



IMPORTANT POLICYHOLDER INFORMATION

RISK MANAGEMENT RESOURCES

We are pleased to direct you to the following Risk Management Resources, which are available to you free of charge:

I. Risk Management Hotline:

As a first line of defense in helping to manage your risk exposure, we recommend that you utilize our **Risk Management Hotline**:

Risk Management Hotline: 1-866-512-9953

Press #1 for Accountants

Press #2 for Lawyers

Press #3 for Real Estate Agents/Brokers and other Miscellaneous Professionals

If you have other questions, you can also call our **Director of Risk Management**:

Contact:

Gawain Charlton-Perrin, Esq.

Director of Risk Management

Professional Liability

630-760-3077

GCharltonPe@Hanover.com

II. Hanover Library of Risk Management materials:

We have an increasing library of Risk Management articles, checklists and guides at:

Hanover Professional Portfolio:

Go to [Hanover Professional Portfolio](#)

Click on "Risk Management" tab on top line

III. ABA Library of Risk Management Materials:

We also recommend that you visit the American Bar Association website. It has an excellent compendium of materials designed to help you manage your practice, avoid risk and better understand professional liability insurance coverage.

American Bar Association Website: <http://www.abanet.org/legalservices/lpl/preventionlibrary.html>

IV. Reporting a Claim or potential claim to Hanover:

As a reminder, whenever you become aware of a claim or suit, or circumstances that may result in a claim, you should immediately give notice to Hanover via fax or mail to Lawyerclaim@Hanover.com.