If at the scene of an accident:

1. Contact police at 911.

- 2. Assist injured parties if safe to do so. Collect names addresses and insurance
- information of all persons and vehicles 3. Secure all damaged property so a claim involved in the accident
- 4. Do not admit fault. Make no payments or promises to anyone.
- 5. Contact The Hanover

To report a claim, please call or go to hanover.com Report a claim: 800-628-0250 Platinum customer claims: 800-799-6977 Prestige customer claims: 877-922-2774

If damage occurs to your home

1. Call police or fire department if needed.

adjuster has an opportunity to inspect.

4. Maintain all receipts for temporary repairs

that document your insured items.

5. Contact The Hanover

or extra living expenses. Collect all photos

2. Prevent further damage by making temporary repairs, if safe to do so.

or personal property:

Ask about the advantages of our Express Auto Program and Preferred Auto Glass Program.

The Hanover claims experience

When you have a claim, we'll provide the expertise, guidance and tools to make things as easy as possible for you and your family or business. Day in and day out, our skilled claims professionals help us deliver on this promise - getting people back on the road, back into their homes and back to business after the unexpected occurs. Depending on the specifics of your claim, we may interact through self-service digital or virtual options, onsite visits and/or through trusted vendor partners. We'll be with you every step of the way.

ACCESS: Reach us 24/7 for claims assistance. Report a claim: 800-628-0250 Platinum customer claims: 800-799-6977 Prestige customer claims: 877-922-2774 Online: hanover.com or myhanoverpolicy.com

9 OUT OF 10: customers with a home, business or auto claim* are likely to recommend The Hanover to a colleague, family member or friend

24/7: access to real people when you need to report the unexpected

CONVENIENCE: Potential for same-day payment once your claim is resolved

SELF-SERVICE: A variety of digital and virtual options for a speedy, convenient resolution

KEEP THIS BROCHURE IN YOUR VEHICLE AT ALL TIMES

MAKING YOUR AUTO POLICY WORK FOR YOU

Many of us do not think about our auto coverage until we find ourselves in an accident. Being proactive can help by making sure you have the right level of protection and are taking advantage of all credits and discounts in which you are eligible before accidents happen. Call your agent today to discuss all your options. It's also a good idea to mark your calendar so you periodically review your policy. We want you to be covered and on the road with all the protections you need.

All products are underwritten by The Hanover Insurance Company or one of its insurance company subsidiaries or affiliates ("The Hanover"). Coverage may not be available in all jurisdictions and is subject to the company underwriting guidelines and the issued policy. 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.

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hanover.com



The Hanover Insurance Company 440 Lincoln Street, Worcester, MA 01653

Citizens Insurance Company of America 808 North Highlander Way, Howell, MI 48843

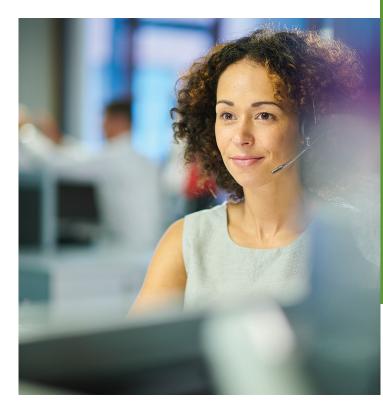


What to do after an auto accident

CALL THE HANOVER CLAIMS TEAM:

myhanoverpolicy.com Mobile app Report a claim: 800-628-0250 Platinum customer claims: 800-799-6977 Prestige customer claims: 877-922-2774

More information: hanover.com



We're here to help you

Auto accidents can be upsetting. Our first concern is your safety. If you are able to drive and your vehicle is operable, your first step should be to drive to the side of the road to avoid further risks.

Once you are safe, there are some important steps you can take.

AT THE SCENE OF THE ACCIDENT:

- Contact 911 for ambulance service if needed and assist injured parties if possible
- Use the attached form on reverse side to collect the names, addresses and insurance information of all persons and vehicles involved in the accident
- Take photos and document the damage to all vehicles involved
- Do not admit fault and make no payments or promises to anyone
- Contact The Hanover claims team:
- Mobile app
- Report a claim: 800-628-0250
- Platinum customer claims: 800-799-6977 Prestige customer claims: 877-922-2774
- We will contact your agent.
- More information: hanover.com

KEEP THIS BROCHURE IN YOUR GLOVE COMPARTMENT WHERE IT WILL COME IN HANDY.

We encourage you to collect as much information as you can at the scene of the accident to assist in a smooth and efficient claims process.

HANOVER CLAIMS

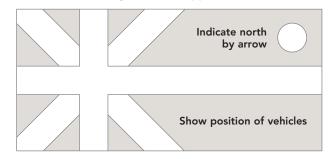
ACCIDENT DETAILS

VEHICLE NO. 1

(Your vehicle is considered vehicle no. 1 in all accident reports)

Date	Time		_ □a.m.	□p.m.
Location				
Street				
City		State	_ Zip	· · · · · · · · · · · ·
Speed:	Your vehicle _			m.p.h.
	Other vehicle			m.p.h.
	Third vehicle m.p.h			m.p.h.

Indicate on this diagram what happened



-			
Со	mm	her	nts

POLI	CE II	NFO	RMAT	ΙΟΝ

Officer	name	

Badge no.	
5	

<u><u> </u></u>	. •	
Sta	tion	
JLa	UUII	

OTHER	DRIVERS	

VEHICLE NO. 2

Name		
Street		
City		
Age Sex Licer	ise no	
Make, year and color of vehi	icle	
Plate no		State
Owner		
Street		
City		
Insurance company		
Policy no		
Insurance agent		
Observably injured? \Box yes	🗆 no	

PASSENGERS

Name (Vehicle no. 1)		
Street		
City		
Observably injured?	no	
Taken to		
Name (Vehicle no. 2)		
Street		
City		
Observably injured?	no	
Injury		
Name (Vehicle no. 3)		
Street		
City	State	_ Zip

Observably injured? \Box yes \Box no

Injury_

Injury_

ОТ			D 1	• /	D T
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VEHICLE NO. 3

Name			
Street			
City		State Zip	_
Age	_ Sex	_ License no	
Make, year	and colo	of vehicle	

Plate no	State
Owner	
Street	
City	
Insurance company	
Policy no	
Insurance agent	
Observably injured? \Box yes	
Injury	

WITNESSES

Name	
Street	
City	_ Zip
Phone	
Name	
Street	
City	_ Zip
Phone	-

CONTACT THE HANOVER CLAIMS TEAM **TO REPORT AN ACCIDENT:**

myhanoverpolicy.com Mobile app Report a claim: 800-628-0250 Platinum customer claims: 800-799-6977 Prestige customer claims: 877-922-2774 More information: hanover.com

Insurance Group®	hanover.com/claims	
Report a cl or Roadside Ass *If you have Roadside Assistanc	istance*	TOWING EMERGENCY SERVICES (24/7)
Customer number:		
Auto policy number:		
Homeowner policy number:		

Platinum: 800-799-6977 All Customers/Connections:

800-628-0250

Please keep this brochure in your vehicle for ease of access.

Following the accident...

...you can count on us to provide the guidance, expertise and tools to get you back on the road as soon as possible.

RENTALS

Hanover

If you elected rental coverage:

- Direct billing through our rental partner
- Pick-up and delivery (if applicable at your branch)

EXPRESS AUTO REPAIR FACILITIES

(where available)

- Professional trained personnel
- Repairs may begin immediately without a company appraisal
- Shuttle service and delivery as needed
- High-quality repair and services
- Lifetime warranty that guarantees repairs for as long as you own the vehicle

GLASS REPAIR AND REPLACEMENT

- Dedicated staff available 24/7
- Preferred and proven provider network
- Mobile and shop service available
- Free windshield repairs if you elected coverage