

To view this email as a web page, go [here](#).



Dick Lavey

Executive Vice President, President, Hanover Agency Markets

I hope this note finds you, your colleagues and your family healthy and safe in this remarkable time. With each passing day, we learn more and more about the Coronavirus (COVID-19) outbreak. With health and safety as our top priority, we're sharing the actions we're taking to promote the well-being of our employees and agent partners.

Open for business

Please know, we are open for business and available to you, your staff and our customers. Should an office need to close as a precaution or as part of an outbreak, we have plans in place for our teams to work remotely. In fact, more than 95% of our frontline service representatives are fully set up with work-from-home capabilities. We are also able to route calls to other locations to minimize business interruption.

If you are contracted with our Customer Service Center (CSC), [please read this message](#) regarding our CSC operations.

Virtual collaboration

In keeping with recommendations from the [Centers for Disease Control and Prevention](#) (CDC) to practice social distancing to help contain the virus, we are:

- Recommending our employees conduct all meetings via phone, video conferencing and other virtual engagement tools
- Canceling or rescheduling company events that bring together large groups (25+ people)
- Stopping and rescheduling all non-essential business travel
- When possible and appropriate, offering customers who wish to limit contact alternative ways to manage claims, including providing photos and video of damage

Agile decision-making

As the COVID-19 outbreak brings us into uncharted territory, we are committed to doing our part to mitigate risk and minimize the spread of the virus.

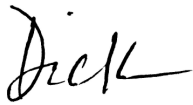
We are closely and continually monitoring developments and are prepared to act quickly to take additional safety precautions as needed, or as requested by our local, state and federal governments. Should this be necessary, we'll communicate with you as quickly as possible about steps that may impact day-to-day business operations.

Coverage and claims questions

We've received numerous questions about coverage, claims and COVID-19, so we're providing some direction in our [frequently asked questions](#). As always, each situation is unique and assessed individually in accordance to the protection package in place.

Stay well

We thank you for your understanding and partnership. We hope your agency and local community will not be greatly affected by the virus. Should you have questions about our plans, please reach out to your local Hanover representative.



Dick Lavey

Executive Vice President, President, Hanover Agency Markets



The Hanover Insurance Company

440 Lincoln St - Worcester, MA, 01653-0002

Copyright (C) 2020 The Hanover Insurance Group. All Rights Reserved.

All Products are underwritten by Citizens Insurance Company of America, The Hanover Insurance Company, or one of its insurance company subsidiaries or affiliates ("The Hanover").

This email was sent to