

# HANOVER HOTLINE

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Second Quarter 2009

## PROvision

UNDERWRITERS

A Division of Hanover Excess & Surplus, Inc.

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*"Professional Liability  
with Vision"*

### ONLINE RATING

1. Artisan Contractors
2. Condo Owners HO-6
3. Renters HO-4
4. Watercraft Program
5. Vacant Dwelling
6. GeoVera Spec. HO-3
7. NC Beach HO-3
8. SC Beach HO-3
9. Mfg. Home / DP-1&3

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## Product of the Quarter - Preferred GL - An Admitted Program from American Reliable

If you are looking for a competitive, stable, admitted "go-to" market for your **General Liability** clients, you just found it. Underwritten by the A-rated carrier, American Reliable, this program stands above all competing products, and it is **ADMITTED**. Take a look at a few of the highlights:

- Admitted Paper - A-rated company
- Exclusive to Hanover E&S - Not available from any other broker!
- **New Incentive - 15% commission on new business only** until 12/31/09
- Available for **North Carolina, South Carolina and Virginia agents!**
- Minimum Premiums as low as \$525 for Artisan Classes; low MPs for other classes
- Limits up to \$1,000,000 / \$2,000,000
- Artisan classes are rated **ONLINE!**

- **Classes Include:** Truckers GL, Mercantile, Habitational, Offices and **Artisan Contractors** ([Online at hanoverxs.com](http://www.hanoverxs.com))

### New And Existing Hanover Agents:

**If you are re-marketing every piece of business just to keep it in-house...**

...we want to talk to you! **Take the time to check out this exclusive program that is out-performing the soft market!** Log on, call or e-mail us for a quote; or make an appointment with one of our marketing representatives as soon as possible. Don't miss this opportunity!

**1.800.672.9006**

**[www.hanoverxs.com](http://www.hanoverxs.com)**

## Online: Payments, Account & Policy Status

### DON'T FORGET!

You can pay full premiums, down payments and monthly payments **online** by using **Visa, MasterCard or eCheck**. Nominal fees vary by service, and are fully disclosed online, before the payment is submitted.

**Agents** can check accounts, run reports and post payments, as well as utilize the new "fast quote" feature that allows you to obtain a finance quote without filling out the entire finance agreement.

**Insureds** are able to view and make payments online, by entering their account number and zip code. And, as always, agents and insureds can check the status of any HES policy by entering the policy number into the Policy Status portion of our website.

We hope you find these services to be useful and convenient to your agency and clientele alike. If you have any questions, please call Jessica Wilson or Christy Nance in Accounting for more details.

# Wind and Solar Energy Program

**Offered by our specialty carrier, rated A+XV by A.M. Best:**

Property and Liability Coverages available on a monoline or package basis for solar energy contractors, wind energy contractors, solar energy generating facilities, and wind energy generating facilities.

## CGL

- Primary limits up to \$3 million occurrence/aggregate
- Excess or Umbrella Limits up to \$25 million
- Additional Interests - Blanket Coverage when required by contract, written agreement, or written permit for ongoing operations

- Primary and Noncontributory Wording - Applicable to additional insureds under CG 20 33
- Waiver of Subrogation - Blanket Coverage included per prior written agreement
- Per Project Aggregate
- Medical Payment Coverage - \$5,000 Limit

## Property

- Building
- Contents
- Business Income
- Basic, Broad, or Special Form

- Replacement Cost or Actual Cost Value
- Inland Marine
- Accounts Receivable
- Computer Equipment
- Contractors' Equipment
- Outside Signs
- Valuable Papers

## Crime

- Inside the Premises - Theft of Money and Securities
- Inside the Premises - Robbery or Safe Burglary of Other Property
- Outside the Premises

## Market Value vs. Replacement Cost *Overcoming The Temptation To Underinsure*

In these tough economic times, we have seen an increasing number of requests to lower dwelling coverage limits in proportion to decreasing market values in some areas. Whether it is an effort by the insureds to lower their insurance premiums, or an honest attempt to achieve insurance-to-value; we, as broker and agent, need to make sure that they do not make this potentially costly mistake.

In years past, we have had to

guard against just the opposite, when market values were higher than the cost to rebuild the home. But when a home in a depressed area has a market value of \$100,000, and it would cost \$135,000 to replace it, you can see that it is vitally important to make sure that your insured's Coverage A reflects the replacement cost.

Though some contractors may be willing to negotiate slightly lower labor costs, building materials are not getting any cheaper. So, in reality,

replacement costs are not decreasing, and are not reflective of current market conditions.

We ask that you help us make sure that your client is adequately covered, and at the same time, give yourself the peace of mind in knowing that you have done everything possible in the best interest of your insured.

[Many thanks to you, from your friends at Hanover Excess & Surplus!](#)

## New Marketing Representative, New Territories

Hanover Excess & Surplus, Inc. is happy to introduce the newest member of our marketing staff, Rob Burns. A native of Tarboro, NC, Rob comes to us with many years of experience in insurance as a retail agent. He is looking forward to meeting all of the agents in his territory, which includes northeastern North Carolina and the Tidewater area of Virginia. Having been an agent from that area, Rob is

in tune with the agents' needs and market challenges in those parts of North Carolina and Virginia.

**Approximate boundary lines** for the new territories are as follows:

### James Alexander

Western NC - west of Hwy 220  
SC - whole state  
Western VA - west of I-77

### Mary Speaker

Eastern NC - east of Hwy 220 to I-95 and south of US 70 to the coast  
Central VA - east of I-77, west of I-95

### Rob Burns

Northeastern NC - east of I-95 and north of US 70  
Eastern VA - east of I-95

# Recent Accounts Successfully Booked

## PROvision Underwriters

- Social Service - E&O / GL / Hired & Non Owned Auto - \$3,186
- Group Home - E&O / GL / Abuse - \$9,647
- Sound Studio Designer - E&O - \$2,250
- Insurance Agents - E&O - \$2,325
- Real Estate Agent - E&O - \$2,500
- Auto Repair Shop - EPL - \$820
- HOA - D&O - \$863
- For Profit - D&O - \$2,400

## Transportation / Auto

- Trucker - 1M Liability / Phys. Dam. / Cargo / Trailer Interchange - \$20,413
- Garage - Fire Truck Repair - \$6,509
- Used Car Dealer - 1M Liability / 150K DOL - \$7,000

## Commercial (Contract)

- Night Club - 1M/2M GL - 450K TIV Property - \$4,851
- Solar Panel Sales & Installation - 1M/2M GL - \$3,254

- Medical Equipment Sales & Rental - 1M/2M GL - \$2,499
- Swimming Pool Installation - 1M/2M GL - \$7,176

## Open Market Brokerage

- Spring Music Festival - GL / Liquor Liability - \$1,500
- Stage Equipment Rental - GL - \$6,500
- Residential Garbage Truck Fleet - \$74,000
- Apartment Complex - Property - \$19,000

**We Write Residential and Commercial Wind & Flood Buyback Deductibles!!!**

***“I Didn't Know You Could Write That!”***

## COMMERCIAL - CONTRACT

- Property & Package
- [General Liability \(Admitted\)](#)
- [Artisan Contractors \\*](#)
- Lessors Risk & Builders Risk
- OCP Liability
- Restaurants / Office / Mercantile
- Vacant Buildings
- Umbrella / Excess

## COMMERCIAL - BROKERAGE

- Property, including Habitational
- Casualty, incl. Contractors & Mfg
- Umbrella / Excess
- [Primary / Excess Wind, Primary / Excess Flood & Earthquake](#)
- Liquor Liability, Bars and Taverns
- [Pollution Coverage - GL & Auto](#)
- [Ocean Marine](#)

- [Piers, Docks, Boat Dealers, Marinas, Marine Artisans](#)
- Energy, Education, Public Entities

## TRANSPORTATION

- Commercial Auto
- Truckers Package
- Liability & [Contingent Liability](#)
- Physical Damage
- Cargo & [Contingent Cargo](#)
- Truckers General Liability
- Local, Intermediate, Long Haul
- Public Auto - Vans, Buses
- Excess / Buffer Coverage
- Garage - Dealers & Service

## PROFESSIONAL LINES

- For-Profit / Not-For-Profit D&O
- E&O Coverage - All Types
- Misc. Professional Liability

- Employment Practices Liability
- Health / Social Services Pkg. incl. GL, E&O, Hired & Non-Owned
- Environmental incl. Pollution

## PERSONAL LINES

- [Homeowners - Inland and Coastal - NC & SC\\*](#)
- [Condos and Renters \\*](#)
- [Mobile Home - NC & SC \\*](#)
- [Vacant Dwellings \\*](#)
- Dwelling Fire
- Excess Wind / Excess Flood
- Wrap Around Policies
- [Watercraft - All Types \\*](#)
- Builders Risk and Renovations
- Personal Liability & Umbrella
- Personal Inland Marine

**\* Denotes Online Rating Program**

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**Toll Free Faxes by Department:**

**Personal, Claims &**

**Certificates: 1.800.426.5566**

**Commercial: 1.800.910.8157**

**Transportation: 1.800.910.8136**

**PROvision: 1.800.910.8153**

**Accounting\*: 1.800.910.8160**

\* Includes Cancellations and Reinstatements.



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Right between the lines.

[www.hanoverxs.com](http://www.hanoverxs.com)

## Extensions and E-mail Addresses

### PERSONAL LINES

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### OPEN MARKET BROKERAGE

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### TRANSPORTATION

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### PROvision UNDERWRITERS

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CHRISTY NANCE—6112  
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### ADMINISTRATION

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