

▶ *Hanover claims*

## Severe weather frequently asked questions

### Catastrophe related FAQs for Homeowners three Special Form, HO 00 03 04 91

**Q: How do I report a loss?**

**A:** Early direct reporting is important—here at The Hanover we have four quick and easy ways for you to contact us and report your claim—phone, email, online or fax.

**Q: What are the hours of operation for The Hanover CAT Center?**

**A:** Our CAT Center's normal hours of operation are from 8 a.m. to 5 p.m., EST. When necessary we will have extended hours to meet the needs of our customers. As always, our after-hours emergency program is available 24/7 by calling 800-628-0250.

**Q: Are there specific contacts within the CAT Center that I can speak to if I have a concern or an emergency?**

**A:** You can reach The Hanover's CAT unit managers at 800-628-0250 as follows:

**CAT TEAM MANAGERS**

Bret Chambers	
Unit Manager	(508) 855-2918
Adam Barton	
Unit Manager	(248) 385-8861
Adam Miller	
Unit Manager	(508) 855-2075

The home owners policy, HO-03 4/91 provides coverage to your home and other structures under an open perils policy, giving coverage for your loss unless a listed exclusion applies to the cause of loss. This policy covers a loss to personal property from any one of the 16 named perils listed in the policy. The policy contains certain limited coverage for trees, and related debris removal expense.

**Q: One of my trees fell on my home during a storm. Do I have coverage for tree removal?**

**A:** Yes, if trees damage a covered structure, regardless of the number of fallen trees, \$500 is the most we will pay for tree removal in any one loss. (It is important to note that the cost to cut and/or lift a fallen tree off of the "covered structure" and drop it to the ground will be calculated as part of the cost to repair that structure. The HO-3 policy's \$500 tree removal limit will apply to the cost to remove the tree(s) **after** they have been taken off the structure and dropped to the ground.)

**Q: One of my trees fell in my yard during a storm. Do I have coverage for tree removal?**

**A:** Additional coverage #1 provides tree removal coverage only if the tree damages a "covered structure". There is no coverage for trees that are leaning or for trees that fall onto other plants or lawns.

**Report a claim 24 hours a day, seven days a week.**

Reporting by phone:

800-628-0250

Reporting by email:

firstreport@hanover.com

Reporting online:

go to [hanover.com](http://hanover.com) and select the "file a claim"

Reporting by fax:

800-399-4734

**Q: One of my trees fell during a windstorm. Do I have coverage to replace the tree?**

**A:** Trees are not covered for damage caused by the peril of “wind”. See *additional coverage #3* for the list of covered perils for trees, shrubs, and other plants.

**Q: My tree fell on my neighbor’s house/yard/vehicle during a windstorm is there coverage?**

**A:** Whether or not our policyholder may be liable to the neighbor for the damage will require an investigation under *section II—liability coverages*. However, *section I—property coverages* provides **no coverage** for the neighbor’s damages or for the tree removal costs. If the neighbor has property coverage with their homeowner or auto insurer, they should notify that insurer immediately about the damage.

If your neighbor is demanding you pay for the damage or if their insurance carrier has contacted you regarding the damage to their property please report a claim to us or your local agent as soon as possible. Admitting liability or volunteering to make payment to your neighbor or any other party may jeopardize the availability of liability coverage.

**Q: There is a hole in my roof and rain is expected tomorrow. What can I do?**

**A:** The homeowner should proceed with emergency repairs, like installing an emergency tarp. All receipts and records of the repair should be saved for the adjuster. If possible, the homeowner should take photos of the damage before proceeding with any temporary repairs so the adjuster can have documentation of the original damage. The Hanover adjuster will advise the insured if any of the damage is covered.

The following language can be found in the *conditions* section of the HO-3 policy:

**Duties after loss** condition 2.d (1) requires the policyholder to protect the property from further damage. *Additional coverage #2* agrees to reimburse the insured for the cost incurred to make reasonable and necessary repairs to “covered damage” when the repair is done to protect the property from further damage.

**Q: My roof leaked during a storm. There is a stain on my ceiling and my couch is wet. Do I have any coverage?**

**A:** Depending on the cause and age of the leak, there is probably coverage for the interior stains on the ceiling. However, there would be no coverage for any personal property contained in the building unless the storm first caused an actual opening in the roof or wall and the precipitation entered through that opening causing direct damage to the personal property.

**Q: A hail storm came through the area. I saw granules from my shingles in the gutters and near my downspouts. Will my entire roof need to be replaced?**

**A:** Some granule loss is expected in a hail event. Roofing and engineering experts agree that in most cases, loss of granules is consistent with the roof performing as designed and that the life expectancy of the roof will not be compromised by such an event.

An inspection of the roof will be **required** on all reported hail damage claims so we can determine whether there has been any covered damage to the roof and, if so, what method of repair may be necessary. Methods of repair range from the replacement of damaged roof parts and individual shingles to the replacement of a damaged slope. Because the policy will pay only the cost to repair actual physical damage, no indemnification is available for the cost to replace any undamaged roof areas solely to make them “match” the areas that must be repaired.

**Q: My power is out; can I stay in a hotel?**

**A:** A Hanover adjuster will address the insured's specific concerns once the extent & cause of any damage is determined. For reimbursement coverage under additional living expenses (ALE) to apply, a covered cause of loss must occur which makes that part of the residence premises where the insured resides "not fit to live in". **Loss of power due to a wide spread power outage is not a covered cause of loss therefore coverage for hotel bills will not be provided.**

**Q: My power is out and my food has spoiled. Do I have coverage?**

**A:** If the power interruption is caused by damage that occurs on the residence premises, the coverage C perils and limits may apply.

The HO-3 policy does not provide food spoilage coverage in the event of a widespread power outage. However, an endorsement is available which provides a limited amount of coverage, subject to a special deductible, for spoilage caused by an off-premises power outage or by mechanical failure of the freezer or refrigerator. If the policyholder has not purchased an endorsement providing "food spoilage" coverage, they will need to discuss available coverage with the Hanover adjuster.

**Q: My house was flooded. Is there coverage?**

**A:** The standard HO-3 policy provides no coverage for flood, surface water, waves, tidal water, overflow of a body of water, or spray from any of these, whether or not the water is driven by wind. There is no coverage for ground water seepage or leaking, nor is there coverage for water that backs up through sewers, sumps or drains. It is important to note that coverage for loss caused by those perils is excluded even if another peril also causes or contributes to the loss. If such a situation arises, the insured should contact The Hanover immediately to assess the cause of the flooding and what endorsements may be available.

## Loss settlement questions

**Q: Will I be paid in full for my structural damage?**

**A:** Please refer to *policy condition #3—loss settlement*, for complete details. For structures that are **not** buildings (fences, pools, patios, etc.) coverage is provided only at actual cash value, which means non-recoverable depreciation is applied. **For structures that are buildings**, the HO-3 policy provides replacement cost settlement valuation subject to the following:

1. The amount of insurance on the building must be maintained at 80 percent or more of the full replacement cost of the building immediately before the loss. If the amount of insurance is less than 80 percent of what is required, a penalty will apply.
2. If the claim for covered damage exceeds \$2,500, we will pay no more than the actual cash value until the actual repair or replacement has been completed. (A full statement detailing the withheld depreciation or "holdback" amount will be provided once the cost to repair the covered damage has been calculated.)
3. We will never pay more than the actual cost to repair or replace the damaged building and we will never pay more than the limit of liability that applies to the damaged building. If the actual cost to repair the building is less than we calculated, the actual repair cost will be used to determine if any balance is payable from the holdback claim. If the cost to repair the building exceeds the limit of coverage available, the claim will pay no more than that limit.

**Q: Will I be paid in full for my personal property damage?**

**A:** Please refer to *policy condition #3—loss settlement*, for complete details. The HO-3 policy provides coverage for unscheduled personal property on an actual cash value basis, meaning non-recoverable depreciation will be applied.

Endorsements are available to change the settlement of covered personal property losses from actual cash value to replacement cost. If such an endorsement is present, loss settlement will be modified to include the following terms:

1. Antiques, fine arts, paintings, memorabilia, souvenirs, collectors items, items that are not in working condition or items that are outdated, obsolete and are in storage are **not eligible** for replacement cost coverage.
2. If the claim for covered damage to personal property exceeds \$500, we will pay no more than the actual cash value until the actual repair or replacement has been completed. (A statement detailing the recoverable withheld depreciation or “holdback” amount will be provided once the cost to repair or replace the covered property has been calculated.)
3. We will never pay more than the actual cost to repair or replace the damaged property and we will never pay more than the limit of liability that applies to personal property. If the actual cost to repair or replace the property is less than we calculated, the actual cost will be used to determine if any balance is payable from the holdback claim. If the cost to repair or replace the covered property exceeds the limit of coverage available, the claim will pay no more than that limit.

**Please Note:** *This quick reference guide is for standard HO-3 policies only and is not intended to be substituted for policy language.*

<sup>1</sup> The information provided here is in the nature of a general description of the coverage provided by your policy, and the manner in which your claim may be adjusted and processed. Nothing contained herein is intended to alter or amend your policy, create coverage, or imply that any claim you may have is covered. All claims are subject to the specific terms of your policy and applicable state law.

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