M. Best	Standard & Poor's	Moody's
	The Hanover Insurance Company	A	A
Citizens Insurance Company of America	A	A	—

(as of January 29, 2015)

Creating Value Together

Today, The Hanover is better positioned to succeed than at any time in its more than 160-year history.

The Hanover has established strong growth momentum with many of the best agents and brokers in the country, and its value proposition has resonated among this elite group. The Hanover's distribution strategy is unique because it markets products and services through a select group of independent agents and brokers who are committed to investing in their businesses and growing.

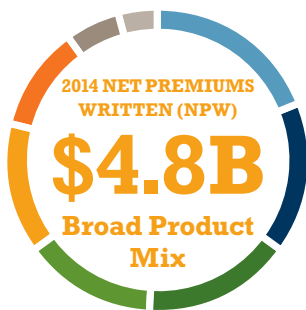
- *Each year, The Hanover effectively handles approximately 200,000 claims.*
- *97 percent of claimants report their first contact with The Hanover as a positive experience.*
- *93 percent of claimants would recommend The Hanover to a friend.*

The company limits access to its most innovative and specialized products to these partners, offering meaningful franchise value to them.

The Hanover also has experienced professionals in the field to work closely with its partners and, together, they capitalize on new growth opportunities. The company's field teams are delivering value to partners every day,

analyzing books of business, identifying opportunities, and helping develop business plans that drive win-win results.

At the same time, The Hanover offers a broad and specialized product mix that enables it to take a value-oriented approach. The Hanover has created distinctiveness in each of its businesses, which allows it to target more specialized accounts and help its agent partners to compete in their local markets.



- 19% Personal Auto
- 16% U.S. Specialty Lines
- 16% International Specialty Lines
- 14% Small Commercial
- 14% Middle Market
- 11% Homeowners
- 6% U.K. Motor
- 4% Property, Treaty and Facultative

Business Insurance

Small Commercial and Middle Market Core Products

- Business Owner's Policy
- Commercial Automobile
- Commercial Package
- Workers' Compensation
- Property
- Umbrella
- General Liability

Specialty Insurance

Specialized Products

- Marine (inland and ocean)
- Healthcare
- Surety (commercial and contract)
- Commercial Umbrella and Excess
- Industrial Property Risk
- AIX Specialty Programs
- Professional Liability
- Lloyd's of London Syndicate
- Management Liability

Personal Insurance

Auto Insurance

- Hanover Platinum Protection (combined auto and home product)
- Roofing and/or Siding Restoration
- OEM Parts
- Mechanical Replacement
- Newer Car Replacement
- Accident Forgiveness
- Roadside Assistance

Homeowners Insurance

Companion Products

- Umbrella
- Identity Protection
- Valuable Items
- Watercraft
- Dwelling Fire
- Home Care Services



The Hanover Insurance Company
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hanover.com

All products are underwritten by The Hanover Insurance Company or one of its insurance company subsidiaries or affiliates ("The Hanover"). Coverage may not be available in all jurisdictions and is subject to the company underwriting guidelines and the issued policy. This material is provided for informational purposes only and does not provide any coverage. For more information about The Hanover visit our website at www.hanover.com.

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