

The  
**Hanover**  
Insurance Group®



*Hanover Auto*

# Roadside Assistance

24/7 confidence  
when you need it most.



Hanover has partnered with a leading provider of Emergency Roadside assistance with a network of over 35,000 Service providers in the Continental U.S. and Canada.

**WHAT DOES THAT MEAN TO YOU?**

It means when you use The Hanover's Roadside Assistance, we'll get your disabled vehicle to the nearest repair



facility and you won't pay a dime for the towing (if the towing costs more than \$150, we'll reimburse you for the difference). On the other hand, if you prefer a specific location you can opt to have your vehicle towed to the location of your choice—and we'll pay up to \$150 of the towing bill. It's up to you.



## Roadside Assistance

Good natured as most people are, you can't always count on the kindness of strangers to help you if your car is disabled away from home. But you absolutely can count on The Hanover's Roadside Assistance Coverage.

Add Roadside Assistance on your Hanover Platinum or Connections® Auto policy and, should you have a problem, we'll provide you with towing and other valuable emergency roadside services to get you on the road to repair—or back on the road, period.



## Coverage Highlights

Why you should consider The Hanover's Roadside Assistance Coverage:

- Available 24/7
- Provides assistance no matter where your vehicle becomes disabled within the continental U.S. and Canada
- Provides a network of more than 35,000 service providers
- Free towing to the nearest provider, or, up to \$150 to your preferred location
- All expenses are directly billed to The Hanover when you use our Roadside Assistance provider. There are no out-of-pocket expenses (up to the \$150 limit)



- In the event the tow to the nearest repair facility exceeds the \$150 limit, The Hanover will reimburse you the difference
- **Reasonable expense**—typically only cost \$20/vehicle or less per year—far less than comparable roadside assistance packages
- Added benefit! When you purchase Roadside Assistance, you also receive, at no extra charge, **Ultimate Service** which includes:
  - Coverage for up to \$75 for your covered vehicles anytime your keys are lost or broken
  - Coverage for a rental vehicle for as long as it takes to get your car repaired or replaced after a covered loss, up to \$3,000

## 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.

*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](http://www.hanover.com).*

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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



## More Coverage

Coverage doesn't stop there either. In addition to the emergency towing services that are provided through the Roadside Assistance Program, your roadside assistance policy limit can be applied to the following services:

- Delivery of fluids, including fuel, oil, or water (does not include cost of fluids)
- Service to the battery
- Changing of flat tires
- Lockout service to recover keys inside your car

If you decide not to use our Roadside Assistance provider, no problem; your towing and labor coverage limit is \$75. You will need to submit a printed, itemized receipt within 90 days of the disablement for reimbursement. Simply include the name, address, and telephone number of the towing service, and the cause of disablement.



### Act Today

Ask your local Hanover agent for more details or visit [hanover.com](http://hanover.com) for more information and a listing of agents in your area.