The Hanover Insurance Group®

Since the beginning of the COVID-19 pandemic, The Hanover has proactively worked to assist customers during these difficult times – and we will continue to work with those who reach out to us.

Schedule for resuming nonpayment cancellation practices
With states reopening and the expiration of state mandates, we're writing to let you know that we will be lifting our cancellation moratorium. We will return to our regular cancellation practices as follows. As we lift the hold, there will be a three-day grace period. If you have agency billed policies, we request that you initiate cancellation for past-due Hanover accounts in accordance with this schedule.

State	Date regular cancellation practices will resume
Most states	June 1
New York	June 6
Massachusetts Michigan	June 12
Missouri	June 15
Arkansas	June 19
California	July 14
New Mexico Washington, D.C.	To be announced when non-cancellation orders are lifted

If you wish to view a list of customers who have received an intent to cancel, please go to **TAP** and generate an activity report.

Support for those facing financial challenges
We recognize that some policyholders continue to face financial hardship. That is why we remain committed to finding appropriate solutions for customers who contact us. Our **COVID-19 resource center** provides more information about our billing practices, as well as helpful tips on how to reopen safely.

As we continue to emerge from shutdowns and stay-at-home orders, we hope you, your family and colleagues remain well. If you have any questions, please contact our agency support teams.

Personal Lines

800-922-8427
agencysupport@hanover.com

Commercial Lines

800-626-6601
CLbilling@hanover.com

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