



Personal Lines

# Viewing The Hanover CARES refund

The Hanover CARES refund will be a credit of 15% of the monthly auto premium for April and May. To make this as easy as possible, customers will automatically receive the credit. No action is required about the refund. Your agency can view The Hanover CARES refund in Billing Center under the payments/refunds and adjustments section.

Billing Account #	Policy Number	LOB	Insured Name	Effective Dates
001	AHB 9941990-00 <a href="#">Make a Payment</a>	PL Auto	JOHN DOE	03/10/2020 - 03/10/2021

All Activity
Bill History/Images
Payments/Refunds Adjustments
Future Installments
Policy Transactions
Delinqu

Select Policy

Date	Description	
09/23/2020	Refund to JOHN DOE	
05/07/2020	The Hanover CARES Refund	
04/07/2020	Payment Received	
04/07/2020	Payment Received	
04/07/2020	Payment Received	
04/07/2020	Payment Received	
04/07/2020	Payment Received	
04/07/2020	Payment Received	

The Hanover CARES refund will be processed in the next month's billing cycle and will be credited throughout the following month. If you have questions about a customer's refund, please contact the agency support team at 800-922-8427.

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