



Small Business Contact Information



For agent and broker use only, not intended for policyholders.

✓ Small Business Sales Support

Email: sbsalesagency support@cna.com

Call: 866-891-7247, option 1

✓ Agency Change Requests

Contact our agency management team for any agency related changes.

Email for Producer Changes, Address Changes,

Name Changes: forms@cna.com

Email for Mergers/Acquisitions/Dissolutions:
agencycodingsupport@cna.com

✓ Appetite Information

Appetite Finder and Small Business Thresholds (Eligible Values)

✓ Billing Inquiries

Direct Bill Payment Portal: [CNA Bill Pay](#)

Direct Bill: CIDBCommissions@cnacentral.com or 877-276-7507

Agency Bill: CIAgencyBill@cnacentral.com

Workers' Comp Pay-As-You-Go: 866-210-9610

✓ Broker of Record Letters (BOR)

Email: fsmail@cnacentral.com

Be sure to include your agency's producer code. If you need help locating your producer code, please review the Declarations page of any policy or check with the Small Business Sales Support team.

✓ Cancellations

Email: fsmail@cnacentral.com

✓ Claims

Online: [CNA Claims Reporting](#)

To Report a Claim: 833-366-5262 For Existing Claims: option 3

Fax Number: 877-291-2019 Email: reportclaim@fnolcna.com

✓ Commission Inquiries

Email: cidbcommissions@cna.com

✓ General Requests Not Related to Small Business

Email: cic@cna.com

✓ Loss Runs/Claim Reports

Online: [CNA Central](#) Email: fsmail@cnacentral.com

✓ Online Quoting

[CNA Central](#)

Quoting Assistance

Email: cna.help@cna.com Call: 800-262-4357

Access to CNA Central Online Application and Password

Reset: Contact your Agency Security Administrator, who can grant you instant access to CNA Central and reset your password.

[CNA Central Agent Guide](#)

✓ Premium Audit

Email: cnapremiumaudit@cna.com Call: 800-847-2736

✓ Risk Control

Email: john.mizurak@cna.com Call: 410-453-4411

✓ Small Business Endorsements

Online Processing: [CNA Central](#)

Email Endorsement Requests: ciet@cna.com

Status Questions: ciet@cna.com with "Rush" in the subject line

Small Business Processing Escalations: (Quality errors, endorsement errors, renewal inquiries or any request requiring leader assistance): sbescalations@cna.com or call 877-276-7507, option 0, then option 4

✓ Small Business Service Center

For all questions relating to Service Center business including certificate requests:

Email: sbsc@cna.com Call: 877-724-2669, option 3

For Certificates: option 3, then option 1

✓ Supplemental Compensation

Direct all Supplemental Compensation questions to our Broker Experience Team, who have access to Agreements, Progress Reports and Earning Statements.

Email: brokerexperienceteam@cna.com

Ready to learn more?

Email: sbsalesagency support@cna.com

Call: 866-891-7247, option 1 Visit: cna.com/smallbusiness