

## ▶ The Agency Place (TAP)

# Welcome to TAP

We're pleased to introduce you to TAP—featuring a streamlined design with intuitive navigation to help you locate your go-to resources quickly. We also offer an Agency Activity dashboard on the home page to help you find information or service a customer's policy more easily.

- 1 **Quote, Issue & Endorse** offers one-click access to TAP Sales.
- 2 **Service Customers** lets you do a quick search for customer information, including billing, policy, or claim transactions.
- 3 **Updates & Alerts** summarizes the latest Hanover news and updates. "See all" links to archived articles.
- 4 **Agency Activity** offers a dashboard view of your agency's transactions with tabs for Billing, Policies, Claims, and Quotes activity. Search and sort by date range, line of business, and more.
- 5 **View More Tools** provides fast access to the **Agency Tools** page, where you can find other important Personal and Commercial Lines resources, including **Report a Claim** and more.
- 6 **Products, Capabilities and Tools**, a Commercial Lines menu option, links to Agent Solutions — providing access to capabilities and appetite.
- 7 **Printing**, "landscape" orientation is ideal.

The screenshot shows the TAP homepage with the following features highlighted:

- 1** Quote, Issue & Endorse: A menu with options like Personal Lines, Small Commercial Lines, Middle Market, Marine, Professional Liability, and Management Liability.
- 2** Service Customers: A search interface with fields for Policy Number, Insured/Last Name, Claim Number, and Customer Number, along with an Advanced Search and Search button.
- 3** Updates & Alerts: A section with news items such as "Your opinion matters!", "Introducing Paperless for Small Commercial", and "Notice to agents - new \$ threshold for communicating reserve changes".
- 4** Agency Activity: A dashboard with tabs for BILLING, POLICIES, CLAIMS, and QUOTES, and search filters for Agency Code, PL/CL, Line of Business, Transaction Type, and Process Date.
- 5** View More Tools: A link to access additional resources.
- 6** Products, Capabilities and Tools: A menu option for Commercial Lines.
- 7** Printing: A note about the "landscape" orientation.

Share your thoughts on TAP by clicking "Feedback" at the top of the homepage. Claim contacts, organized by state, plus other key Hanover contacts can be found in the 'Contact Us' section at the top of the homepage.

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