

Thank you for choosing The Hanover for your Workers' Compensation needs. We are pleased to provide you with some information regarding the filing of claims and other state-specific information that will assist you with your claims reporting. You will find this information in the enclosed packet. *Please refer to your policy when completing any information on the mandatory posting notices, ie. policy number and effective dates.*

One of the most essential parts of a Workers' Compensation claim is prompt notification to allow for timely investigation, payment of benefits to your injured worker if appropriate, and to avoid any potential for late filing penalties that may be assessed by your state.

The Hanover has four methods for reporting new Workers' Compensation losses:

Phone In: Call 1-800-628-0250, follow the prompts for reporting Workers' Compensation new losses

Fax In: Fax completed First Report of Injury to 1-800-762-7788

Online: [www.hanover.com](http://www.hanover.com) Choose "Claims Service" at the top of the page, then choose "Workers' Compensation" under Report a Claim—Online Claim Reporting—For Business

E-Mail: Email completed First Report of Injury to:  
[WCNEWLOSSES@hanover.com](mailto:WCNEWLOSSES@hanover.com)

All four options are available 24 hours per day, 7 days per week. Upon receipt and entry of your claim into our system, you and your agent will receive a notification of the claim for your records. This occurs within one business day of receipt of your report.

*The following states require the employer to post a panel of physicians for their employees to choose from in the event of a work related injury:*

- Colorado
- Georgia
- Pennsylvania
- Tennessee
- Virginia

*Even though your state may not require employers to post a medical panel, it is recommended. If your state is listed above, or if you would like to request a medical panel, please see our [website](#) for further instructions on creating a panel for your workplace.*

For additional assistance, you can call 1-800-628-0250 and follow the prompts for the Workers' Compensation Department. You can find a list of claims contacts by region by visiting [www.hanover.com](http://www.hanover.com). Select Claims Service in the banner at the top of the page, then click on [State-Specific Workers' Compensation Claims Services](#).

**Welcome to The Hanover.**  
**We look forward to working with you.**