

Commercial Lines

Special account claims servicing



Every commercial lines account is different, with its own priorities, exposures and risks. Claims service needs to reflect those differences. The Hanover Special Accounts Claims service provides enhanced support for select accounts that benefit from a more personalized claims experience. Through proactive communication and a dedicated special accounts liaison, we help accounts stay informed, address questions and navigate claims with greater confidence. These services are typically available for accounts with premiums of \$250,000 and above.

A differentiated service model

Our special accounts claims team offers three levels of service based on the needs of the business. Depending on the account, support may include:

- **Dedicated loss report team**—Streamlines reporting and creates a more personalized intake experience.
- **Loss runs by location**—Provides semi-annual, quarterly or monthly reporting, depending on the account, to help identify trends and support proactive risk mitigation.
- **Claims liaison**—Works closely with the account, assists with claims inquiries and serves as an advocate throughout the claims process.
- **Claims narrative reports**—Offers added transparency for claims over \$50,000 by helping customers understand claim progress, decision points and outcomes.

Access to Hanover Claims Manager

Customers also receive access to Hanover Claims Manager, a self-service online portal that provides a fast, easy way to access claims information and support business clients. The portal helps businesses gain useful insight into their claims through:

- **Flexible search options:**
Search by claim number, injured employee name or incident date to find claims information.
- **Detail and summary views:**
View claim summaries, details and transactions for each claim or policy.
- **Adjuster information and notes:**
Access adjuster details and claim notes in one convenient place.
- **Easy export:**
Download claims data to Excel for further review and action.

Learn more

This enhanced service model is tailored for select accounts. Eligibility is best determined through a conversation with your local Hanover underwriting team in collaboration with our claims partners.

This material is provided for informational purposes only and does not provide any coverage or benefits. For more information about The Hanover visit our website at www.hanover.com
©2026 The Hanover Insurance Group. All Rights Reserved.