

Hanover Claims

The best claims service, the best claims partners.

When it comes time to make a claim, few things will put customers at ease quicker than knowing they are dealing with reputable, nationally-recognized service providers. All of our vendors are contracted and managed by The Hanover's Strategic Sourcing Office (HSSO), and all have service level agreements in place with The Hanover, with formal reviews taking place quarterly.

Enterprise Rental Car



- Hanover Call Center representatives can set a rental reservation with onsite Enterprise staff when a loss is reported
- More than 6,000 convenient locations nationwide
- Discounted rates with unlimited mileage and direct billing to The Hanover are available
- Free pick up at policyholder's home or place of business
- Free upgrade to next class vehicle when selected size is not available

Quest



- Provides towing and roadside assistance 24/7 within the continental United States
- Towing provided to the nearest repair facility, or up to \$150 to preferred location
- Other services of Roadside Assistance include:
 - Delivery of fuel, oil, water (not including material cost)
 - Battery Service
 - Changing of flat tires
 - Lock out service

Safelite



- The Hanover offers a preferred nationwide network of glass shops who can repair or replace glass both in-shop or through mobile service at any location
- Hanover-preferred shops guarantee satisfaction with all repairs and replacements
- Customers have the option to use any glass shop of their choice

The Hanover Express Claims Auto Repair Program

- Over 2,600 conveniently located repair shops nationwide
- Immediate scheduling and expediting of repairs
- Convenient rental car pick up and drop off arrangements at the repair shop
- Direct billing and payment to the shop, eliminating paperwork for the customer
- A lifetime warranty guaranteeing repairs for as long as policyholder owns the vehicle

Artigem



- The nation's largest jewelry vendor for insurance companies
- Expert gemologists offering precise appraisals and convenient repair and replacement options
- Discounts on new items for Hanover policyholders
- 60% of claims are completed in under 4 hours

Enservio



Enservio, Inc. The Contents Management Solution Since 1978

- Nationwide service as an industry-leading contents management vendor
- Professional Product Specialist universally recognized for their attention to every customer detail
- "TrueLKQ" valuation search engine, capable of finding the closest match for each inventoried item, and ability to replace the item if the customer chooses to do so through our vendor
- Assistance to adjusters to arrive at accurate and prompt settlements and deliver exceptional customer service
- Accurate, easily understood settlement packages
- Specialized handling of large, complex, personal and commercial content inventory losses

Water Mitigation Preferred Vendors



888-473-7669



855-724-6269



- Professional certification by the Institute of Inspection Cleaning and Restoration (IIRC) in water restoration and advanced drying techniques
- Convenient locations nationwide
- Prompt, 24/7 on-site response to assist with customer's immediate needs
- Coordinate losses with our IIRC-certified Property Adjusters to effectively and efficiently handle all covered water damage claims
- Equipped with the estimating technology to communicate quickly and clearly with the customer and the Hanover adjuster



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

hanover.com

All products are underwritten by The Hanover Insurance Company or one of its insurance company subsidiaries or affiliates ("The Hanover"). Coverage may not be available in all jurisdictions and is subject to the company underwriting guidelines and the issued policy. This material is provided for informational purposes only and does not provide any coverage. For more information about The Hanover visit our website at www.hanover.com

©2017 The Hanover Insurance Group. All Rights Reserved.