



## Claims

# Superior Claim Services

At CNA, we strive to deliver excellent claim service at all times. Our distribution partners benefit, as we bring integrity and valuable industry expertise to your clients.

### 5 Reasons You Can Rely on CNA Claim

**1 Proactive Approach to Claim Handling** – CNA recognizes that loss is a natural part of doing business. The complexity of your clients' business demands knowledgeable claim staff who can promptly resolve claims and reduce the uncertainty and stress that often accompanies a loss.

We support our distribution partners by initiating contact with the relevant party within 24 hours of receipt of a claim and committing to issue a payment request within 48 hours of settling a claim.

**2 Superior Customer Service** – Our claim representatives can assist in handling your clients' claims anywhere in the world, but to better serve their local needs, we have claim representation in branches across Canada. The regional approach allows us to offer higher standards of service and faster response times.

Our commitment to developing powerful systems and tools has and will continue to increase efficiency with respect to all aspects of claims handling, including, but not limited to, the sharing of information with our business partners where and when required.

Our centralized claim reporting function is available on a 24/7 basis.

**3 Supporting Business Strategies** – Our strong internal consultation process is such that our claim organization works closely with our underwriting, risk control, actuarial and other internal departments, resulting in the sharing of knowledge and information that can only benefit our business partners.

**4 Enhancing Business Partnerships** – CNA boasts a network of highly skilled claim professionals and legal experts. Our strong local representation has enabled us to develop effective relationships with local legal advisors, adjusters and surveyors, as well as being intimately familiar with local business culture. This makes us a very effective team when it comes to getting the right people on the scene in a timely manner, as well as understanding the nature of a claim from the customer's perspective.

**5 Producing the Best Possible Claim Outcome** – At CNA, our goal is to investigate, evaluate, and settle claims fairly and promptly and to communicate clearly to our policyholders and distribution partners.

We work with you to map out strategies, make prudent decisions and achieve the best possible outcomes in the event of a claim. Our goal is to facilitate a process that resolves even complex claims in a smooth, timely and equitable manner.

Upon receipt of a claim, we match each policyholder with CNA professionals who specialize in handling claims of all sizes and complexity. They possess the expertise and authority to efficiently handle:

- Cargo
- Liability
- Property

- Inland Marine
- Automobile Bodily Injury
- Automobile Property Damage

For more information, please contact your local CNA underwriter or visit our website at [cnacanada.ca](http://cnacanada.ca).