

Billing

Payment options

The Hanover offers five different payment methods, so you have the option to choose the one that works best for you.

1. Electronic Funds Transfer (EFT)

Enroll in recurring EFT to set up automatic withdrawals of your insurance premium. Register for My Hanover Policy at hanover.com, or print and complete the EFT authorization and send it by email, fax, or mail. With EFT you receive the following benefits:

- Fast, safe and easy—pay directly from your bank account
- Avoid missing a payment and worrying about cancellation
- Pick any day of the month, from the first to the 28th

2. Pay online

Enjoy the convenience of doing business online 24/7 with our online payment option. Visit hanover.com/billing to get started.

- Complete a one-time payment using your bank account, debit card or credit card.*
- Register for My Hanover Policy for additional online benefits, including the ability to save your payment information for future use, view bill images, sign up to receive billing e-mail alerts and view your payment history.

3. Pay by phone

For convenience, use The Hanover's toll-free number (800-573-1187) to make a payment with your bank account, debit card, or credit card.*

4. Write a check

If you prefer, you can send your payment by U.S. mail to the addresses below. When paying your bill by check, please allow sufficient time for mailing.

Hanover customers:

The Hanover Insurance Company
PO Box 580045
Charlotte, NC 28258-0045

Citizens customers:

Citizens Insurance Company of America
Department 77360
PO Box 77000
Detroit, MI 48277-0360

5. Hanover EZPay for workers' compensation

Hanover EZPay is our pay-as-you-go billing option. With Hanover EZPay, you have the ability to pay your workers' compensation premium in real-time as you run your payroll. You may self-report your payroll by logging into Hanover EZPay at <https://hanover.payrollpl.us> or, if you work with a payroll company**, they may report on your behalf. For assistance, please contact your agent or the Hanover EZPay customer service team at 800-853-0458 or HanoverEZPay@hanover.com.

* Invoice fees associated with your pay plan apply.

** Payroll vendors may charge you a fee to submit files to us directly (including Intuit Payroll Services). You should discuss this with your payroll vendor before signing up for this payment plan.

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