

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

Designated service

- Professionals experienced to deliver tailored solutions to this market
- Claims experts who understand the customer's unique needs and lifestyle
- Expedited and prioritized adjuster response after first notice of loss
- Designated claims phone number for Prestige customers:
877-922-2774

Consultative culture

- Adjusters who look to find coverage solutions within the policy contract
- Continuous training on Prestige customers' lifestyle and coverage
- Partnership with agents and customers for a seamless claims experience
- Commitment to providing an empathetic claims experience

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

TRACK RECORD OF STRONG PERFORMANCE

"A"

ratings from
A.M. Best, S&P
and Moody's

1 of 40

oldest member
companies
on the New York
Stock Exchange

\$4.6B

in total
revenues

165+
years

as an established,
top-tier property
and casualty
insurance company

\$1.7 million

donated to
local communities



Institutional Investor
Magazine Award
IR program,
ESG & Corporate
Governances (2020)

2020

A Forbes America's Best Midsize Employer

Women on Boards Winning Company

Human Rights Campaign
score of 100 out of 100



rating on Google Reviews

WELL RESPECTED

**A+**

Better Business
Bureau Rating

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 Group®

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

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