

Commercial Lines

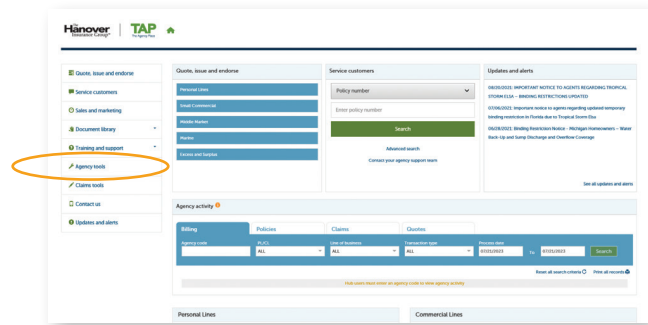
How to enroll your agency for paperless

The Hanover now offers a convenient way for you to go paperless. You can sign up in four easy steps.

- To complement our paperless option, your agency can sign up to receive agent copies of small commercial, middle market and specialty lines policy transactions electronically.
- The Hanover offers a daily email option or eDocs for electronic delivery options. Update your paperless preference to receive electronic copies of insured copies as well.

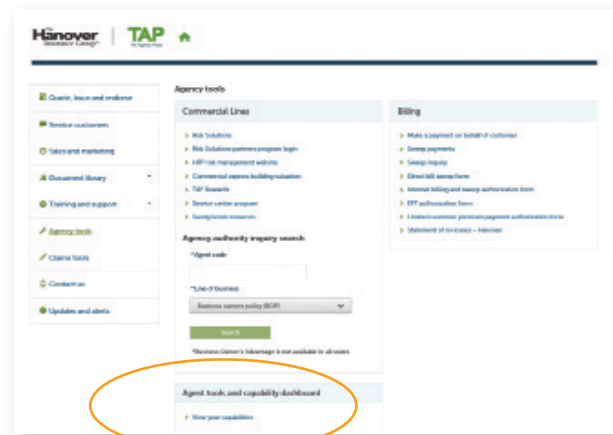
Step 1

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



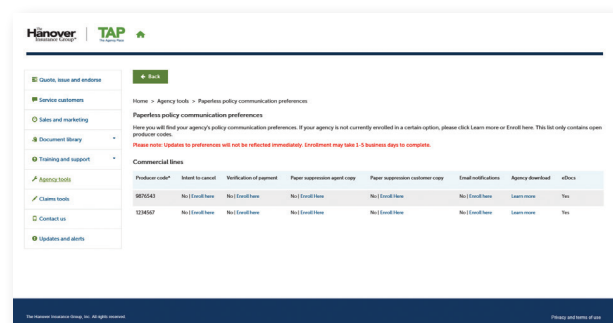
Step 2

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

The enrollment screen will appear. For each agency code you wish to enroll in paperless, update the selection to **Agent & Insured Copy**.

You will no longer receive paper copies of new and renewal commercial lines policy documents, including endorsements and reinstatements.

Please note: If you have opted to receive digital version of insured policies, your agency agrees to deliver these documents to their respective policyholders, either electronically or through the mail. The Hanover will continue to mail policy output directly to insureds with agencies enrolled in the Hanover Customer Service Center.

Go Paperless - Commercial

By enrolling in paperless, your agency will no longer receive paper copies of the following policy declarations and forms:

- New Business
- Renewals
- Cancellations
- Endorsements
- Reinstatements
- Rewrites

However, your agency will still receive paper copies of:

- Auto ID Cards
- Workers' Compensation Claims Kits

These selections do not impact billing notifications.

Apply to the following agency code(s) and recipient type(s):

Agency Code	Agency Name	Agency Address	Customer Service Center	Agent & Insured Copy (Select All)	Agent Copy (Select All)
3200057	KNIGHT	120 FRONT ST, WORCESTER, MA 01608	YES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3201391	KNIGHT	120 FRONT ST, WORCESTER, MA 01608	YES	<input type="checkbox"/>	<input type="checkbox"/>
6200825	KNIGHT DIX INS. AGCY, INC.	120 FRONT ST, WORCESTER, MA 01608	NO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6200826	KNIGHT	18 CHESTNUT STREET, WORCESTER, MA 01608	NO	<input type="checkbox"/>	<input type="checkbox"/>
6200829	KNIGHT	446 MAIN STREET, STE 56, WORCESTER, MA 01608	NO	<input type="checkbox"/>	<input type="checkbox"/>

You will now receive Policy Document Notifications by email. Employees at your agency can also opt in to receive Commercial Policy Document Notifications by using TAP. Please navigate to the Agency & Claims Tools tab and select Agency Tools. Below Email Notifications-Commercial, click on Policy Transactions.

Previous **Save Changes** Next

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

Your agency will continue to receive physical copies of:

- Auto ID cards
- 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.

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

Receive Policy Documents

By enrolling, you will receive one e-mail out agent copy of all policy documents. You will be given links to the insured and

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"/>	1234567	<input checked="" type="checkbox"/>	ABC AGENCY	ANYTOWN, STATE	NO

Save Changes Cancel Previous Next

Questions?

Contact The Hanover's commercial lines agency helpline at 800-626-6601 or email classist@hanover.com.



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hanover.com
The Agency Place (TAP)—<https://tap.hanover.com>