

Hanover Technology Advantage

Risk solutions and claims services

With security breaches and data theft on the rise, readiness and response plans are crucial to keeping technology companies safe and secure. In addition to superior coverage, The Hanover offers tech companies valuable risk solutions services to help them prevent future losses. And if a claim does occur, our experienced technology claims team will help manage a positive resolution.

Minimizing risk in tech

We want to help tech companies avoid potential losses before they occur. Through a wide array of loss control services offered through our risk solutions team, we can help tech businesses proactively protect themselves, including:

- **Hanover Risk Solutions** (www.hanover.com/risksolutions) includes articles, tools and tips to help minimize risk on key topics that matter to tech companies, including power quality, contract management, data protection and more.
- Access to exclusive discounts on services from Hanover Risk Solutions partners, employee screening through Intellicorp, disaster planning and recovery from Open for Business.
- Risk solutions professionals to help identify areas of risk, develop response plans and provide best practices on ways to reduce risk.

Data breach diligence

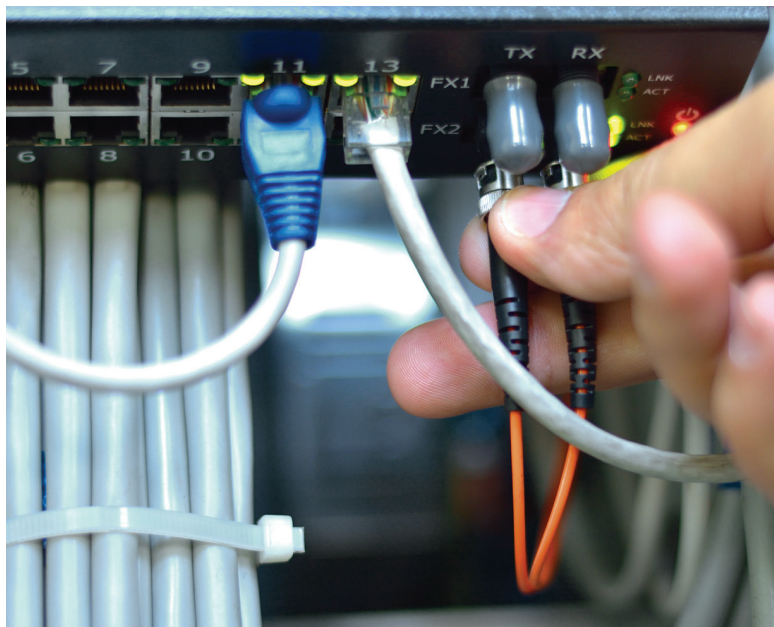
The Hanover partners with NetDiligence to provide tech companies with proactive, comprehensive services, on the eRiskHub portal including:

- **Incident roadmap** — includes suggested steps to take following a network or data breach incident, free consultation with a Breach Coach® and access to a breach response team
- **News center** — cyber risk stories, security and compliance blogs, security news, risk management events and helpful industry links
- **Learning center** — best-practices articles, white-papers and webinars from leading technical and legal practitioners
- **Risk manager tools** — assists tech companies in managing cyber risk including a self-assessment and state breach notification laws

- **eRisk resources** — a directory to quickly find external resources with expertise in pre- and post-breach disciplines

Real tech expertise

Our underwriting, claims, and Risk Solutions professionals have years of experience serving the tech industry. We've assembled a specialized team of adjusters for errors and omissions (E&O) claims to address the complex issues related to liability suits. And, our team extends to include outside legal counsel for additional expertise and consultation on complex cases, with coverage in all 50 states. We're committed to working together, from first notice through final resolution, to help tech companies achieve superior claims outcomes.



Staying ahead of the claim

Proactive investigation of potential claims can help tremendously in mitigating loss. To help our claims team stay ahead of evolving errors and omissions claims, we offer pre-claims assistance to technology companies including investigation services that begin as soon as an incident is reported. This enables our team to understand the circumstances and develop an effective defense strategy, resulting in a more favorable claims outcome.

Complete claims services

We understand that not all technology claims are related to errors and omissions. That's why we offer technology businesses complete insurance solutions for their business, as well as comprehensive claims services across every policy, including:

- **General liability** — on staff experts for medical and legal consultation, professionals with local jurisdiction knowledge, and legal counsel with years of general liability experience.
- **Workers' compensation** — nurse case managers dedicated to assess the needs of injured employees and coordinate medical treatment along with a network of more than 50,000 healthcare providers and a pharmacy program to provide pre-negotiated pricing for injured employees.
- **Commercial auto** — a network of roadside assistance service providers, repair shops and glass replacement services to minimize paperwork and out-of-pocket expenses.

If a loss occurs

The Hanover offers convenient 24/7 claims reporting with three convenient ways for customers to file a claim:

- **Online:** hanover.com/claims
- **Mobile app:** Hanover Mobile
- **Phone:** 800-628-0250



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

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