



## Claims

# Commercial Auto Claims Capabilities

## Setting New Standards

Commercial auto operations present one of the greatest exposures a business can face, no matter what industry your company serves. With customers potentially spread far and wide, getting to them might be critical to day-to-day operations. That's where CNA delivers. We provide you with a highly skilled Auto Claims team that assists you through every step of the process, with superior customer service and expertise to help keep you moving forward.

### Industry experience and expertise

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.

Our Commercial Auto Claims team handles more than 30,000 auto claims annually and specializes in reducing the potential for litigation, lowering your claim duration and costs, and protecting your business's reputation. Continuous training and development help our dedicated team understand loss trends that may impact your business.

### Get back on the road faster than ever

Our Claims professionals contact all involved parties and leverage new technology to begin the appraisal process at the first notice of loss. Photo-estimating capabilities guide you through the process of capturing and uploading photos of the damaged vehicle for fast and efficient appraisals and payment for covered damages. We adjudicate claims quickly and offer hassle-free access to rental vehicles while yours is being repaired or replaced.

**Dedicated Total Loss Team:** These professionals quickly resolve the largest losses as smoothly and efficiently as possible.

**Dedicated Glass Unit:** Our resources expedite your glass claim with the goal of achieving lower costs and customer satisfaction. For your convenience, you can choose your own glass shop or a CNA-recommended facility in your area.

**Litigation Counsel:** 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):** This team of trained investigative and law enforcement experts works closely with CNA's Claims professionals to help identify and investigate potential fraudulent activity.

**Recovery:** CNA's Recovery Services team utilizes sophisticated predictive analytics tools to identify areas of recovery at the first notice of loss, leading to early intervention, expedited recovery and optimal claim results.

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.