The Hanover Insurance Group®

CLAIM SERVICE HOTLINE: 800-628-0250

AVP— CLAIM AGENCY RELATIONS: Sharon Carruth O: 517-540-4944 C: 586-929-7470

Claim Leadership Contacts – Midwest

MN, WI, IL, IN, OH, MI

INITIAL LOSS REPORTING

Phoned In First Reports: 800-628-0250
Email First Reports: firstreport@hanover.com
Hanover Internet: Online First Report
Faxed in First Reports:
WC Losses: 800-762-7788 | All Other Losses: 800-399-4734
Special Account Losses See: "Special Accounts"
Affinity Business Losses See: "Affinity Business"

Manager	**Linda Okopny**	**x5404434**
Coordinator	**Nichole Zajas**	**x5406805**

GLASS CLAIMS AND ROADSIDE ASSISTANCE

Phoned In First Reports: 800-628-0250
Fax invoices to: 888-589-2827

Manager (Roadside)	**Cindy Leblanc**	**x8553258**
Manager (Glass)	**Cindy Leblanc**	**x8553258**

APPRAISAL DEPARTMENT

Fax: (non first reports) 508-926-5660

Manager	**Jim Goodman (MI)**	**x8554978**
Manager	**Mark Wharton (OH)**	**x8554971**
Manager	**Gregory Houk(IN,MN,WI)**	**x5130994**

AUTO PHYSICAL DAMAGE

Fax: (non first reports) 508-926-5660

Manager	**Nicole Shipler (MN, IL, IN)**	**x7603434**
Manager	**Denise Ridely (MN, IL, IN)**	**X7603451**
Manager	**Amber Hayes (WI, OH)**	**x6735597**
Manager	**Katelyn Masi (MI)**	**x8555659**
Manager	**Stephan Parker (MI)**	**x5404866**

AUTO THEFT & TOTAL LOSSES

Fax: (non first reports) 508-926-5660

Manager	**Jeremy Feldman(MI)**	**x7603470**

PIP and MEDPAY

Fax: (non first reports) 508-926-5660

Manager (MI)	**Whitney Nick**	**x5404915**
Manager (MI)	**Loretta Pace**	**x5403291**
Manager (MI)	**Danielle Deman**	**x5404904**
Manager (MI)	**Amy McIsaac**	**x5404903**

BODILY INJURY (EXCEPT GENERAL LIABILITY)

Fax: (non first reports) 508-926-5660

Manager	**David Wallace (MN, IL, IN, OH,WI,MI)**	**x7603438**
Manager	**Ed Parisi (MN, IL, IN, OH, WI)**	**x8552088**
Manager	**Bethany Thomas(MN, IL, IN, OH, WI,MI)**	**x5218437**

BODILY INJURY – GENERAL LIABILITY

Fax: (non first reports) 508-926-5660

Manager	**Ryan Palmer**	**x4534367**
Manager	**Tony Abbate**	**x8556238**
Manager	**Jessica Wodka**	**x7603472**
Manager	**Jenny Gervino**	**x7603489**

SPECIAL ACCOUNTS

Email First Reports: SPACCTCLAIM@Hanover.com
Phoned In Special Account Losses: 800-628-0250 x8556281
Faxed In Special Account Losses: 508-926-1230

Manager	**Marc De Luca**	**x8556236**
Admin Support Team		**x8558274**

AFFINITY BUSINESS

Email First Reports: AFFINITYCLM@Hanover.com
Phoned In Affinity Business Losses: 800-628-0250 x8556350
Faxed In Affinity Business Losses: 508-926-1230

Manager	**Marc De Luca**	**x8556236**
Admin Support Team		**x8558274**

PROPERTY CLAIMS

Fax: (non first reports) 508-926-5660

Catastrophe Team:		
Manager	**Dionysi McGowan**	**774-262-1452**
Manager	**Ryan Davis**	**508-816-0942**
Manager	**Jaime Joiner**	**508-353-7756**
Property Team:		
Manager (CL)	**Kristina Gillis**	**x5404748**
Manager (SE MI)	**Christa Miner**	**517-225-9326**
Manager (WE/N MI)	**Staci Chuff (MI)**	**517-304-7289**
Manager (CE, U.P.)	**John Fedewa (MI)**	**517-242-8519**
Manager (PL)	**Kelsey Southerland**	**x5404785**
Manager (IN.IL,OH)	**Mike Stevens**	**815-258-1934**

WORKERS' COMPENSATION

Fax: (non first reports) 508-926-5660

Manager (MI,IL,IN,WI,SD,NE,IA)	**Blake Iles**	**x5218351**
Manager	**Cindy Wright (MN)**	916-773-8868

SUBROGATION - RECOVERY

Fax: (non first reports) 508-926-5660

Manager	**Kristen Mikitarian**	**x8552575**
Manager	**Barbara Lee**	**x8552099**

MARINE

Fax: (non first reports) 508-926-5660

Manager	**Mike Duggan**	**x8552421**
Manager	**Dan Nucci**	**X8554054**

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