



## Career Opportunities: Western Service Center

### About CNA

As one of the country's largest writers of commercial insurance, CNA provides insurance protection to more than 1 million businesses and professionals in the U.S. and internationally. We offer unique expertise for the businesses and industries we serve, allowing us to anticipate customers' needs and provide quality products wrapped in dependable services that help prevent and minimize loss. Our employees are trusted experts who strive to create a superior customer experience by providing solutions, delivering results and inspiring trust.

### About CNA's New Western Service Center

To better meet the needs of our customers in the West, CNA is creating a new service center in Denver, CO, that will begin delivering a portion of its Worldwide Operations and Claim capabilities in phases over the next two years. The center is expected to create more than 350 job opportunities for the Denver area. Whether you are an experienced professional or just beginning your career, the Center will provide an opportunity to expand your expertise in Claim, Worldwide Operations and Field Underwriting Operations.

### About Worldwide Operations

Our service-oriented culture strives to satisfy customers with every interaction, whether it's delivering a renewal policy with 100% accuracy or resolving an inquiry during the customer's first contact with us. Worldwide Operations provides support in all of these areas:

- Manages centralized policy processing operations through disciplined operations management
- Manages billing and collections functions to maximize cash flow
- Manages call center operations committed to delivering outstanding customer service
- Provides project support to the business to create operational flexibility

### About Claim

CNA Claim Professionals are responsible for investigating, evaluating, negotiating and resolving claims. Our Western Service Center will process a diverse range of claims, including our low severity, high frequency auto, general liability, property, workers' compensation medical-only and all auto physical damage claims.

Our Claim Trainee Program offers a rewarding career path for individuals who are interested in working for a company with the expertise to successfully manage the claim process while providing outstanding service to our customers.

### About You

- Customer focused
- Results driven
- Value teamwork, diversity, integrity, ethics and professionalism
- Enjoy a fast-paced transactional environment
- Strong analytical and problem-solving skills

### Why a Career at CNA?

At CNA, we pride ourselves on promoting a culture that challenges and engages people, and offers the chance to learn and grow. CNA is also dedicated to helping employees expand their expertise and develop their careers. We offer an environment that allows you to learn, to use your imagination, and to gain professional qualifications as part of a team pursuing common goals.

**For specific information on current opportunities in the Denver, CO, Western Service Center, please go to [www.cna.com/careers](http://www.cna.com/careers).**

