

▶ *Personal Lines*

Agent Resource Guide

Find all of this marketing content in this guide and much more at our Hanover Agent Solutions webpage: www.hanover.com/pl-agents

The **Hanover Agent Solutions** website was built for producers, marketers, account executives and key support personnel to quickly and easily find information needed to succeed. Across this website you will find value-added product and underwriting information, along with sales and marketing materials and industry information—all designed to help you compete and win.

Meet Your Team

Jen Sellers, Assistant Regional VP

Phone: 610-772-1240

Email: jsellers@hanover.com

Bob Roddy, Pennsylvania Underwriter

Phone: 800-853-7537 ext. 8555625

Email: rroddy@hanover.com

John Sullivan, Regional Claims Manager

Phone: 508-855-8759

Email: jobsullivan@hanover.com

The Agency Place (TAP)

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:

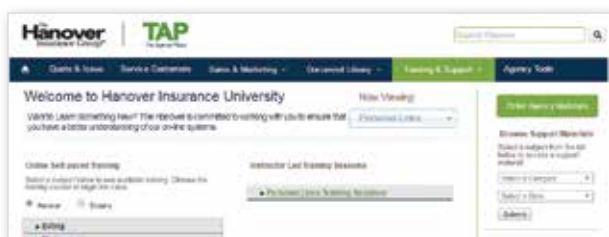


The Agency Place (TAP) *continued*

- 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.

Forms and Sales Tools (FAST)

Available on TAP in the Sales & Marketing tab for Personal Lines. Browse through a large (and expanding) library of tools and resources and select the specific items needed—including forms, endorsements, fact sheets, brochures, marketing collateral, and more. Ordering is easy and shipping occurs within 48 hours usually.



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>

Direct Access to Underwriters

Direct Access to your underwriter allows you to get answers to answer 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

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

©2016 The Hanover Insurance Group. All Rights Reserved.