

CNA at a Glance

- \$8.5 billion in revenues
- 100+ years in business
- 8,900 employees
- U.S. and international operations
- "A" rated for financial strength by A.M. Best

CNA Ratings

CNA is highly rated for financial strength by major independent rating agencies.

	A.M. Best	Standard & Poor's	Moody's
CNA P&C Insurance Group	A (excellent)	A- (strong)	A3 (good)
Rating outlook	Stable	Stable	Stable
Most recent rating agency publication	2/08/10	11/20/09	12/11/09

2009 Financial Highlights

CNA reported improved operating earnings of \$982 million in 2009, compared with \$533 million in 2008.

CNA's core Property & Casualty Operations delivered solid underwriting results as measured by a combined ratio of 96.9%. The sluggish economy and competitive insurance market put pressure on CNA's revenues and margins. Against this backdrop, CNA focused on strategies to grow profitable businesses, improve or exit unprofitable lines and increase its efficiency and responsiveness to distributors and policyholders.

CNA continued to enjoy a strong balance sheet and capital position. Driven by steady earnings and a sustained recovery in its investment portfolio, CNA's book value per common share increased 72% from yearend 2008 to \$35.91. Statutory surplus increased 19% to \$9.3 billion.

CNA also has the advantage of a high degree of financial flexibility and liquidity. The company held \$4.1 billion in cash and short-term investments at yearend 2009 and generated a substantial \$1.3 billion of operating cash flow in 2009.

All of CNA's financial strength ratings have been affirmed with stable outlooks by the three major rating agencies.



- 7th largest U.S. commercial lines insurer*
- Assets of \$55 billion
- Statutory surplus of \$9.3 billion**
- 1 million business and professional policyholders
- #1 insurer of accountants, lawyers, architects & engineers, nurses, dentists, real estate agents, and aging services

* Based on 2008 Net Written Premium, A.M. Best

** Continental Casualty Company



CNA has a long history of insurance leadership. It's been that way for more than 100 years, and today, this legacy continues. Strong, smart and focused, CNA is well positioned to serve our insureds and provide a trusted, consistent market for our agents and brokers.

CNA Is a Company Known For:

Focus on P&C Insurance. CNA is entirely focused on what it does best – commercial property & casualty insurance.

Diversified Business Portfolio. CNA is well diversified by product, service and geographic coverage. Because of its diversified portfolio, CNA is in a strong position to deliver stable performance for shareholders and to provide a stable market for agents and brokers.

Underwriting and Claim Excellence. CNA balances local underwriting decision making with centralized oversight. Risk selection, pricing and enterprise-wide exposure to loss are constantly being evaluated. CNA's claim organization is segmented to handle smaller claims efficiently, while directing complex claims to our most experienced adjusters.

Leadership and Technical Talent. CNA is run by experienced insurance leaders and technical experts. CNA continues to invest in "bench strength" talent development, including a unique certification program that ensures a consistently high level of expertise among CNA underwriters, claim handlers and risk control professionals.

Data Quality and Management Information. CNA manages data quality at every stage – input, aggregation and reporting. The company continues to enhance a centralized management information system that tracks business metrics down to the agency level.

Expense Management. Aggressive expense management is ingrained in CNA's culture, even as the company continues to make key investments in customer service, employee training and business technology.

Solid Financial Condition. CNA has a strong reserve position. In addition, the high degree of liquidity in CNA's investment portfolio provides a great deal of flexibility in dealing with the challenging conditions in the financial and insurance markets.

Strong Ratings. CNA is "A" rated for financial strength by A.M. Best, and also enjoys strong ratings from other independent rating agencies. CNA's flagship insurance company, Continental Casualty Company, has been rated "A" or higher by A.M. Best since 1922.

CNA Going Forward

As a leading commercial lines insurer, CNA is big, well diversified and able to meet customer needs across the United States and internationally. Its financial foundation is strong, its employees are talented and dedicated, and the company as a whole is focused on the fundamentals of insurance excellence – disciplined underwriting, excellence in claims, and service to our agents, brokers and insureds.

For more than 100 years, CNA has been one of the most trusted names in insurance. Our focus has been on professionalism, integrity, and commitment to our policyholders and distributors. Today, CNA looks forward to building on its track record of success.



**Continental Casualty
Company**

