

▶ *Personal Lines*

Agent Resource Guide

You can find all of the marketing content in this guide and much more at The Hanover's Agent Solutions webpage: www.hanover.com/pl-agents

Agent Solutions was built for producers, marketers, account executives, and key support personnel to quickly and easily find product and underwriting information, along with sales and marketing materials and industry information—all designed to help you compete and win.

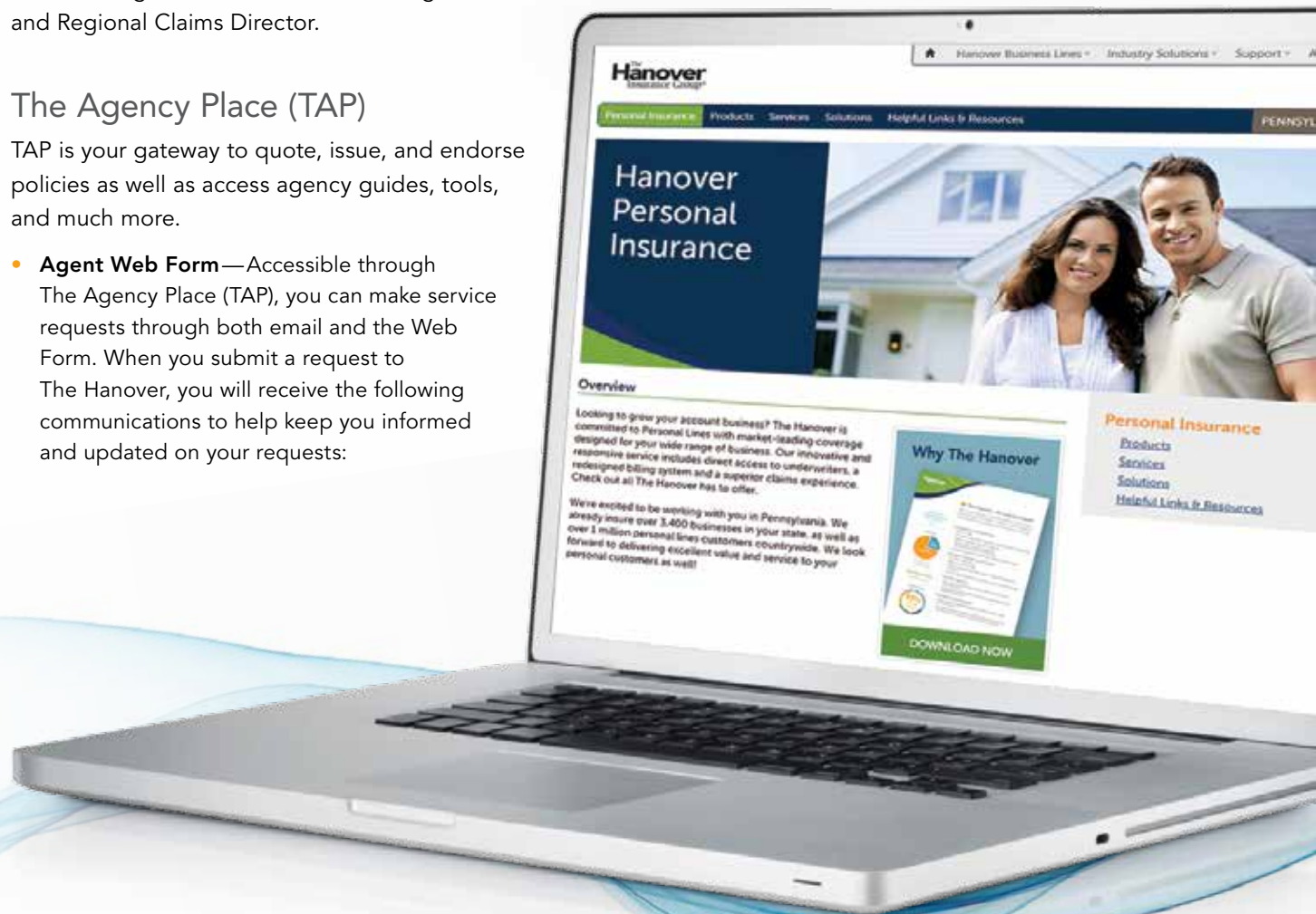
Meet Your Team

Visit happierwithhanover.com to learn more about your local Territory Sales Manager, Underwriting team, CSC Account Manager, and Regional Claims Director.

The Agency Place (TAP)

TAP is your gateway to quote, issue, and endorse policies as well as access agency guides, tools, and much more.

- **Agent Web Form**—Accessible through The Agency Place (TAP), you can make service requests through both email and the Web Form. When you submit a request to The Hanover, you will receive the following communications to help keep you informed and updated on your requests:



The Agency Place (TAP) *continued*

- Confirmation of your request with an email including a unique service request number for your reference, if needed
- The estimated date of completion for your request
- Notification email when your request has been completed
- **Agent Guides**—Your state-specific agent guide is available on TAP in the Document Library, Personal Lines section. Be sure to access the most up-to-date guide for auto and home in your state.

TAP Marketing

Browse through a large (and expanding) library of tools and resources and select the specific items needed—including fact sheets, brochures, marketing collateral, and more. Ordering is easy and shipping usually occurs within 48 hours.



Direct Access to Underwriters

Direct access to your underwriter allows you to get answers to your underwriting inquiries, including new business eligibility discussions, inspection questions, and coverage clarifications from the same person each time. Simply call 800-853-7537 and enter their seven digit extension to contact your underwriter.

Useful Contacts

Hanover First Contact Team 800-922-8427
Monday–Friday 8:00 a.m.–6:00 p.m. EST
(for underwriting, billing, etc.)

Claims available 24/7

Connections: 800-628-0250
Platinum: 800-799-6977

Document Submission:

Fax: 800-757-2078

Agency Licensing:

Fax: 508-635-0670
Email: agylicpc@hanover.com

Commissions:

RiskCom@hanover.com

Technology Helpline 800-225-2532

Why The Hanover?

The Hanover is a leading Property and Casualty insurance company dedicated to achieving world-class performance. Our commitment is to deliver the products, services, and technology of the best national companies with the responsiveness, market focus, and local decision making of the best regional companies. This powerful combination has been a proven success since our founding in 1852, and is backed by our financial strength rating of "A" (Excellent) from A.M. Best.

The
Hanover
Insurance Group®

The Hanover Insurance Company
440 Lincoln Street, Worcester, MA 01653

Citizens Insurance Company of America
808 North Highlander Way, Howell, MI 48843

[hanover.com/personalinsurance](https://tap.hanover.com)
The Agency Place (TAP)—<https://tap.hanover.com>

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