

▶ *Hanover Professional Portfolio*

A professional liability claim  
can have disastrous financial  
consequences for your clients.



## ▶ Your best prospects don't realize they need what you can offer.

Ignorance can be anything but bliss. In the performance of their duties, professional services providers of all types can easily face allegations of miscommunicating, misunderstanding, misplacing important information, or inadvertently overlooking something. An error or omission can lead to disastrous liability suits. Just the expense of defending such allegations can seriously impair a business' financial health. Surprisingly, most professional services providers are dangerously unaware of their potential exposure until it's too late.

### An underserved market means opportunity.

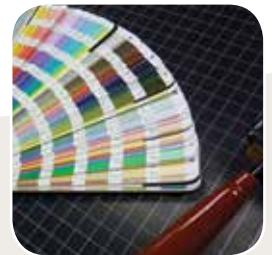
Hanover Professional Advantage for Business, Personal, and Professional Services is designed specifically to protect service businesses against allegations of errors and omissions. The potential universe of businesses that can be affected is significant, and it's under most other carriers' radar—a national marketplace with \$3.5 billion in potential premiums, with numerous classes of consultants and service providers. The Hanover's program offers comprehensive, affordably priced coverage, along with unparalleled underwriting and claims expertise. It's the total package customers need and a major opportunity for winning agents like you.

### There's nothing generic about our professional liability.

You know that your professional services customers are diverse and cannot be lumped into one category. That's why at The Hanover, we don't settle for a catch-all, generic policy. Our innovative program, Professional Advantage for Business, Personal, and Professional Services, delivers solutions that specifically target the wide range of exposures faced by professional service companies—customizable insurance products that give businesses the coverage they need. Offering agents specialized solutions so they can specialize has always been The Hanover way.

## Typical Exposures

- Breach of Duty
- Defamation
- Failure to Investigate or Inadequate Investigation
- Failure to Provide a Service
- Improper Documentation
- Mismanagement
- Misrepresentation of Facts
- Malpractice
- Negligence
- Nondisclosure



## Hanover Professional Portfolio— our commitment grows.

The Hanover is committed to developing new, lucrative opportunities to help you expand your business, capture new customers, and enhance your relationship with existing ones. Our goal is to continue to be a strong player in the professional liability marketplace. Professional Advantage for Business, Personal, and Professional Services is the latest in a growing line of products designed specifically for Hanover Professional Portfolio. It's a comprehensive solution that features innovative coverages, specialized underwriting, expertise, and superior support. This means your agency can now provide service-oriented businesses with affordable coverage that was previously accessible only to larger professional service firms.

## Industry experts at every level.

Our professional liability team of experts—underwriters, legal and claims professionals—possesses decades of experience in meeting the complex needs of professional service providers. We can help your agency's Professional Liability/Errors & Omissions offering stand out in the marketplace, enabling you to gain and retain more business.

## Flexible limits, lower premiums.

By providing flexible limits (up to \$10 million), our professional liability product addresses the liabilities and budgets of many more small and mid-sized businesses who may have elected to forgo coverage due to cost. Minimum premium for a stand-alone policy can be as low as \$1,000 for a \$1,000,000 limit. Lower limits are available. Our flexibility translates to a major opportunity for you.

The Hanover never settles for a generic insurance solution. We focus on offering customizable Errors & Omissions coverage for specific businesses.



## Target Classes

The Hanover targets a wide range of small and mid-sized service-oriented businesses. With our flexible and affordable suite of products, you can offer your clients superb protection. We target over 30 classes to help protect your customers.

### BUSINESS SERVICES

- Advertising Companies/Marketing Companies
- Arbitration & Mediators
- Auctioneering Services
- Business Associations
- Claims Adjustors & Administrators
- Document Storage & Destruction Companies
- Event & Meeting Planners
- Expert Witness
- Forensic Analysts (non-medical)
- Franchisors
- Interior Decorating Services
- Lease Brokers
- Market Researchers
- Medical Billing Services
- Notaries (public)
- Payroll Services
- Printers & Publishers (non-financial)
- Private Investigator Services
- Process Servers
- Record Storage & Destruction
- Staffing Firms & Executive Recruiters
- Translation Services

### PROFESSIONAL SERVICES

- Consultants (agricultural, communications, educational, energy, human resources, management, marketing, public relations, research & development, telecommunications, training)
- Curators
- Marketing Consultants
- Property Managers
- Real Estate Agents
- Real Estate Leasing

### PERSONAL SERVICES

- Beauty & Barber Shops
- Funeral Directors
- Home Inspectors
- Manicurist & Nail Salons
- Travel Agents

## We can do more

This is just a sampling of what we do best. No other carrier is more committed to helping their agents reach new markets than The Hanover.

## Tailor protection to exact needs.

The Hanover offers two different products for comprehensive, custom-designed protection. This flexibility helps you to precisely tailor coverages to meet your clients' individual needs and budgets. Both options can be easily added using our advanced Point of Sale system (for most, but not all classes).

### ENDORSEMENT OPTION

For your small business clients, we offer an affordable errors and omission endorsement option that can be added on to Hanover's Business Owner's Policy (BOP).

### STAND-ALONE PRODUCT

For small to mid-sized businesses that need broader coverages and higher limits, we offer an industry-leading, stand-alone professional liability product.

	ENDORSEMENT	STAND-ALONE POLICY
	BOP MISCELLANEOUS PROFESSIONAL LIABILITY	HANOVER PROFESSIONAL LIABILITY ADVANTAGE
<b>PRODUCT FEATURES</b>		
Minimum Premium	\$150–\$2,000 depending on class, firm's revenues and limits of insurance	\$1,000–\$2,000 depending on class
Deductibles	\$1,000 or \$2,500	\$1,000 to \$100,000
Revenue Threshold	\$2.5 million	No maximum revenue threshold
Geographic Availability	Available in all BOP states, except New York	Available in all states, except Alaska & Hawaii
Classes	29 lower hazard classes	Over 100 eligible classes, low to higher hazard
Limits	\$100,000; \$250,000; \$500,000; or \$1,000,000	Up to \$10 million
<b>COVERAGES</b>		
Umbrella Coverage	Can be added to BOP Umbrella	Excess Limits Available
Definition of Insured	Includes Subsidiaries & Additional Insured's by contract	Includes Independent Contractors and Heirs
Inability for an Authorized Third-Party to Gain Access to Computer Systems Coverage	Not Available	Included
Unauthorized Access Coverage	Not Available	Included; limited to destruction or deletion of data, as well as any virus liability
Notice of Claim	Please refer to the BOP form for information regarding notice of claims	Requires notice of claim within 90 days of when it is made
Extended Reporting Period (ERP)	1, 2, or 3 year options; availability varies by state	1, 2, or 3 year options; availability varies by state
Redemption	Excluded	No Exclusion
Investment Advice	Excluded	N/A
Defense Costs	Within the limits of insurance	Defense outside the limits are available
Disciplinary Proceedings Defense Coverage	Not Available	Up to \$25,000; not subject to deductible & does not erode limit
Deductible Reduction	Not Available	50% reduction if the Insured agrees to use mediation and the claim is resolved by mediation
Insured Expenses Reimbursement	Not Available	Up to \$250 per day and a \$5,000 maximum if they have to attend trials or hearings as a result of a claim or a disciplinary proceeding
Punitive Damages Coverage	Not Included	Included
Consent to Settle (Hammer Clause)	Full Hammer Clause	Soft Hammer Available
Claim Settlement Authority	Up to the deductible	No claim settlement authority
Prior Acts Coverage	Available, subject to underwriter approval	Prior acts coverage available (matching expiring)
Worldwide Coverage	Not Available	Multiple Options Available

## Program Capabilities

The Hanover also has the ability to customize solutions for agents with significant books in homogenous classes.

### DESIRABLE PROGRAM CHARACTERISTICS

- Agency has expertise in E & O and in the class
- Agency has the endorsement of a trade association or group
- Ability to place a minimum of \$250,000 of premium within 12 months
- Existing program with track record of growth & profit

### PROGRAM PRE-QUALIFICATIONS

- Understand demographics of group: size of group, geography, size of accounts
- Obtain and review of premium and loss data
- Secure competitors forms
- Test quoting

### WHY HANOVER?

- Customizable Coverage Enhancements
- Ability to develop program-specific credits

### EXAMPLES OF EXISTING PROGRAMS

- Travel Agents
- Pension Administrators
- Lyricists
- Property Managers
- Collection Agents
- Mediators/Arbitrators
- Executive Search Firms

Two different product solutions  
to meet your clients' unique needs.



## Why The Hanover?

- **Comprehensive product suite**—enables agents to provide more solutions which enable cross-selling and bolster customer retention
  - Flexible, customizable, best-in-class coverages
  - Multiple options for Errors & Omissions coverage (Business Owner's Policy Endorsement & Stand-Alone Policy make meeting client needs easier)
  - Standard Lines coverages—General Liability, Property, Workers' Compensation, Umbrella, Employment Practices Liability, Crime, Marine, Directors & Officers
- **Web-based Point of Sale tool\***—allows for fast and easy quoting and binding for most classes
- **In-depth knowledge**—full understanding of your agency and your customers' business needs
- **Local experts**—experienced local decision makers can develop custom-designed products and rates to help you write profitable business in your market
- **Robust company**—support and financial strength of an "A" rated leading insurance carrier

\* Quote and issuance for Business Owner's Policy endorsement; quote capabilities for stand-alone policy.



## Why The Hanover?

The Hanover is a leading property and casualty insurance company dedicated to achieving world-class performance. Our commitment is to deliver the products, services, and technology offered by the best national companies with the responsiveness, market focus, and local decision making of the best regional companies. This powerful combination has been a proven success since our founding in 1852, and all insurance company subsidiaries are rated "A" (Excellent) by A. M. Best Company.



## Contact our professionals to help with yours.

We're ready and willing to help you serve the burgeoning professional liability market for service-oriented business with flexible, affordable, comprehensive solutions.

Let's team up today to bring The Hanover's advantages in this arena to your clients and prospects. Contact your Hanover Professional Portfolio representative and visit [hanover.com/agentsolutions](http://hanover.com/agentsolutions)



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

hanover.com  
The Agency Place (TAP) — <https://tap.hanover.com>

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