



Claims

General Liability Claims Capabilities

Setting New Standards

Operating a business comes with unique risks, but some of the largest exposures can often be the most common, such as slips, trips and falls. At CNA, we provide a superior customer experience that sends the best claims talent your way. Whether your loss is large or small, you need an insurance carrier that can resolve your claim while minimizing disruption to your business. At CNA, our highly skilled Claims team assists you through every step of the claim process, with the goal of achieving the best possible outcome.

Industry experience and expertise

With an average of **20+ years' experience**, our Liability Claims team specializes in multiple claim types and severity, reducing the potential for litigation, lowering your claim duration and costs, and protecting your business's reputation.

Global scale, local support

CNA has offices throughout the U.S., Canada and Europe. Our Underwriting, Risk Control and Claims professionals understand the unique needs of your business and deliver flexible, tailored solutions you can rely on.

CNA Claims professionals are backed by our investments in engineering, legal and fraud detection resources that are designed to assist with the reduction of overall insurance costs. Continuous training and development help our Liability Claims team understand loss trends that may impact your business.

- **Construction Defect.** This team resolves long-tail property damage exposures throughout the U.S. and includes Claims professionals who hold the Construction Risk Insurance Specialist (CRIS) certification.
- **Advertising Injury and Personal Injury.** This team handles complex suits containing allegations of infringement on intellectual property rights, disparagement of goods and invasion of privacy rights. In addition, CNA maintains relationships with pre-eminent law firms that specialize in these types of cases.

- **Class Action Lawsuits.** CNA proactively evaluates and defends class actions and potential class actions using proven, successful class action attorneys.
- **Premises and Retail Operations.** Through early investigation, CNA evaluates premises liability claims and viable settlement opportunities. If early resolution is not possible, CNA escalates the claim.
- **Environmental Claims and Mass Tort.** CNA has a dedicated team experienced in the defense and resolution of both historic mass torts (including asbestos and lead paint) and emerging mass torts (such as talc, Legionnaires' disease, diacetyl and food contamination).
- **New York Labor Law.** New York's "Scaffold Law" creates unique challenges to our policyholders in New York. CNA's New York-based Claims team understands the complexities of this legal and regulatory system, and provides guidance to help resolve these claims.
- **Product Liability.** This team provides manufacturers with experts and legal resources for Product Liability claims.
- **Third-Party Administrators (TPA).** This specialized team focuses on TPA oversight for large deductible, self-insured retention (SIR) and program accounts nationwide.

Superior in-house resources

Major Litigation Unit. This team expertly handles complex claims that demand a high level of attention. Averaging 30 years of claim experience, team members work with you to develop comprehensive strategies for your most difficult and significant exposures.

Litigation Counsel. This national organization is dedicated to managing litigation and developing early resolution strategies to obtain optimal results. On average, cases handled by CNA's Litigation Counsel are resolved 15% faster than outside counsel. Our dedicated lawyers, paralegals and support personnel have a winning record at trial, arbitrations and mediations.

Special Investigations Unit (SIU). CNA Claims professionals work closely with the SIU team – who are trained experts with investigative and law enforcement backgrounds – to help identify and investigate potential fraudulent activity.

Solutions that match your business

Our Risk Control and Claims professionals help you manage the impact that accidents can have on your corporate profits. We create effective, cost-efficient solutions, combining the expertise of specialists from Risk Control, Claims and Underwriting. Our full range of products and services gives you the power to maintain a productive workplace and manage costs. We're committed to understanding the unique complexities of your business, and we offer the flexibility to tailor solutions for you.

CNA expertise and strength

CNA is one of the largest U.S. commercial property and casualty insurance companies. Backed by more than 120 years of experience, CNA provides a broad range of standard and specialized insurance products and services for businesses and professionals in the U.S., Canada and Europe.

Please contact your agent or broker for more information and visit [cna.com](https://www.cna.com) to view the resources available to you as a CNA insured.