

Claims

Agency Acknowledgements

This document explains The Hanover's agency claim acknowledgement process, including how to request changes.

Agency Acknowledgements are sent:

- For all lines of business, twice per day
- The most recent acknowledgement sent contains updated/current information

Agency Acknowledgements are sent whenever:

- A new claim is assigned to an adjuster
- Additional adjusters are assigned to a claim for each coverage type, (i.e. COLL, PIP, BI)
- The claim is reassigned to a new adjuster
- The claim number changes

You choose how you will receive Agency Acknowledgements:

1. Via email (we recommend a general email vs. an employee email for this purpose)
2. None (if selected, agency acknowledgements will not be sent)

Note: We can send agency acknowledgement via Fax upon request.

If you have multiple producer codes, you may choose to:

- 2 Assign one common delivery point for all producer codes

For Example: Acknowledgements for Producer codes 1, 2, & 3 all go to Email X

OR

- 1 Choose a different delivery point per producer code

For Example: Acknowledgements for Producer Code #1 go to Email X, Acknowledgements for Producer Code #2 go to Email Y, and Acknowledgements for Producer Code #3 go to Email Z

Note: An Agency Acknowledgement can't be sent to multiple delivery points: i.e. the acknowledgement for Producer #1 cannot go to Email X and Email Z.

To make Agency Acknowledgement delivery changes:

- Email your request to: fchomoffice@hanover.com.
- List the producer code(s) and the change(s) needed.
- Provide your name and phone number in case we need to reach you.

Note: Changes to auto glass claims feed once per month, so there is a slight delay before the change is visible to the agent.

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