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.
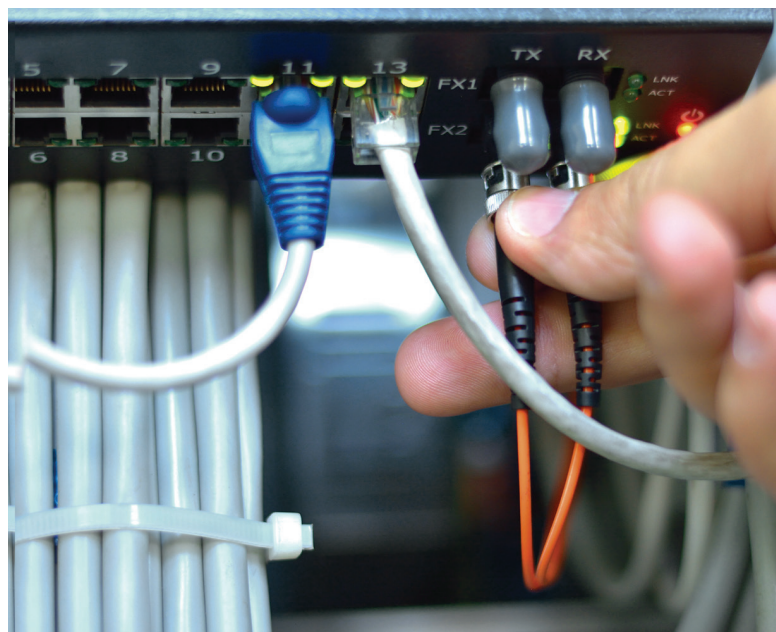
The Hanover CyberSecure Program

With the Hanover CyberSecure Program, we have formed partnerships with industry leaders to help you keep an eye on possible threats and protect your business. These benefits are accessible to you as a Hanover policyholder at no charge or at a discount.

- **Complimentary cybersecurity review** — Our Hanover CyberSecure Program offers an expert third-party perspective on your cyber security posture. Blue Team Alpha can identify potential vulnerabilities and areas where you may be most exposed to cyber threats in their complimentary review. Clients can leverage eRiskHub for access to a portal that helps understand current exposures.

- **Dark web monitoring and threat alert** — Our Hanover CyberSecure Program dark web and threat alert monitoring services are provided by DarkWeb IQ.

They help to stay one step ahead by keeping users safe through their exclusive access and expertise in infiltrating criminal supply chains.

- **Keep data safe and recoverable** — Our Hanover CyberSecure data backup and recovery program, provided by Metallic, helps to keep data safe, compliant and easily recovered from new and emerging threats all while reducing the risk and lessening the impact of a breach.

- **Seamless access for employees** — Our Hanover CyberSecure Program multi-factor authentication, provided by HYPR, helps to reduce login time, lower risk and eliminate passwords.

- **Identify and contain threats** — Our Hanover CyberSecure managed detection and response (MDR) services, provided by eSentire and Red Canary, are specifically designed to rapidly mitigate business risk and enable security.

- **Detect and protect against threats** — Our Hanover CyberSecure endpoint protection and response partners, CrowdStrike and SentinelOne, help to provide visibility across your organization, keeping your network and devices, safe from threats and remediate in the event of a breach.

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**

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

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