DISTINCTIVE COVERAGE OPTIONS

HANOVER PRESTIGE



OUR MISSION:

Helping prepare for and recover from the unexpected... giving peace of mind

Personal Lines

First-class care and service when it matters most

Prestige claims team

- Experienced professionals delivering tailored solutions for this market
- Claims experts who understand the unique needs and lifestyles of Prestige customers
- Expedited and prioritized adjuster response following first notice of loss
- Dedicated Prestige claims team of highly skilled adjusters available at 877-922-2774 for personalized support

Consultative culture

- Adjusters focused on identifying coverage solutions within the policy contract
- Ongoing training to stay aligned with Prestige customers' lifestyles and expectations
- Partnerships with agents and customers for a seamless claims experience
- Strong commitment to delivering an empathetic claims response

Specialized vendor list

- Professionals who support elevated expectations for valued art, jewelry, wine and collectibles
- A network of vendors that engages with speed and professionalism
- Established process for expedited vendor engagement

Proactive communications

- Dedicated Prestige director for all Prestige claims
- Forward-thinking communication with key stakeholders

Enhanced coverage that allows us to say 'yes'

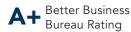
- Mortgagee signature waived on losses <\$10K
- Loss mitigation for covered losses >\$10K
- Additional living expenses paid at incurred amount for the duration of the customer's need
- All other perils deductible waived when a covered loss exceeds the required threshold. See your state product guide for details

TRACK RECORD OF STRONG PERFORMANCE



ratings from AM Best and S&P, 'A2' rating from Moody's





\$5.8B

in total revenues

170+ years

of delivering on our promises

\$2.3+ million

donated to local communities*



Forbes America's Best Insurance Companies 2025

TIME World's Best Companies

Newsweek America's Most Responsible Companies

U.S. News & World Report Best Companies to Work For

*in 2024

WHAT PRESTIGE CUSTOMERS SAY ABOUT OUR CLAIMS SERVICE

"Wonderful customer service! Hands down the best. Fast response."

~ A Prestige customer, New York

"Smooth transactions, very knowledgeable and helpful adjuster."

~ A Prestige customer, Illinois

"Everyone I spoke with was very kind and understanding regarding a stressful situation, and I am very thankful for that."

~ A Prestige customer, New Jersey

"I wanted to share with you how amazed I was with both Hanover and my claims adjuster.

They endured all my questions with grace, professionalism, expertise and patience, and made me feel better throughout the entire process. I will be spreading the word on how great The Hanover is to anyone who will listen."

~ A Prestige customer



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

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

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

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