

Committed to your tomorrow

At The Hanover, we view the ever-changing dynamics of our industry as an opportunity to shape a bright, successful and safer future. Our proven business model enables us to anticipate and respond swiftly to emerging trends, offer valuable protection for our customers and create opportunities for our agent partners.

 <p>Broad portfolio of personal, standard and specialty lines insurance</p>	 <p>Tailored account solutions to fit each customer's unique needs</p>	 <p>Direct access to underwriters with authority and expertise</p>	 <p>Comprehensive consulting, tools and resources to minimize risk</p>	 <p>Responsive claims service, including flexible self-service options</p>	 <p>Technology that powers a seamless insurance experience</p>
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Track record of strong performance

"A"
ratings from AM Best
and S&P Global

9 out of **10**
customers with a paid
claim say they would
recommend The Hanover

More than **170** years
of delivering on our promises
to our agents, customers,
employees, community
partners and investors

A+
rating from the Better
Business Bureau

Partnering with 2,100 of the country's finest independent agents

We work with talented independent agents who are demonstrated experts in their field, leaders in their local markets and share our commitment to superior customer service and being there when it matters the most.

AGILE
Navigating the evolving insurance landscape
to exceed customer expectations

INNOVATIVE
Harnessing the power of data to help inform
protection needs and drive agency performance

AGENT-CENTRIC
Focusing on the success and future of the independent agency channel

Personal

- Auto
- Cyber protection
- Dwelling fire
- Home
- Motorcycle
- Recreational vehicles
- Scheduled valuables
- Umbrella
- Watercraft

Standard lines

- Auto
- Business owner's policy (BOP)
- Commercial package policy (CPP)
- Equipment breakdown
- General liability
- International
- Property
- Umbrella
- Workers' compensation

Specialty lines

- Complex property and casualty
- Cyber
- Excess and surplus
- Management liability
- Marine
- Professional liability
- Programs
- Surety

FOR INDIVIDUALS

- Total account solutions available in 20 states, tailored to serve preferred account customers. Peace of mind for all their needs, from purchasing their dream home, to getting their teen driver on the road, to insuring their passions and hobbies.
- Hanover Prestige – coverage and services, including designated claims experts and risk consultants, for customers with high-value homes and autos, and more complex insurance needs
- Platinum—an auto and home package with one common effective date and one account bill
- Local sales teams and direct access to underwriters with high-value expertise, dedicated to partnering with agents
- Innovative set of tools and programs to help agents sell value and maximize performance, including state-of-the-art quote-and-issue platform, service and underwriting dashboard, industry leading consolidation capabilities and customer service center
- Digital self-service portal, with options for paperless and text notifications, to provide convenience for customers

FOR SMALL BUSINESSES

with up to \$50,000 in annual premium

- Account solutions for a wide range of small businesses, with industry-specific coverage and specialty coverages to align with evolving risks
- Modern and intuitive online quote-and-issue platform
- Local new business underwriters and sales managers dedicated to supporting agents
- Online risk management resources and services available to small business policyholders
- Convenient online self-service portal for customers, enabling them to set up billing preferences, view policy information, access risk management experts, report a claim and more.
- Industry-leading customer service center, acting as an extension of the agency, offering total account servicing for small business

FOR MID-SIZED BUSINESSES

typically with 50+ employees and/or a minimum of \$50,000 premium for all lines of coverage:

- Industry-specific account solutions in more than a dozen industries including construction, educational institutions, financial institutions, human services, manufacturing, technology, life sciences and more
- Specialized industry offerings including Technology Errors & Omissions, Schools and Educator's Legal Liability, Life Sciences Products Completed-Operations Liability, Product Recall for manufacturers and more
- Local market knowledge and decision-making authority
- Convenient online self-service portal for customers, enabling them to set up billing preferences, view policy information, access risk management experts, report a claim and more.
- Dedicated risk management consultants who can tailor a plan to customer needs, along with unique e-learning offerings and partner programs to help address specific risks

CYBER

- Three solutions for non-technology businesses, including admitted and non-admitted standalone policies and add-ons to BOP and CPP policies
- Hanover Technology Professional and Cyber Advantage offers technology companies several important types of coverages with the convenience of a single unified form
- Customer access to a proactive cybersecurity risk management program and a panel of cyber incident response partners
- Responsive claims service and dedicated cyber claims reporting channels
- TAP Sales online quote-and-issue platform makes it easy to obtain a cyber policy or premium indication

EXCESS AND SURPLUS (E&S)

- Targeting small- and mid-size tough-to-place risks and exposures in, or headed to, the E&S market
- Hanover Specialty Excess and Surplus offers agent partners non-admitted general liability, excess liability, package and property coverage through Hanover Specialty Insurance Brokers, The Hanover's in-house E&S brokerage
- Merit Specialty offers wholesale partners a mix of non-admitted property and casualty surplus lines products, including monoline property, monoline general liability and products/completed operations liability and more

COMPLEX PROPERTY AND CASUALTY

- Admitted, standard market property, general liability and umbrella/excess solutions
- Industrial property coverage targeting small, mid-sized and large manufacturers and distributors with high fire loads or potentially volatile manufacturing processes
- Value-add integration of property underwriting and loss control risk analysis
- Specialty general liability coverage to address higher-hazard product and premises liability for a wide array of risks, ranging from startups to large companies

MANAGEMENT LIABILITY

- Targeting a broad range of private companies, nonprofit organizations and financial institutions
- Suite of products includes: directors and officers liability (D&O), employment practices liability (EPL), fiduciary liability, fidelity and crime, financial institutions and kidnap/ransom and extortion
- Risk management resources, including an EPL hotline and social engineering and EPL e-learning courses
- Customer service center servicing for small policies
- TAP Sales online quote-and-issue platform for standalone policies for small businesses

MARINE

- Top 10 writer with an extensive portfolio of offerings for small, mid-sized and large businesses
- Solutions include: builder's risk, contractor's equipment, energy, fine arts floaters, installation floaters, medical equipment, motor truck cargo, ocean cargo, property floaters, riggers liability and warehouse legal liability
- TAP Sales online quote-and-issue platform for builder's risk and contractor's equipment policies

- Dedicated marine specialists in local markets with significant authority

PROFESSIONAL LIABILITY

- Targeting small, mid-sized and large professional service firms and healthcare organizations
- Broad portfolio of standalone products and deep expertise for accountants, allied healthcare organizations, architects and engineers, eldercare organizations, lawyers and miscellaneous professionals
- Dedicated claims teams and robust risk management, including online risk management portal and risk management hotline for firms
- Customer service center servicing for small policies
- TAP Sales online quote-and-issue platform for standalone policies for small miscellaneous professionals

PROGRAMS

- Targeting homogeneous business that requires unique products and underwriting, from well-established business with meaningful primary program premium to startup programs or those smaller in scale
- Custom program solutions based on client needs and capabilities, ranging from admitted or non-admitted solutions, to captives, delegated authority, risk purchasing groups and more—supported by a nimble servicing platform
- Full-service technology and service capabilities include underwriting, operations, claims handling and risk management

SURETY

- Commercial account surety capability for customers seeking bond programs up to \$100 million
- Contract surety capability for construction businesses that have work backlogs up to \$100 million
- BONDirect online quote-and-issuance tool for commercial transactional surety, small contract surety, ERISA and business service bonds up to \$1 million

The Hanover at a glance

FINANCIAL HIGHLIGHTS

YEARS ENDED DECEMBER 31 (\$ in millions, except per share amounts)	2021	2022
Revenues	\$5,228	\$5,469
Net Income	\$419	\$116
Operating Income after Income Taxes	\$318	\$200
Total Assets	\$14,254	\$13,997
Shareholders' Equity	\$3,145	\$2,326
Shareholders' Equity, Excluding Net Unrealized Appreciation or Depreciation on Fixed Maturity Investments, Net of Tax	\$2,960	\$2,967
PER SHARE DATA		
Net Income per Diluted Share	\$11.49	\$3.21
Operating Income per Diluted Share	\$8.73	\$5.53
Book Value per Share	\$88.59	\$65.38
Book Value per Share, Excluding Net Unrealized Appreciation or Depreciation on Fixed Maturity Investments, Net of Tax	\$83.38	\$83.41

INSURANCE BUSINESS MIX

2022 Net Premiums Written

