



*What To Do After
an Auto Accident*

Call The Hanover at
800-628-0250

or go to **hanover.com**

We're Here to Help You

Auto accidents can be upsetting. Our first concern is your safety. If you are able to drive and your vehicle is operable, your first step should be to drive to the side of the road to avoid further risks.

Once you are safe, there are some important steps you can take.

AT THE SCENE OF THE ACCIDENT:

- Assist injured parties
- Contact 911 for ambulance service if needed
- Contact the police
- Use the attached form on reverse side to collect the names, addresses and insurance information of all persons and vehicles involved in the accident
- If you keep a disposable camera in the glove compartment for accidents, or have a cell phone with a camera, document the damage to all vehicles
- Do not admit fault and make no payments or promises to anyone
- Call The Hanover at 800-628-0250 or go to hanover.com we will notify your agent

KEEP THIS BROCHURE IN YOUR GLOVE COMPARTMENT WHERE IT WILL COME IN HANDY.

We encourage you to collect as much information as you can at the scene of the accident to assist in a smooth and efficient claims process.

ACCIDENT DETAILS

VEHICLE NO. 1

(Your vehicle is considered Vehicle No. 1 in all accident reports)

Date _____ Time _____ a.m. p.m.

Location _____

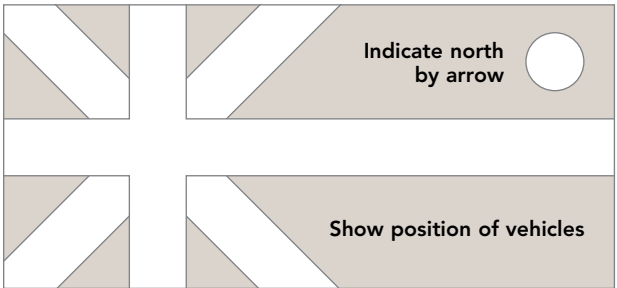
Street _____

City _____ State _____ Zip _____

Speed _____

Location _____

Indicate on this diagram what happened



Comments _____

POLICE INFORMATION

Officer Name _____

Badge No. _____

Station _____

OTHER DRIVERS

VEHICLE NO. 2

Name _____

Street _____

City _____ State _____ Zip _____

Age _____ Sex _____ License No. _____

Make, year and color of vehicle _____

Plate No. _____ State _____

Owner _____

Street _____

City _____ State _____ Zip _____

Insurance Company _____

Policy No. _____

Insurance Agent _____

Observably injured? yes no

Injury _____

PASSENGERS

Name (Vehicle No. 1) _____

Street _____

City _____ State _____ Zip _____

Observably injured? yes no

Taken to _____

Name (Vehicle No. 2) _____

Street _____

City _____ State _____ Zip _____

Observably injured? yes no

Injury _____

Name (Vehicle No. 3) _____

Street _____

City _____ State _____ Zip _____

Observably injured? yes no

Injury _____

OTHER DRIVERS

VEHICLE NO. 3

Name _____

Street _____

City _____ State _____ Zip _____

Age _____ Sex _____ License No. _____

Make, year and color of vehicle _____

Plate No. _____ State _____

Owner _____

Street _____

City _____ State _____ Zip _____

Insurance Company _____

Policy No. _____

Insurance Agent _____

Observably injured? yes no

Injury _____

WITNESSES

Name _____

Street _____

City _____ State _____ Zip _____

Phone _____

Name _____

Street _____

City _____ State _____ Zip _____

Phone _____

Call The Hanover
Claims Team at

800-628-0250

or go to hanover.com
to report an accident.

**Report a claim
24 hours
7 days a week**

**TOWING
EMERGENCY
SERVICES
(24/7)**

Customer Number: _____

Homeowner Policy Number: _____

Auto Policy Number: _____

*Please detach this card and place
in your wallet for convenient reference.*

Following the accident...

...you can count on us to provide equally fast and accurate service for:

RENTALS

If you elected rental coverage:

- Direct billing through our rental partner
- Pick-up and delivery

EXPRESS AUTO REPAIR FACILITIES

(where available)

- Professional trained personnel
- Repairs may begin immediately without a company appraisal
- Shuttle service and delivery as needed
- High quality repair and services
- Lifetime warranty that guarantees repairs for as long as you own the vehicle

GLASS REPAIR AND REPLACEMENT

- Dedicated staff available 24/7
- Preferred and proven provider network
- Mobile and shop service available
- Free windshield repairs

At the scene of an accident:

1. Assist injured parties if safe to do so.
2. Contact police.
3. Collect names, addresses and insurance information of all persons and vehicles involved in the accident.
4. Do not admit fault. Make no payments or promises to anyone.
5. Call The Hanover/Citizens Insurance.

What to do if damage to your home or personal property:

1. Call police or fire department.
2. Prevent further damage by making temporary repairs, if safe to do so.
3. Secure all damaged property so a claim adjuster has an opportunity to inspect.
4. Maintain all receipts for temporary repairs or extra living expenses. Collect all photos that document your insured items.
5. Call The Hanover/Citizens Insurance.

**To report a claim, please call 800-628-0250
or go to hanover.com**

Ask about the advantages of our Express Auto Program and Preferred Auto Glass Program.

The Claim Experience

Our claim team responds to that commitment by ensuring each customer is treated with respect, patience and professionalism. We have a long, consistent, and trustworthy history of delivering on our service pledge.

We will quickly and efficiently get you back on the road through programs such as Express Claims Auto Repair and 24-Hour Glass Service.

From the first moment you call, our dedicated Claim Professionals will begin working immediately on your claim. We are committed to providing you with a clear and understandable explanation of the claim process so you can confidently work with your adjuster and the repair facility.

We strive to meet your needs and deliver the highest level of customer satisfaction to you during the restoration of your vehicle. Through our Customer Service Survey Program, we continuously monitor our claim service and listen to Insured feedback.

Reach us 24/7 to report a claim

Phone: 800-628-0250

Online: hanover.com

Email: firstreport@hanover.com

Fax: 800-399-4734

**KEEP THIS BROCHURE
IN YOUR VEHICLE AT ALL TIMES**

MAKING YOUR AUTO POLICY WORK FOR YOU

It's only natural not to think about your auto coverage until you have an accident. However if you don't make a periodic review of your auto policy second nature, you might find yourself without the right level of protection or be missing credits and discounts you are eligible for. Call your agent today to discuss all the options The Hanover has to keep you covered and on the road. We are pretty sure you'll be glad you did.

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The
Hanover
Insurance Group™

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