



## *Hanover Commercial Lines*

# The Hanover Commercial Lines Customer Service Center

## Our Value Proposition

The Hanover Customer Service Center accelerates our Agency Partners' growth and profitability.

We deliver...

### Service that maximizes client retention

- Accounts in the Center show, on average, 2–4% higher retention.
- Our licensed specialists are carefully hired, trained, and managed, in order to exceed client expectations.
- We answer the phone live 14 hours a day, in your agency name, and handle, on average, 40,000 customer touchpoints a month for our agents' clients.
- Our hours extend well beyond 9 to 5, so you can effectively provide additional access to service without hiring.

### Sales leveraged to increase account value

- Proactive book roll, win back, cross sell programs, and new business sales campaigns give you faster growth and a competitive edge.

- Proven sales processes on every call—with a total relationship review—maximize account rounding and drive topline revenue.
- Accounts in the Center have delivered higher average premium, improvement in policies per account, and higher book roll conversion rates

### Staffing flexibility and productivity

- By assigning non-revenue producing servicing activities to our skilled specialists, you can reduce staff expense. And you can redeploy staff to focus on generating more revenue.
- Our dedicated consolidation team saves you time, improving both client satisfaction and retention.
- Our staff and resources can handle your marketing, sales, portfolio analysis, and service needs.

**We help our best agents compete and win in a challenging marketplace, leveraging your book to earn more.**

## The Hanover Customer Service Center Difference

While most major carriers have a service center, they typically provide only limited account servicing. None match The Hanover Customer Service Center's personalized service and proven sales support.

**We answer calls in your agency's name**—Our specialists answer your client calls live, with your agency name, and printed materials sent to your clients carry your agency branding.

**Your clients' experience is positive and personal**—Our licensed professionals, trained for months before handling client calls, receive continuous, ongoing training. They're dedicated to your region and client base, have real-time access to your client profiles, and coordinate servicing with your agency staff. Over 90% of client inquiries are resolved on the first call. We can also instantly warm transfer a client call to your agency staff, at the client's or agent's request.

**We keep you informed**—When your clients make modifications or major policy changes, we send you email alerts to keep you in the know. Every call is recorded, and you receive detailed reports of phone and policy activity, quarterly customer satisfaction surveys, and scorecards with monthly agency financials.

**We deliver more revenue for you**—Our carefully designed, tested and proven renewal and retention programs produce 2% to 4% higher retention than books of business not in The Hanover Customer Service Center.

**We make consolidations easy**—Our specialized teams handle your consolidations end-to-end. With policy processing precision and high-touch communications, we maximize conversions and systematically uncover account rounding opportunities. Our disciplined execution relieves your staff of the paperwork burden, so you can continue to focus on growing your business.

**We're liable for errors & omissions**—When you place your policies in the Center, we accept E&O liability for all of your transactions that we process, per our Agency Agreements.

**You stay in control**—The Center complements and extends your best capabilities. You continue to focus on proactive, higher value contacts, while we handle the day-to-day transactional processing, account rounding, and cross-selling for your agency.



### See it for yourself

Visit our Customer Service Center and experience The Hanover Difference. See how we outperform the competition by:

- Providing superior, personalized service that maximizes client satisfaction and retention
- Driving topline revenue by leveraging your current book
- Offering you staffing flexibility and increased productivity



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