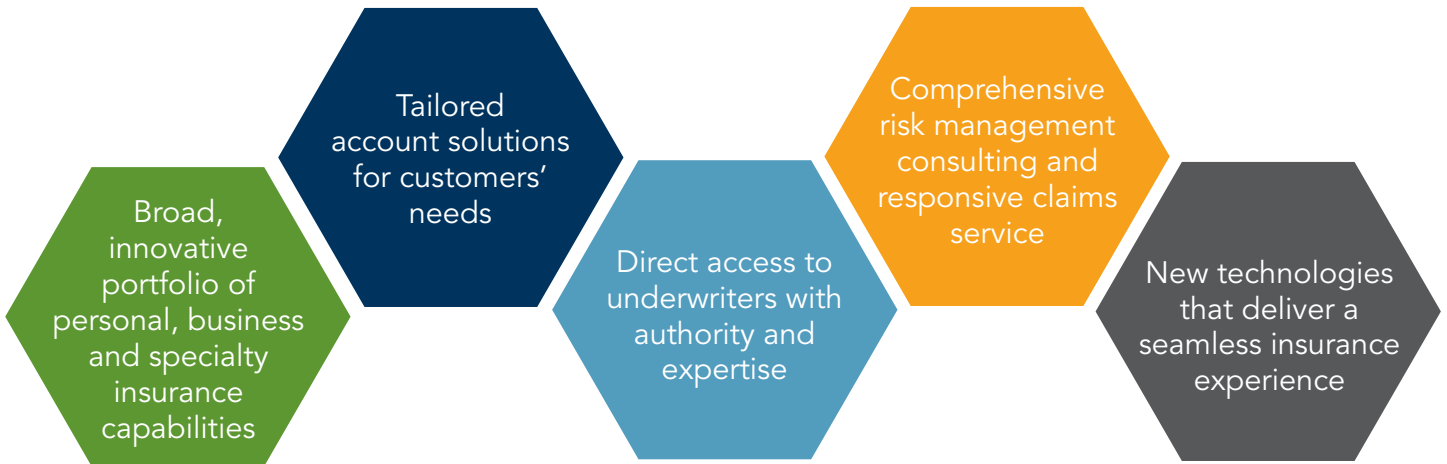


## A COMPANY ON THE MOVE



### Introducing new coverages, entering new markets and expanding our appetite to offer even more solutions

#### BUSINESS

- 500+ small commercial classes
- Solutions for mid-size companies in 12 core industries and dozens of sub-industries within them
- Auto
- Business owner's policy
- Commercial package policy
- International
- Umbrella
- Workers' compensation

#### SPECIALTY

- Cyber
- Excess and surplus
- Healthcare
- Industrial property
- Management liability
- Marine
- Professional liability
- Programs
- Surety
- Technology and life sciences

#### PERSONAL

- Auto
- Dwelling fire
- Home
- Scheduled valuables
- Umbrella
- Watercraft

### TRACK RECORD OF STRONG PERFORMANCE

**\$4.5B**  
in total revenues

**"A"**  
ratings from A.M. Best,  
S&P and Moody's

**1** of **40**  
oldest member  
companies on the  
New York Stock Exchange

**2018**  
A Forbes America's Best  
Mid-size Employer

One of the most reputable  
companies in the industry.

**Ranked #2**

in the property and  
casualty segment on  
Reputation Institute's  
2018 U.S. Insurance RepTrak.

## Our company at a glance

Every claim—no matter how big or small—is important to us. We give our policyholders peace of mind that we will be there for them when something bad happens and every step along the way until their lives and businesses are restored.

**893,000**

individuals and businesses  
insured

**4,200**

dedicated, locally-based  
professionals

**165+**

years of delivering  
on our promises

**84%**

of employees donate to charities  
through company programs

**2,100**

of the finest independent agents  
in the U.S. partner with us

Source: The Hanover Insurance Group

## Helping to provide peace of mind

**93%**

of customers  
with a claim would  
recommend us  
to a friend

**92%**

of customers with  
a claim report a  
timely resolution

**A+**

Better Business  
Bureau rating



## Selective distribution strategy exclusively focused on independent agents

One of the  
most respected  
franchises in the  
independent  
agency space

Providing deep  
expertise, with a  
focus on offering  
value, tailored  
coverages and a  
differentiated  
experience

Harnessing  
the power of  
data to drive  
profitable agency  
performance

The  
**Hanover**  
Insurance Group®

The Hanover Insurance Company  
440 Lincoln Street, Worcester, MA 01653

hanover.com



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