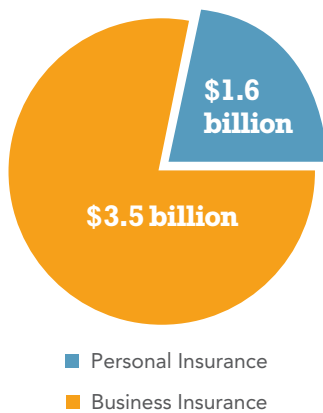


**Top 50 Most
Trustworthy Financial
Firms in the U.S.**

- Forbes®

Total Portfolio



Best Places to Work

- Business Insurance

Claims Satisfaction



▶ The Hanover – An Industry Leader

With an outstanding history of consistently delivering on our promises to protect businesses and individuals, The Hanover is one of the strongest, most respected, and most innovative insurance companies in the nation.

Experience and Expertise

- Founded in 1852
- One of the 40 oldest member companies on the New York Stock Exchange (NYSE)
- National company with a local, personal approach
 - Headquartered in Worcester, Massachusetts
 - More than 40 local offices in the United States
- International capabilities through Chaucer, a member of Lloyd’s of London

Financial Strength and Growth

- \$5.1 billion in total revenues
- Ranked 511 on Fortune® 1000
- Rated “A” (Excellent) by key industry analysts – A.M. Best, Standard & Poor’s, and Moody’s
- One of the fastest growing Property & Casualty companies over the past decade

The Best Agents

- Exclusively distributed through a network of 2,200 of the industry’s finest Independent Agents
- Hanover Agents bring deep expertise, with a focus on providing value and a differentiated experience

Exceptional Employees

- National network of locally-based employees for responsive support of agent and customer needs
- Dedicated professionals committed to providing the right insurance protection, value-creating service, and responsive claims handling for every customer

continued ▶

Distinctive Products and Services

Business Insurance

- Industry-specific products and services specifically designed to create distinctive value for businesses
- Innovative products that address complex needs with comprehensive solutions, and customized to meet the unique needs of each business
- Broad portfolio includes: property, general liability, workers' compensation, auto, umbrella, and specialty products, such as marine, management liability, professional liability, surety, and more
- Expert Risk Management staff provides loss prevention support, plus Hanoverrisksolutions.com offers resources, tools, and e-learning topics

Personal Insurance

- "Platinum" total account protection provides comprehensive coverages and service solutions for individuals and families
- Extensive coverage capabilities to meet the protection needs for auto, home, umbrella, jewelry, fine arts, personal watercraft, ATV, snowmobile, and recreational vehicles
- Concierge claims handling approach with dedicated support for "Platinum" customers
- Convenient online services via "MyHanoverPolicy" that allow you to view policy information, obtain new auto ID cards, pay premiums, file and track claims, and more

Caring about Our Community

- The Hanover Foundation donates millions to local charities, with a focus on youth and education programs
- 87% of Hanover employees donate annually to local charities
- Energy Star certified, recognizing our commitment to the environment and energy efficiency (6 consecutive years)

Visit us online at hanover.com



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

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