



Surety

Exceptional Customer Service

CNA Canada takes pride in our reputation for delivering exceptional service, and we believe the ease of doing business with us is key to a successful partnership.

We employ the most talented and skilled people in the industry, as well as use technology to improve our responsiveness. We have made, and will continue to make, significant investments in underwriting and service systems to provide us with the necessary tools to effectively respond to our customers' needs.

At CNA, we are committed to providing outstanding service that meets the evolving needs of our customers and business partners alike.

10 Key Service Commitments

1 Claims – We acknowledge receipt within 24 hours, and upon receipt of complete claims information, we issue a payment request within 48 hours of settling a claim.

2 Compensation – We will pay all additional compensation to qualifying brokers, no later than April 30 of the following year.

3 Declinations – We will decline all risks we are not interested in pursuing within three business days or we will qualify the account. Once we have determined our ability to provide a quotation, we will confer with the broker contact to set a reasonable and acceptable due date for quotation.

4 Endorsements – We will issue error-free endorsements within 30 days of receipt of complete information.

5 Non-Renewals – We will provide a minimum of 30 days notice of non-renewal of policies.

6 Phone calls – We will return all telephone messages within one business day. We will commit to maintaining current and informational voice-mail messages.

7 Policy Issuance – We aim to issue error-free policies within 30 days of receipt of complete information.

8 Renewals – We will provide requests for renewal information on renewal policies a minimum of 30 days prior to expiry.

9 Submissions – We will provide acknowledgement of receipt of submissions within two business days.

10 Value-Added Service – We are committed to creating more efficient and effective business solutions to better support you and your clients. We conduct regular surveys, research, focus groups, and advisory counsels to ensure we stay connected to your needs and to identify what more we can do to make it easier for you to do business with us.

For more information, please contact your local CNA underwriter or visit our website at cnacanada.ca.