

▶ *Hanover claims*

Severe weather notice

The Hanover Insurance Group's CAT management plan includes 24/7 claims reporting capability whether you or your clients choose to call us directly at 800-628-0250, fax the loss to 800-399-4734, email to firstreport@hanover.com, or file online in TAP or at hanover.com (under "file a claim").

The Hanover provides all the loss information you need to service your clients should they experience a loss.

Claim Information

Claim information is available in The Agency Place (TAP). TAP allows you to view your policyholder's claim notes, claim summary information, claim payments, and adjuster information by following these steps:

- Under **service customer** choose **claim number**
- Enter the claim number
- Make your claim information selection
- Click **search**

To see a list of claims reported during severe weather follow these steps:

- Select **agency activity**
- Select **claims** tab
- Enter your Hanover producer code
- Select the appropriate business segment
- Select **date claim reported**
- Enter **start date** and **end date** for the period requested
- Click **go**



If you have further questions or if we can help in any way, dial 800-628-0250 plus the extension for any of the following:

REGIONAL CLAIM DIRECTORS

Robert Leal	Southeast Region	ext. 6735577
Mike Carlson	West and Pacific Regions	ext. 7738845
Marc De Luca	Northeast Region	ext. 8556236
Mary Engler	Midwest Region	ext. 4614449

CAT TEAM MANAGERS

Dionysi McGowan	Unit Manager	(774) 262-1452
Adam Barton	Unit Manager	(248) 385-8861
Adam Miller	Unit Manager	(508) 855-2075

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