

## Hanover claims

# Hanover GlobalReach claims reporting

Business travel in foreign countries can come with great risks. Business plans—and lives—can be thrown into uncertainty by incidents ranging from stolen passports to medical emergencies, even kidnapping. Thankfully, no matter where you do business, you can rely on The Hanover. With Hanover GlobalReach, you'll experience coordinated and professional claims service, a steady hand when you need it the most. Here's all the information you need to report an international claim.

## How to report an international claim (claims outside of North America)

### STEP ONE: Gather important information

You'll need to provide certain information when you report the claim, including:

- Policyholder name
- Policy number
- Type of loss
- Date of event
- Description of loss
- Insured contact name and details (phone, email, etc.)
- Third-party contact name and details (phone, email, etc.)

### STEP TWO: Report your claim

**Email** international@hanover.com

**Website** hanover.com

**Phone** 1-800-853-0451

**Note:** For a loss under a locally admitted foreign policy, please follow the loss notice details within that policy contract.

This material is provided for informational purposes only and does not provide any coverage. For more information about The Hanover visit our website at [www.hanover.com](http://www.hanover.com)

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## Business travel services— additional information

- This coverage includes emergency medical, personal, travel assistance and emergency political evacuation services.
- Calling business travel support services does not constitute the report of a claim. To report a claim, please follow the steps outlined in this flyer.
- To print a card containing contact information for UnitedHealthcare Global, or to learn more about our business travel services outside the U.S., please visit: [assistance@UHCGlobal.com](mailto:assistance@UHCGlobal.com). To register on their website, enter: **Global ID: 339151**

## EMERGENCY?

In a life-threatening emergency, contact the local emergency authorities first to receive immediate assistance. Then follow the steps outlined in this flyer. Here are your emergency contacts.

### Kidnap, ransom or extortion emergencies

Contact Crisis24® at 1-646-893-0034

### Business travel service emergencies

Contact United Healthcare Global at 1-410-453-6330 for 24-hour emergency response (reverse charges accepted)