

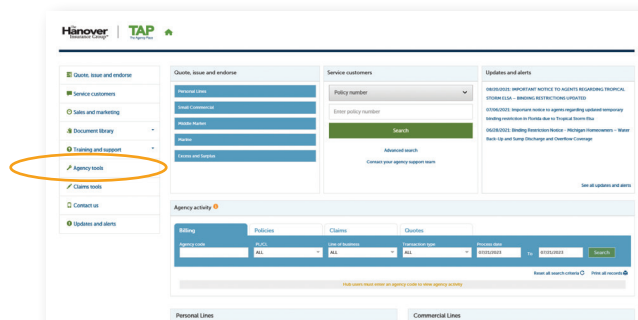
## Commercial Lines

# How to sign up for policy email notifications

With paperless delivery, The Hanover offers a convenient way for you to receive small commercial, middle market, and specialty lines policy transactions via email. To sign up to receive electronic copies of your agency's commercial policies, use the four easy steps outlined below.

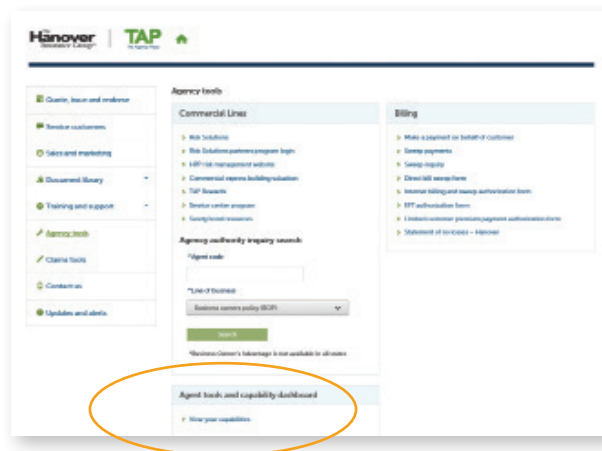
### Step 1

Visit **The Agency Place (TAP)** to get started. From the TAP homepage go to left hand navigation and select **"Agency Tools."**



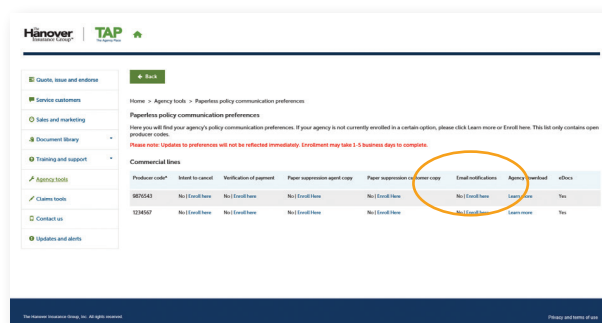
### Step 2

Select **"View your capabilities"** under the Agent tools and capabilities dashboard.



### Step 3

Your eDelivery options will appear for your open producer codes. If you see **"Learn More"** contact your agency administrator to enroll. If you see **"Opt in/out"**, click on the link to begin the enrollment process.



## Step 4

By signing up for email notifications, you will receive one email outlining all eligible small commercial, middle market, and specialty policy transactions that were completed the prior business day.

At the top of this page, you will see a preview of the **email address** on file where your policy documents will be sent.

**Select applicable agency codes** for which you'd like to receive email notifications. You will receive all eligible policy transactions and documentation for these agency codes.

If your email address needs to be updated, please contact your agency administrator. If you do not know who your agency administrator is, please contact the agency helpline at 800-626-6601.

**Receive Policy Document Notifications by Email.**

By enrolling, you will receive one email outlining all policy transactions that were completed the prior business day. You will be given links to the insured and agent copy of the following policy documents:

- New Business
- Renewals
- Endorsements
- Reinstatements

Email Address:

I wish to receive email notifications for the following agency code(s):

Select All	Agency Code	Paperless	Agency Name	Agency Address	Customer Service Center
<input checked="" type="checkbox"/>	9999999	ABC Agency	1 Agent Road, Worcester, MA 01234	NO	


[Previous](#) [Next](#)

[Save Changes](#) [Cancel](#)

Click **Save Changes** to confirm your enrollment.

Click **Save Changes** to confirm your enrollment.

### Please note:

A green leaf  in the paperless column indicates that your agency administrator has elected for this agency code to no longer receive paper copies of new and renewal small commercial, middle market, and specialty lines policy documents, including endorsements and reinstatements.

Your agency will continue to receive physical copies of auto ID cards and workers' comp claims kits.

## Step 5

You'll be prompted to confirm your changes and save your new preferences.

You'll then be re-directed to a confirmation page, and you will also receive a confirmation email.

You will begin to receive electronic copies of policy transactions via email. This is a sample email notification for policy transactions that you will begin to receive.

Policy documents will continue to be available for download via TAP.

**Confirmation.**

Are you sure you want to save your preferences?

[Yes](#) [Make More Changes](#)

I wish to receive email notifications for the following agency code(s):

Select All	Agency Code	Paperless	Agency Name	Agency Address	Customer Service Center
<input checked="" type="checkbox"/>	1234567	ABC AGENCY	ANYTOWN, STATE	NO	

[Save Changes](#) [Cancel](#)

**Small Commercial Policy Document Notification**

Below is a zip file for each agency code, containing all Small Commercial Policy Documents generated the prior business day. These zip files will be available for 45 days.

Agency Code	Zip File
1234567	<a href="#">Agent Copy   Insured Copy</a>
9999999	<a href="#">Agent Copy   Insured Copy</a>
1234567	<a href="#">Agent Copy   Insured Copy</a>
1234567	<a href="#">Agent Copy   Insured Copy</a>
9999999	<a href="#">Agent Copy   Insured Copy</a>

Click [here](#) if you need help opening the zip file.

If you wish to make changes to your Small Commercial Policy Document Notification settings, please visit [TAP](#), navigate to the Agency & Claims Tools tab, and select Agency Tools. Below Email Notifications - Small Comm, click on Policy Transactions.

Please note: Hanover will continue to mail policy output directly to insureds who are enrolled in the Customer Service Center.

Thank you for choosing Hanover.

The Hanover Insurance Group  
Phone: 800-626-6601  
Email: [classlist@hanover.com](mailto:classlist@hanover.com)

## Questions?

Contact The Hanover's commercial lines agency helpline at **800-626-6601** or email [classlist@hanover.com](mailto:classlist@hanover.com).

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