

Value added coverage  
at no charge.

Having the right coverage is  
important. Having the right  
coverage with additional benefits  
at no extra cost is extraordinary.

#### OUR POLICY IS PERFORMANCE™

The Hanover is a leading super regional property and casualty insurance company dedicated to achieving world class performance. Our commitment is to deliver the products, services, and technology of 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 is backed by our financial strength rating of "Excellent" from A.M. Best.

*This material offers a brief description of coverages and programs and is provided for informational purposes only. Actual coverages may vary by state. Options and credits are not available in all states. For terms, conditions, exclusions, and limitations, please refer to your policy.*

*Policies are underwritten by one or more of the following: Allmerica Financial Alliance Insurance Company, Allmerica Financial Benefit Insurance Company, Citizens Insurance Company of America, Citizens Insurance Company of Illinois, Citizens Insurance Company of the Midwest, Citizens Insurance Company of Ohio, Massachusetts Bay Insurance Company, The Hanover American Insurance Company and/or The Hanover Insurance Company.*

*Florida: Policies in the state of Florida are underwritten by Allmerica Financial Benefit Insurance Company, Massachusetts Bay Insurance Company, The Hanover American Insurance Company and/or The Hanover Insurance Company.*

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[www.hanover.com](http://www.hanover.com)

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#### The Hanover Insurance Company

440 Lincoln Street, Worcester, MA 01653

#### Citizens Insurance Company of America

645 West Grand River Avenue, Howell, MI 48843

# Ultimate Service



Coverage that goes the extra mile.



# Ultimate Service

Car trouble happens. But whether it's something relatively simple like losing your keys or something serious like an accident, The Hanover has just what you need to drive with a higher degree of confidence and comfort than ever before. We call it **Ultimate Service**.<sup>\*</sup> You'll call it "thank goodness."

## More Value. Smart Savings.

*Real value that could save you hundreds in the event of a loss!*

- Lost keys? No worries!
- More days for your rental
- Peace of mind
- No cost to you!
- Exclusively from The Hanover!



No-one likes to think about breaking down, but if you do, you want help right away. Adding The Hanover's **Roadside Assistance** Coverage to your **Connections<sup>®</sup> Auto** policy is a smart choice—with 24/7 emergency response for your towing and labor needs and a network of over 35,000 service providers, help is never far away. And, when you add Roadside Assistance you gain the added benefit of **Ultimate Towing and Labor**, making that choice even smarter.

### ULTIMATE TOWING AND LABOR

Ok, you've lost your keys or, even more embarrassing, you've broken them off in the ignition. Worried about whether you have enough coverage to pay the labor costs to get you back up and running? Not a problem.

If you require on-site assistance because you lost or broke your keys, you will be reimbursed no matter how often it happens (up to your coverage limit of \$75). Pretty good deal. And that's not all.

As an added "bonus," customers who have Transportation Expense on their **Connections Auto** policy can benefit from Ultimate Rental.

### ULTIMATE RENTAL

Being without your own familiar vehicle can be a major imposition. We're out to minimize that with **Ultimate Rental**. If you have a covered loss, let us make your rental arrangements—which the vast majority of customers want us to do anyway—and repair your vehicle at an Express Claims Auto Repair Shop, and Ultimate Rental will pay for a rental car up to your selected daily rental coverage limits for as long as it takes to repair or replace your vehicle—to a maximum of \$3,000. We can't put more hours in your day, but we can put more days on your coverage!

At The Hanover we're pleased to bring Ultimate Service—at no additional cost—to customers whose policies include Roadside Assistance and Transportation Expense. It's all part of our commitment to provide industry leading products and services at exceptional values.

### ▶ Act Today

Ask your local Hanover agent for more details or visit [www.hanover.com](http://www.hanover.com) for more information and a listing of agents in your area.

<sup>\*</sup>Not available in all states.