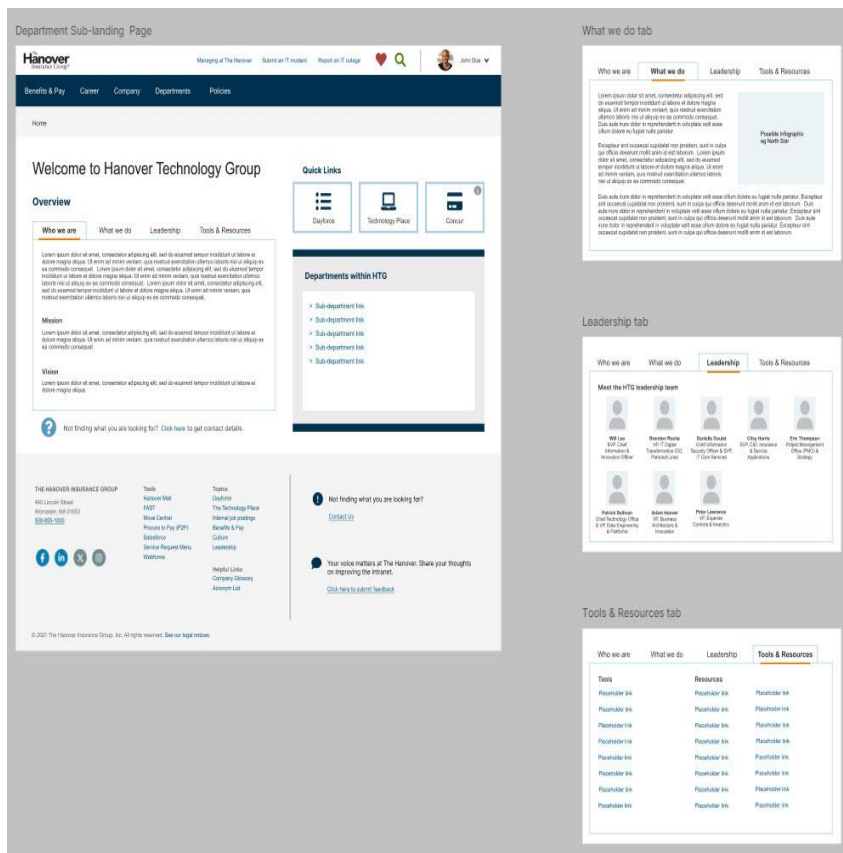


Copy Deck Mapped to Intranet Wireframe 12: Department Landing Page With Tabs

Link to corresponding wireframe: <https://www.figma.com/design/K2YgW63ORwI8oWZB9P2Mxl/Intranet-Wireframes?m=auto&node-id=256-4240&t=5tdXnP6hmdlGz89Q-1>

Screenshot of corresponding wireframe for ready reference:



Copy Deck Mapped to Intranet Wireframe 12: Department Landing Page With Tabs

Global Page Header Components:

Logo: The Hanover Insurance Group

Tabs: [Managing at The Hanover](#) | [Submit an IT Incident](#) | [Report an IT Outage](#)    [John Doe](#)

Breadcrumb: Home > Technology Place

Important Message Alert Ticker: This is the space where important messages regarding outages, scheduled maintenance etc. will be displayed. This is dynamic content.

Global Top Navigation:

[Company](#) [Benefits & Pay](#) [Career](#) [Departments](#) [Policies](#)

[Page Header] **Claims**

Main Content Area (Left Column):

[Content Box 1: One main content box with 4 tabs – Who we are; What we do; Leadership; Tools. This entire content box is dedicated to department specific information.]

Overview

Tab 1

{Headline/H1}: **Who we are**

{Body copy}: Our claims team is comprised of over 1,400 individuals across the country dedicated to delivering exceptional claims service to our customers. We aim to make the process as easy, responsive and timely as possible by providing our expertise, guidance and helpful tools.

Our organization includes three response segments:

- Service response
- Casualty response
- Specialized response

Additionally, we also have the following support functions:

- Legal
- Financial
- Data and analytics
- Organizational readiness
- Agency relations
- Fraud/special investigative unit (SIU)

Tab 2

{Headline/H1}: **What we do**

{Body copy}: Day in and day out, we work to get people back on the road, back into their homes and back to business after the unexpected occurs. We use innovation, digital capabilities and sophisticated data to equip and empower employees to serve our customers.

Our work is centered on our four-part strategy.



Tab 3

{Headline/H1}: **Leadership**

{Headline/H2}: **A note from Dave Lovely**

{Body copy}: At the core of our company is a promise to be there for our customers when they need us the most—every step of the way. Being there when it truly matters is just what the claims organization does. We’re often the first point of contact for people experiencing what could be one of the worst moments of their lives, and our team is there to deliver excellent service and a speedy claim resolution.

To help deliver this top-tier service, we make a concerted effort to invest in our people—giving them the tools and data analytics they need to do their jobs more efficiently and effectively, listening to their feedback and putting them first. This investment has allowed us to become smarter and faster, and ultimately, has supported better outcomes for our customers.

I’m proud of our team, the work we do, and how we’re able to give our customers peace of mind. I hope you take some time to review our information, and if you have any questions, don’t hesitate to reach out.

Our leadership team

Doug Kratzer, Senior Vice President, Service Response

Carmen Sharp, Senior Vice President, Casualty Response

Julie Stuart, Senior Vice President, Specialized Response

Bill Hurley, Vice President, Claims Legal Services

Kiran Mallavarapu, Senior Vice President, Strategy and Performance Improvement

Nick Boyd, Vice President, Claims Finance, Analytics and Insights

Carrie Wattu, Director, Claims Organizational Readiness

Beth Figuerido, Assistant Vice President, Strategic HR Business Partner

Commented [UM1]: Note: We will include the headshots of the leadership team provided to us by Liz Zenevitch here. Thank you.

Copy Deck Mapped to Intranet Wireframe 12: Department Landing Page With Tabs



Tab 4:


{Headline}: **Tools**

Helpful information

- >Infographic (needs to be updated)
- >[Adjuster experience](#)

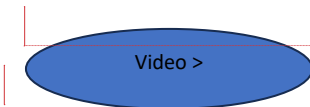
Customer testimonials

- >[Glicken Family Story](#)
- >[The Hillers' Story](#)

 Not finding what you're looking for? [Click here](#) to get contact details.

Commented [UM2]: **Note:** Should go to a search bar. Or a comprehensive Contact Us page.

[Content Box 2: This is the area that will be used for video content on the Department Page.]



{Video Text/Description}: See what our customers are saying about us!

[Video Transcript Glicken Family Story >](#)

[Video Transcript Hiller's Family Story >](#)

Commented [UM3]: **Query for Carrie and Liz:** Do we want to include a Claims-related video here? If not, we will delete the optional video section from this page. Please let me know. Thank you.

Commented [ZE4R3]: The customer testimonials above are both videos - not sure if they belong here more than the other section?

Commented [MU5R3]: We could certainly include the customer testimonials here. They would work very well in this section.

Commented [MU6]: **Note:** These are the videos to be included here. Please see below:

- >[Glicken Family Story](#)
- >[The Hillers' Story](#)

Secondary Content Area (Right Column):

[Content Box 1: 3 displayed rectangles with icons and relevant names of tools/applications/webpages they lead to.]

Quick links

Icon Text: Dayforce	Icon Text: Technology Place	Icon Text: Concur
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[Content Box 2: One rectangle listing relevant links.]

<p>Relevant resources</p> <ul style="list-style-type: none">• Marketing• Community Relations• HTG
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Global Page Footer Components:

Links THE HANOVER INSURANCE GROUP 440 Lincoln Street Worcester, MA 01653 Phone: 508-855-1000	Tools Hanover Mall FAST Move Central Procure to Pay (P2P) Salesforce Service Request Menu Webforms	Topics Dayforce The Technology Place Benefits & Pay Culture Leadership Helpful Links Company Glossary Acronym List	{icon} Not what you're looking for? Contact Us {icon} Your voice matters at The Hanover. Share your thoughts on improving the Intranet. Click here to submit feedback.
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