

When you have a claim, you can count on The Hanover.

HANOVER CLAIMS HIGHLIGHTS



340,000

claims paid in a year—getting our policyholders back in their homes or on the road



1,350

claims employees at the ready when the unexpected occurs



165

years of delivering on our promise to be there for you when it matters most

PRAISE FROM OUR POLICYHOLDERS†

97%

report a positive first experience

91%

say their settlement was fair and accurate



92%

say their claim was paid as fast as expected

93%

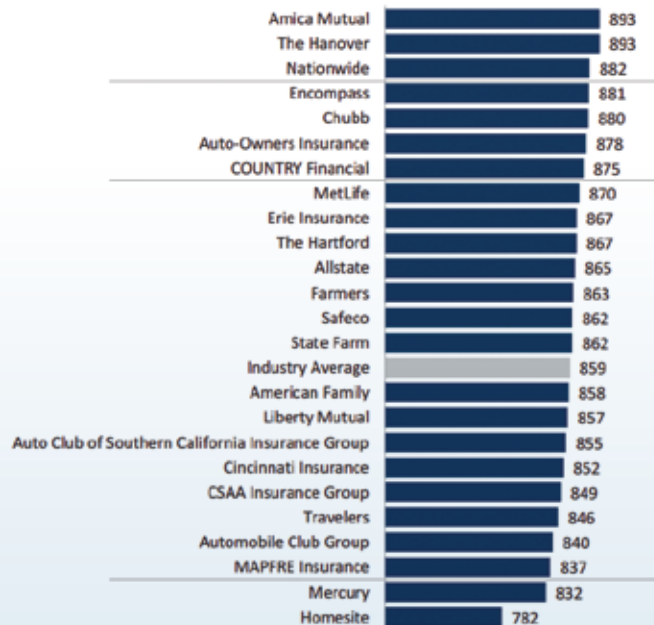
would recommend us to a friend

SERVICE THAT'S SECOND TO NONE

The Hanover tied for **1ST PLACE** in a 2017 national property claims satisfaction study.*

J.D. Power
2017 U.S. Property Claims Satisfaction StudySM

Overall Customer Satisfaction Index Ranking (Based on a 1,000-point scale)



*Source: J.D. Power 2017 U.S. Property Claims Satisfaction StudySM

THREE WAYS TO REPORT A CLAIM, 24/7



800-628-0250



firstreport@hanover.com



hanover.com/claims

The
Hanover
Insurance Group[®]