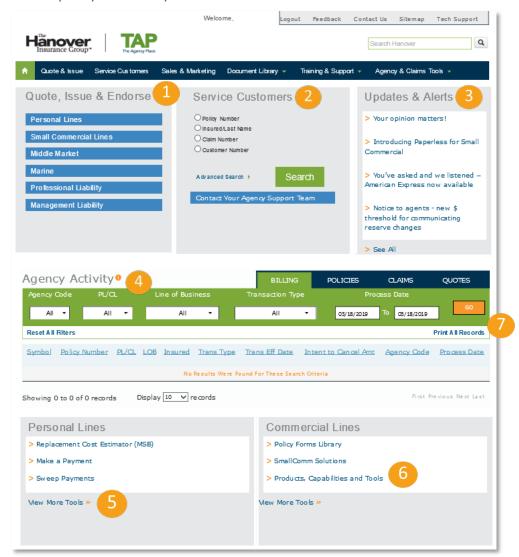




## Welcome to TAP

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.

- Quote, Issue & Endorse offers one-click access to TAP Sales.
- Service Customers lets you do a quick search for customer information, including billing, policy, or claim transactions.
- Updates & Alerts summarizes the latest Hanover news and updates. "See all" links to archived articles.
- 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.
- 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.
- Products, Capabilities and Tools, a Commercial Lines menu option, links to Agent Solutions providing access to capabilities and appetite.
- Printing, "landscape" orientation is ideal.



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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