



The Hanover's Preferred Water Mitigation Program

National Expertise Partners with Certified Claim Specialists

The Hanover Claim Department is dedicated to providing customers with the best claims service in the industry. In support of this commitment, The Hanover has contracted with the following national water mitigation vendors to provide fast, emergency service to our customers:

Paul Davis Restoration:	855-680-6549	pauldaviscompanies.com
Rainbow International:	800-636-9584	rainbowintl.com
ServiceMaster Restoration:	800-737-7663	servicemasterclean.com
Servpro Restoration:	800-737-8776	servpro.com

While customers may choose any vendor, the advantages of selecting a Hanover preferred vendor are:

- Professional certification by the Institute of Inspection Cleaning and Restoration Certification (IICRC)
- Convenient, easy-to-find countrywide locations
- Subject to service level agreements
- Required to promptly respond 24/7 on site for the customers
- Coordinated with our adjusters to effectively handle covered water damage claims
- Equipped with the estimating technology to communicate quickly and clearly

Certified Water Mitigation Claim Unit

Our claim staff has undergone IICRC certification in water restoration and advance drying techniques. This rigorous training and certification make them distinctly qualified to work on behalf of clients to successfully manage water claims. The Hanover's water mitigation experts have the understanding and skills required to address water losses efficiently and effectively.

The Hanover's specially trained water mitigation team will work directly with the backing and knowledge of the best, preferred national companies for the benefit of our customers.

We are available to answer your questions about our team, process, and vendors.

Sincerely,

Raymond Barry,
AVP—Catastrophe Operations
508-855-2664

Adam Miller,
Unit Manager—Water Mitigation Team
508-855-4016

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