The Hanover Insurance Group™

NYSE: THG

THE HANOVER INSURANCE GROUP

AT-A-GLANCE

National Company with Global Reach

- **DOMESTIC**
  - Commercial and specialty business countrywide
  - Personal Lines business primarily in states east of the Mississippi River
- **CHAUCER**
  - International operations through Lloyd's, headquartered in London, with offices in Whistable and Nottingham (U.K.), Copenhagen, Oslo, Singapore, Buenos Aires and Houston

Based in Worcester, Mass., The Hanover is one of the top 25 property and casualty insurers in the United States. For more than 160 years, The Hanover has provided a wide range of property and casualty products and services to businesses, individuals, and families. The Hanover distributes its products through a select group of agents and brokers. Through its international member company, Chaucer, The Hanover also underwrites business at Lloyd's of London in several major insurance and reinsurance classes including political risk, marine, aviation and energy.

FINANCIAL SUMMARY

Year Ended December 31 ($ in millions, except per share amounts)	2012
Revenues	$ 4,591
Net Income	56
Income From Continuing Operations	46
Segment Income After Taxes[1]	15
Total Assets	13,485
Shareholders' Equity	2,595
Per Share Data	
Net Income Per Share—Diluted	$ 1.23
Income From Continuing Operations Per Share	$ 1.02
Book Value Per Share	$ 58.59

[1] *Segment income after taxes is a non-GAAP measure. A definition and reconciliation to the closest GAAP measure, income from continuing operations, can be found on page 43 of the enclosed Annual Report on Form 10-K.*

COMPANY RATINGS

FINANCIAL STRENGTH RATINGS	A.M. Best	Standard & Poor's	Moody's
The Hanover Insurance Company	A	A-	A3
Citizens Insurance Company of America	A	A-	–

(as of December 31, 2012)

NET WRITTEN PREMIUM GROWTH

Creating Value Together

Today, The Hanover is better positioned to succeed than at any time in its 160-year history.

The Hanover has established strong growth momentum with many of the best agents and brokers in the country, and its value proposition has resonated among this elite group. The Hanover's distribution strategy is unique because it markets products and services through a selective number of independent agents and brokers who are committed to investing in their businesses and growing.

- *Each year, Hanover effectively handles 200,000 claims.*
- *97 percent of claimants report their first contact with The Hanover as a positive experience.*
- *93 percent of claimants would recommend The Hanover to a friend.*

The company limits access to its most innovative and specialized products to these partners, offering meaningful franchise value to them.

The Hanover also put experienced professionals in the field to work closely with partners and, together, they capitalize on new growth opportunities. The company's field teams are delivering value to partners every day, analyzing books of business, identifying opportunities, and helping develop business plans that drive win-win results.

At the same time, The Hanover offers a broad and specialized product mix that enables it to take a value-oriented approach. The Hanover has created distinctiveness in each of its businesses, which allows it to target more specialized accounts and help agents to compete in their local markets.

BROAD PRODUCT MIX

BUSINESS INSURANCE

SMALL COMMERCIAL AND MIDDLE MARKET CORE PRODUCTS

- Business Owner's Policy
- Commercial Package
- Property
- General Liability
- Commercial Automobile
- Workers' Compensation
- Umbrella

SPECIALTY INSURANCE

SPECIALIZED PRODUCTS

- Marine (inland and ocean)
- Surety (commercial and contract)
- Industrial Property Risk
- Professional Liability
- Management Liability
- Healthcare
- Commercial Umbrella and Excess
- AIX Specialty Programs
- Lloyds of London Syndicate

PERSONAL INSURANCE

AUTO INSURANCE

HOMEOWNERS INSURANCE

COMPANION PRODUCTS

- Umbrella
- Identity Integrity
- Valuable Items
- Watercraft
- Dwelling Fire
- Home Care Services

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