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Resources for you and your customers

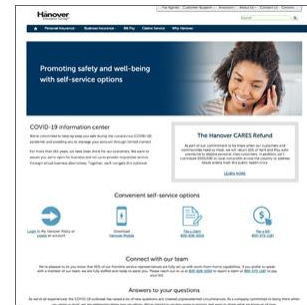
At The Hanover, supporting our agency partners and policyholders is what we do. That's why we have taken proactive steps to provide important updates from our leadership team, extensive FAQs, details about our self-service options, and more, to help you and your customers during the coronavirus (COVID-19) pandemic.

COVID-19 agent resource center

We're updating our agent resource center as we have answers to new questions we receive about:

- Billing
- Claims
- Underwriting
- Coverage
- Service

TAKE ME THERE



Timely risk management resources

Our COVID-19 customer resource center includes a library of articles to help customers protect their clients, employees and property, and adapt to a new work reality, like:

- Best practices for managing a remote workforce
- Disinfecting your facility if someone is sick
- How to safely close a construction site
- Steps to close a facility safely
- Technical tips for remote workers

ACCESS NOW



Customer self-service capabilities

Your customers can take advantage of the convenient features offered with My Hanover Policy, including:

- View and pay their bill online
- Enroll in paperless billing
- Sign up for EFT
- File and track a claim



GET THE DETAILS



Telemedicine services for customers

We partner with Nurse Triage24, a 24/7/365 telephonic service, providing immediate access to registered nurses for on-the-job injuries. NT24 helps determine the most appropriate level of care, including instructions for administering self-care. And, where appropriate, employees may be connected to a telemedicine visit. This valuable service can help support faster recovery and earlier return to work, and is available at no additional cost to our customers.

FIND OUT MORE



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