Personal Lines

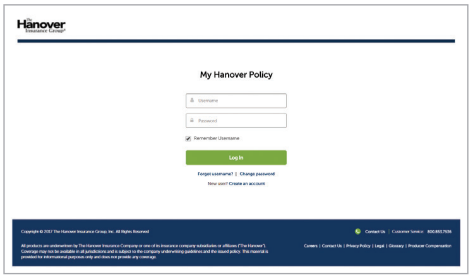
My Hanover Policy— How to enable paperless

Step 1

Log in

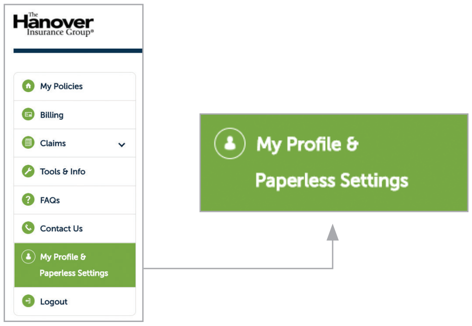
First, log into www.myhanoverpolicy.com with your **username and password**.

Or “Create an account” if you do not have an account yet.



Step 2

Select “My Profile & Paperless Settings”

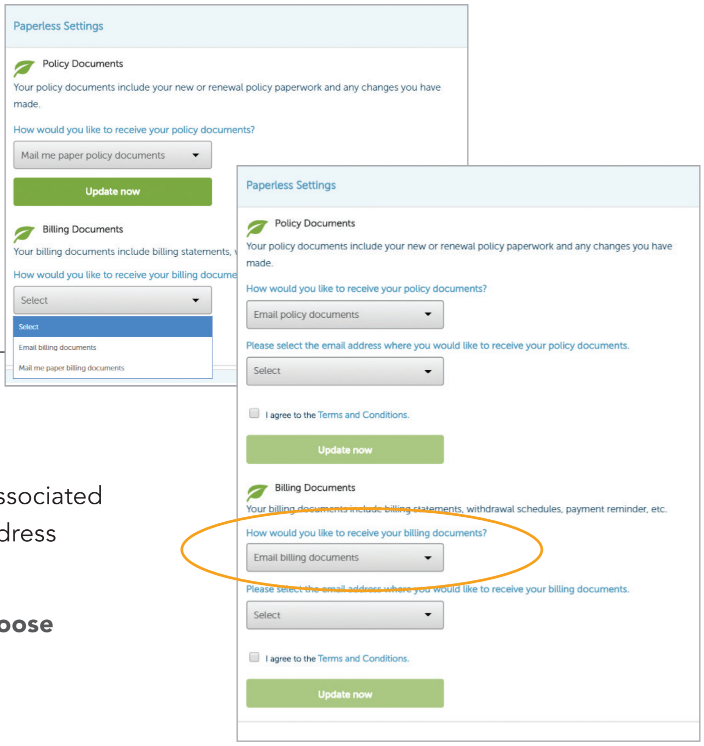


Step 3

Scroll to Paperless Settings

Select either “Policy Documents or Billing Documents” for Paperless

Select “Email me policy/billing documents”
Paperless settings are applied for all policies in your account.



Step 4

Verify the email address for policy notifications

In the second dropdown menu, you will see the primary email associated with your account. You will receive a notification at this email address each time you have a new policy document available to view.

If there is more than one email associated with your account, **choose which email address** at which you wish to receive notifications.

Only one email address can be used for notifications.

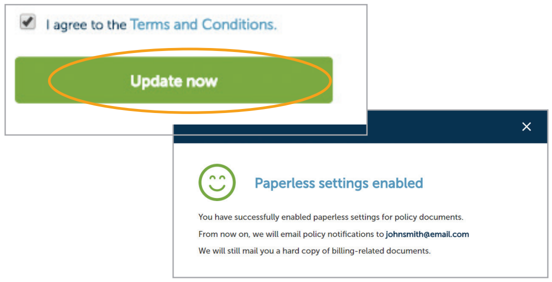
Step 5

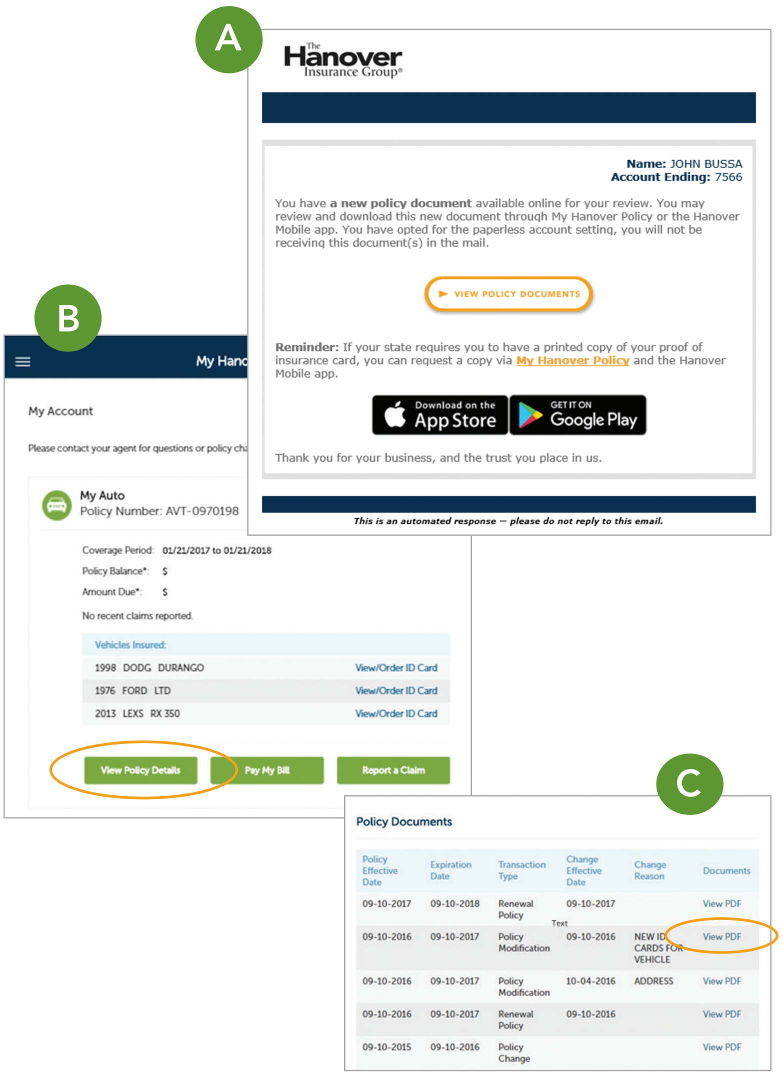
Agree to Terms and Conditions

Step 6

Click "Update Paperless Settings"

A confirmation message will appear on the screen and a confirmation email will be sent to the email address you selected.





Viewing a new policy/billing document

Each time you have a new policy/billing document available to view, you will receive an email, similar to the example to the left.

To view your new documents:

- **Click on "View Policy/Billing Documents"** (A) within the email.
- **Click "View Policy Details"** (B).
- **Scroll down to "Policy/Billing Documents."**
- **Click "View PDF"** to see each document (C).

Update settings

You can update your settings any time you're logged into My Hanover Policy, by going into "My Profile & Paperless Settings."

The Hanover Insurance Group®

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

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