

## We're here for you

We know that over the past week you have been focusing on the health and well-being of your employees and families, while also working in new ways to support your customers in this unprecedented time. It's been a whirlwind to say the least. We have been so impressed by how all of our agent partners have taken on the challenges and disruptions the coronavirus (COVID-19) is causing.

We also recognize that you have been dealing with questions that your customers have about how COVID-19 will impact their insurance coverage. And, you need answers from us on how to address these concerns.

# COVID-19 Response

A message from

**JACK ROCHE**

President and Chief Executive Officer



### New COVID-19 agent resource center

Given that local, state and federal government recommendations and requirements are changing rapidly, we have created our [COVID-19 agent resource center](#) so you'll have the latest information from us at the ready.

In the center, you'll find [extensive FAQs](#) about our business practices during the outbreak, important messages from our leadership team, details about our self-service options and more.

Throughout the outbreak we will update the information in our resource center as quickly as we have answers to new questions and circumstances that arise.

TAKE ME THERE

### Connecting with customers

We also want to let you know that later this week we will reach out to all Personal Lines and Commercial Lines and Specialty customers who have provided us with an email address. Our note

will remind them of our self-service options and let them know we have a COVID-19 information page on [hanover.com](https://www.hanover.com) that answers many of the questions that have come in from customers.

We hope our communications result in fewer calls to you and your staff as we know you are managing many priorities right now.

**Thank you**

We are so grateful for all you are doing to support our mutual customers during this uncertain time. We know there are long days ahead of us as we all work to minimize the spread of the virus and continue to provide outstanding service to you and customers. Please know our local and corporate teams are ready to assist you. Stay safe. Stay well.



**Dick Lavey**

Executive Vice President, President, Hanover Agency Markets



**Bryan Salvatore**

Executive Vice President, President, Hanover Specialty

**The Hanover Insurance Company**  
440 Lincoln St - Worcester, MA, 01653-0002

Copyright (C) 2020 The Hanover Insurance Group. All Rights Reserved.  
All Products are underwritten by Citizens Insurance Company of America, The Hanover Insurance Company, or one of its insurance company subsidiaries or affiliates ("The Hanover").

*This email was sent to [mromanek@isugroup.com](mailto:mromanek@isugroup.com)*