



## **Claim Information**

### **Claim Status/Loss Experience for the Insured User Guide**

#### **Privacy Notice**

The collection, use and disposal of personal information are governed by federal and state privacy laws. Users of CNA Central shall comply with all state and federal laws regulating the privacy and security of personal information.




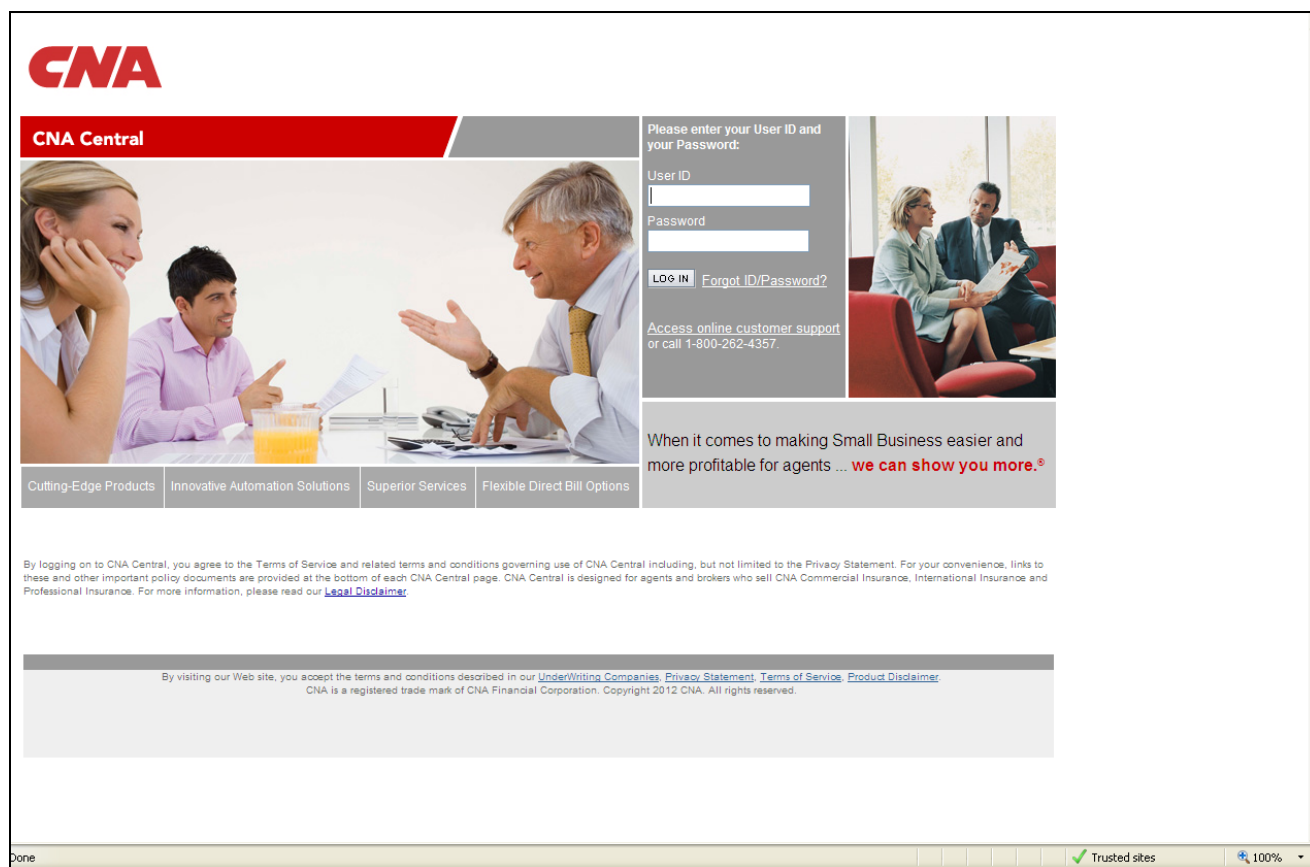
# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

This Insured user guide lists the steps to access specific claim details and loss history for your account.

- Start at [www.cnacentral.com](http://www.cnacentral.com)
  - Bookmark or Save the web site as a Favorite
  - At the sign-in screen, enter your User ID and temporary password emailed to you from CNA
  - Click on Login button
-  [This link will take you to the Account / Claim Search screen](#)



 The system will prompt you to change your password.

One or more of the CNA companies provide the products and/or services described. The information is intended to present a general overview for illustrative purposes only. It is not intended to constitute a binding contract. Please remember that only the relevant insurance policy can provide the actual terms, coverages, amounts, conditions and exclusions for an insured. All products and services may not be available in all states and may be subject to change without notice. CNA is a registered trademark of CNA Financial Corporation. Copyright © 2012 CNA. All rights reserved.



# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Account/Claim Search

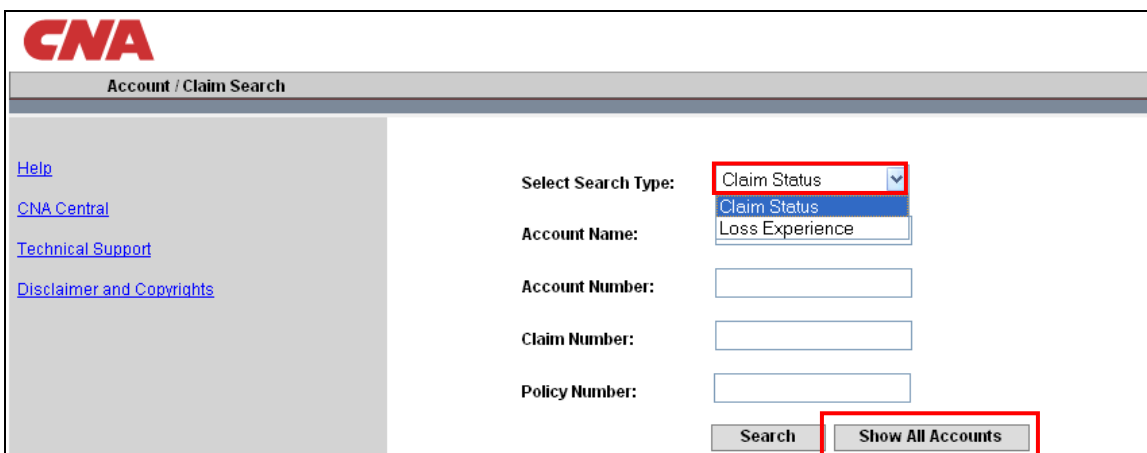
You can access all claim related information from the Account/Claim Search screen.

If you are searching for details on a specific claim, choose Claim Status. If you are searching for claim history for your account, choose Loss Experience. All claims will be available in Claim Status. Loss Experience will allow access to current plus four policy years of historical data.

Searching for claim information

- Go to Select Search Type and click on the dropdown button to the right
- Select either Claim Status or Loss Experience from the dropdown menu
- Input your search criteria in the appropriate fields
- Click Search

 Any Search criteria except Claim Number will take you to the Account Index




△ Be sure to use all caps when searching by claim number!

 Or, select your Search Type and click on the Show All Accounts button to see the Account Index screen.

From the Account Index screen,

- Click on the account name
  -  The account link will take you to the Claim Index for Claim Status or Account Summary which will only list your account.



 The New Search link on any screen will take you back to a fresh Account/Claim Search screen.

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# Claim Information


## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Claim Status

Let's start with the Claim Status search. Claim Status provides detailed information for a specific claim along with the claim specialist's non-confidential, claim file notes.

From the Claim Index for Claim Status screen,

- Click on a claim number  
 The link will take you to the Claim Status

Claim Index as of 05/03/09					
Claim Index for Claim Status					
CLAIM SEARCH RESULTED IN 1031 MATCHES. DISPLAYING RECORDS 1 - 100.					
Claim Number	Loss Type	Loss Date	Claimant Name	Policy Number	
<a href="#">E 2500456000</a>	General Liability	04/30/09	HONNERT, ANTONETTA	2070002727	
<a href="#">E 2500456000</a>	General Liability	04/30/09	JAGGAR, SHARHEEN	2070002727	
<a href="#">E 2500456000</a>	General Liability	04/29/09	KOLBE, KATIE	2070002727	
<a href="#">E 2500456000</a>	Work Comp	04/26/09	BILLWIRE, AMERICA	2003005302	
<a href="#">E 2500456000</a>	General Liability	04/26/09	CRESLICH, LA J	2070002727	
<a href="#">E 2500456000</a>	Work Comp	04/23/09	CALLAHAN, VICTORIA	2003005302	
<a href="#">E 2500456000</a>	Work Comp	04/22/09	RODRIGUEZ, MARIA	2003005302	
<a href="#">E 2500456000</a>	Work Comp	04/22/09	MILLER, STEPHEN	2003005302	
<a href="#">E 2500456000</a>	Work Comp	04/21/09	TECOTL, UNIFREDO	2003005302	
<a href="#">E 2500456000</a>	General Liability	04/19/09	ALVAREZ, JOE	2070002727	
<a href="#">E 2500456000</a>	Work Comp	04/17/09	KORSHAK, BARTY	2003005302	
<a href="#">E 2500456000</a>	General Liability	04/17/09	HUNTER, JEANICE	2070002727	
<a href="#">E 2500456000</a>	General Liability	04/16/09	MCCOLGAN, JOHN	2070002727	
<a href="#">E 2500456000</a>	Work Comp	04/14/09	SANTOS, JUAN	2003005302	
<a href="#">E 2500456000</a>	Work Comp	04/14/09	WILSON, THERESA	2003005302	
<a href="#">E 2500456000</a>	General Liability	04/11/09	MURPHY, JOHN	2070002727	

 The Claim Index provides a four year history of all claims associated with the account by policy number.

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# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

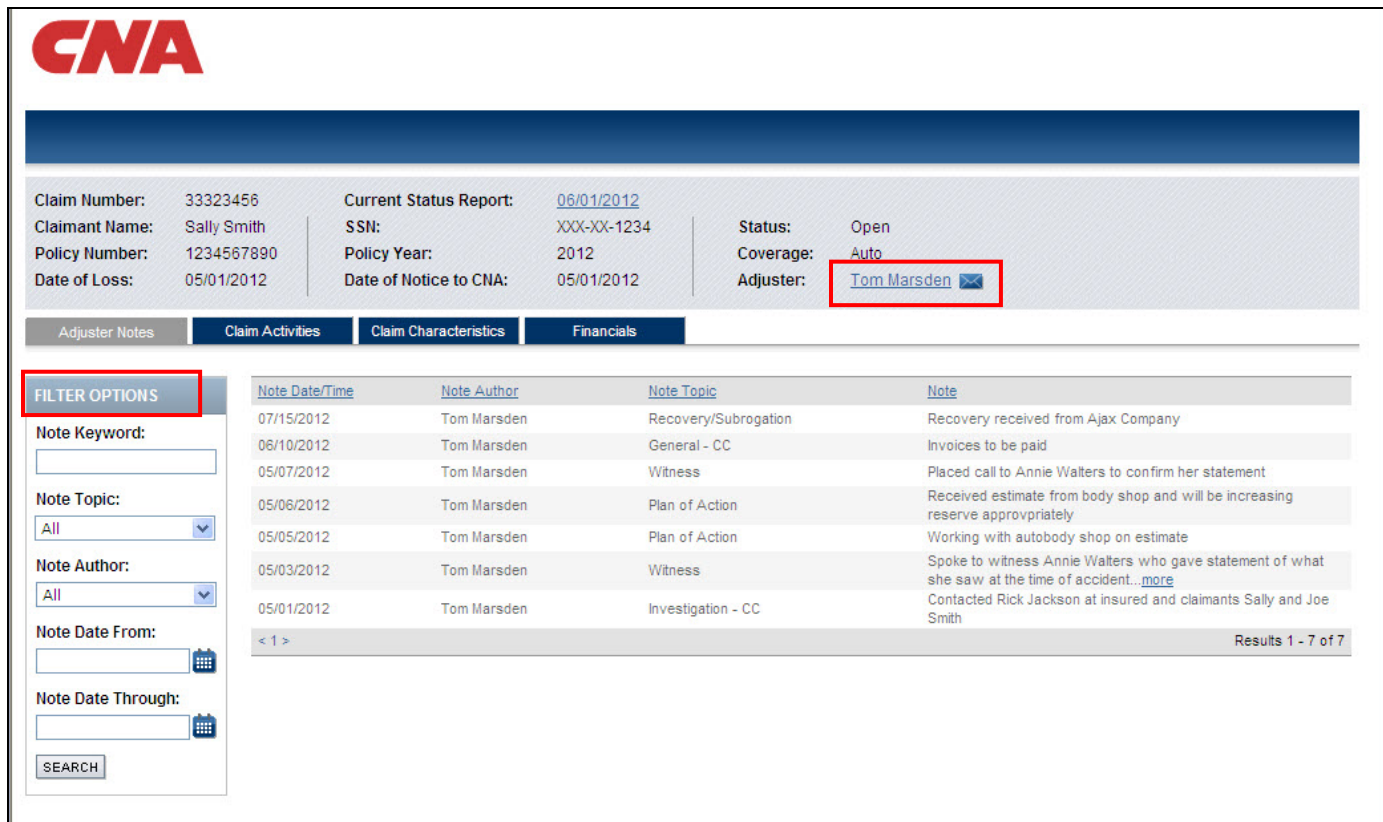
### Claim Status

From the Claim Status, you will be able to review the details of a claim. Claim Status is updated daily. There are four tabs in Claim Status, each with the same Claim Summary Header.

 A Claim Status search by claim number will also get you here.

When viewing Claim Status information, you have two easy ways to contact the adjuster if you have questions.

- Click on the name link in the Claim Summary header to see the adjuster's telephone number and address. If you prefer to e-mail the adjuster, you can do it right here! Just click on the e-mail icon to create and send your e-mail.



The screenshot displays the CNA Claim Status interface. At the top is the CNA logo. Below it is a blue header bar. The main content area is divided into two sections. The top section contains claim details: Claim Number (33323456), Current Status Report (06/01/2012), Claimant Name (Sally Smith), SSN (XXX-XX-1234), Policy Number (1234567890), Policy Year (2012), Date of Loss (05/01/2012), Date of Notice to CNA (05/01/2012), Status (Open), Coverage (Auto), and Adjuster (Tom Marsden). The Adjuster name is highlighted with a red box. Below this is a tabbed interface with four tabs: Adjuster Notes (selected), Claim Activities, Claim Characteristics, and Financials. The Adjuster Notes tab is active, showing a list of notes. On the left side of the Adjuster Notes tab, there is a 'FILTER OPTIONS' section with fields for Note Keyword, Note Topic (set to All), Note Author (set to All), Note Date From, and Note Date Through, along with a SEARCH button. The main area of the Adjuster Notes tab displays a table of notes with columns: Note Date/Time, Note Author, Note Topic, and Note. The table contains seven rows of notes, all authored by Tom Marsden, covering dates from 05/01/2012 to 07/15/2012. The notes include topics like Recovery/Subrogation, General - CC, Witness, Plan of Action, and Investigation - CC. The last row of the table is highlighted. At the bottom right of the table, it says 'Results 1 - 7 of 7'.

Note Date/Time	Note Author	Note Topic	Note
07/15/2012	Tom Marsden	Recovery/Subrogation	Recovery received from Ajax Company
06/10/2012	Tom Marsden	General - CC	Invoices to be paid
05/07/2012	Tom Marsden	Witness	Placed call to Annie Walters to confirm her statement
05/06/2012	Tom Marsden	Plan of Action	Received estimate from body shop and will be increasing reserve appropriately
05/05/2012	Tom Marsden	Plan of Action	Working with autobody shop on estimate
05/03/2012	Tom Marsden	Witness	Spoke to witness Annie Walters who gave statement of what she saw at the time of accident... <a href="#">more</a>
05/01/2012	Tom Marsden	Investigation - CC	Contacted Rick Jackson at insured and claimants Sally and Joe Smith

The default tab displayed when you select a claim link is Adjuster Notes (shown above). Use filter options on the left to locate notes related to specific topics, date ranges, or author.

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# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Claim Status

- Click on the Claim Activities tab

The Claim Activities tab is where you can view information the adjuster has documented in structured fields rather than notes.

For incidents or claims with only one suffix, the information is available when you select this tab. For claims with two or more suffixes, information is available after you select a suffix. Just expand the section you would like to view.

Claim Number:	33323456	Current Status Report:	<a href="#">06/01/2012</a>	Status:	Open
Claimant Name:	Sally Smith	SSN:	XXX-XX-1234	Coverage:	Auto
Policy Number:	1234567890	Policy Year:	2012	Adjuster:	<a href="#">Tom Marsden</a> ✉
Date of Loss:	05/01/2012	Date of Notice to CNA:	05/01/2012		

Adjuster Notes

Claim Activities

Claim Characteristics

Financials

Select Suffix: [Auto BI, Sally Smith](#) ▼

Suffix Adjuster: [Patricia Wong](#) ✉

+ Contributing Factor

+ Injury Details

+ Treatment Details

+ IME / Medical Experts

+ Wage Details

+ Treatment Economic Losses

+ Injury Reserve

+ Involved Vehicle

+ Third Party Vehicle Reserve Worksheet

+ Property Non Auto

+ Third Party Property General

+ Third Party Property Reserve

+ Med Pay Reserve

+ Negotiations

+ Offers / Demands


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## Claim Status

- Click on the Claim Characteristics tab.

In the Claim Characteristics tab, key claim data is available. You also select the suffix you would like to view on this tab to see data available for the specific suffix.

CNA

Claim Number: 33323456				Current Status Report: <a href="#">06/01/2012</a>	
Claimant Name: Sally Smith		SSN: XXX-XX-1234		Status: Open	
Policy Number: 1234567890		Policy Year: 2012		Coverage: Auto	
Date of Loss: 05/01/2012		Date of Notice to CNA: 05/01/2012		Adjuster: <a href="#">Tom Marsden</a> 	

Adjuster Notes

Claim Activities

Claim Characteristics

Financials

Select Suffix: 

Auto BI, Sally Smith

<b>Claim</b>		<b>Dates</b>		<b>Claimant</b>	
Accident State:	Illinois	Date of Loss:	05/01/2012	Claimant Name:	Sally Smith
Catastrophe Code:		Date Suffix Closed:		Claimant Age:	48
Claim Number:	33323456	Date Suffix Reopened:		Claimant DOB:	03/02/1963
Description of Loss:	Injuries include bruise to knee and elbow	Notice to CNA:	05/01/2012	Claimant DOH:	
Field Service Indicator:	Service Centers	Reported to Employer:		Claimant Gender:	Female
Incident Only Claim:	No			Claimant Marital Status:	Married
Insured Name:	ABC Company			Claimant SSN:	XXX-XX-1234
Jurisdiction State:	Illinois			Length of Service:	
Legal Status:	Non-Legal			Occupation Class Codes (NCCI):	
Location Code:	506			Occupation Description:	
Medical Only Indicator:	No				
Medical Rehab Code:	No				
Policy Number:	1234567890				
Policy Year:	2012				
Premium State:	Illinois				
Salvage Indicator:	N				
Secondary Injury Fund:	N				
Subrogation Indicator:	N				

<b>Loss Characteristics</b>		<b>Driver</b>	
Insured Nature:		Driver Age:	40
Insured Source:		Driver Name:	George Williams
Loss Body Part:	Elbow, Knee		
Loss Incident Type:	Rear ended other vehicle		
Loss Severity:			
Nature of Injury:	Bodily Injury and Property Damage		

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# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Claim Status

- Click on the Financials tab.

In the Financials tab you can view financial transactions for a claim. These include reserve transactions and payments. You can view all the transactions for a claim, or select a claimant and see only the transactions for the claimant.

Filter Options are available if you want to view specific transactions only such as by date range, coverage, or transaction type.

Claim Number: 33323456

Current Status Report: [06/01/2012](#)

Status: Open

Claimant Name: Sally Smith

SSN: XXX-XX-1234

Coverage: Auto

Policy Number: 1234567890

Policy Year: 2012

Adjuster: [Tom Marsden](#)

Date of Loss: 05/01/2012

Date of Notice to CNA: 05/01/2012

Adjuster Notes

Claim Activities

Claim Characteristics

Financials

Financial Summary

Claimant	Paid	Paid Expense	Expense Reserve	Outstanding Reserve	Total Incurred	Subrogation	Salvage
All	\$800.00	\$10.00	\$0	\$500	\$1,310.00	\$0.00	\$200.00

**FILTER OPTIONS**

Transaction Date From:

Transaction Date Through:

Coverage Code:  
All

Record Type:  
All

SEARCH

Transaction Date	Claimant	Coverage Desc	Transaction Type	Payee	Description	Amount
05/30/2012	Joe Smith	Property Damage	Final Recovery		Salvage	\$200.00
05/15/2012	Joe Smith	Property Damage	Partial Payment	Fred's Auto Shop	Final Payment	\$1,000.00
05/15/2012	Joe Smith	Property Damage	Reserve Adjustment			-\$500.00
05/15/2012	Sally Smith	Bodily Injury	Expense Payment	Chicago Police Department	Police Report	\$10.00
05/01/2012	Joe Smith	Property Damage	Initial Reserve			\$500.00
05/01/2012	Sally Smith	Bodily Injury	Initial Reserve			\$500.00

All File Notes and Claim data are updated daily from the CNA claim applications. All financial data is updated the following day.

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# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Loss Experience

The Loss Experience screen provides the account summary of claim information by policy including Premium and Loss data. The data history is limited to four years.

From the Account/Claim Search screen, any Loss Experience search will take you to the Account Summary screen.

- Click on the account name

The link will take you to the Account Summary.

CNA

[Help | New Search | Reports & Downloads](#)

Account	Service Information								Agency			
J & T MANAGEMENT, INC. 6300 ROSS ROAD DORAVILLE GA 30040	Account No 3003616742	Branch Office Atlanta			Branch Code 300			W. S. PHARR & COMPANY 3025 CUMBERLAND BLVD, STE 1100 PO BOX 72500 ATLANTA, GA 30310 Primary Producer: W. S. PHARR & COMPANY				
Account Summary as of 04/24/09												
Policy Premium Summary						Policy Loss Summary (in dollars)						
Product Group	Policy Number	Effective Date	Written Premium	Earned Premium	# of Claims	Paid Losses	Paid Expenses	Reserves	Net Incurred	Deductible	Gross Incurred	Loss Ratio%
Package	2007000240	11/01/08	79,908	39,629								0
Package	2007000240	11/01/07	65,920	65,920	9	19,097	116	4,074	23,287	-2,000	25,287	35
Package	2007000240	11/01/06	94,129	94,129	12	76,749	854		77,603	-7,000	84,603	82
Package	2007000240	11/01/05	92,049	92,049	4	9,390			9,390	-2,000	11,390	10
Auto	2007000254	11/01/08	86,029	42,593	3	446	72	38,969	39,487	-4,300	43,787	93
Auto	2007000254	11/01/07	95,366	95,366								0
Auto	2007000254	11/01/06	117,092	117,092	5	21,239	492	1,049	22,780	-8,468	31,247	19
Auto	2007000254	11/01/05	145,274	145,274	5	21,516	1,113		22,629	-5,294	27,923	16
Work Comp	2007000260	11/01/08	151,928	75,340	3		947	3,321	4,268	-4,000	8,268	6
Work Comp	2007000260	11/01/07	153,470	153,470	11	41,953	18,530	101,146	161,629	-24,373	186,002	105
Work Comp	2007000260	11/01/06	167,631	167,631	6	15,206	19,393	11,622	46,222	-9,018	55,240	28
Work Comp	2007000260	11/01/05	159,041	159,041	6	57,838	10,487	18,753	87,078	-13,818	100,896	55
Umbrella	2007000271	11/01/08	16,931	8,396								0
Umbrella	2007000271	11/01/07	19,250	19,250								0
Umbrella	2007000271	11/01/06	18,140	18,140								0
Umbrella	2007000271	11/01/05	20,322	20,322								0

The Account Summary screen provides data by Product group in Effective Date order.

From the Account Summary,

- Click on any policy number

The link will take you to the Policy Detail. The Policy Detail provides all claims associated with the policy number by policy period.

CNA

[Help | New Search | Reports & Downloads](#)

Account			Service Information			Agency						
J & T MANAGEMENT, INC. 6300 ROSS ROAD DORAVILLE GA 30040			Account No 2007000240	Branch Office Atlanta	Branch Code 300	W. S. PHARR & COMPANY 3025 CUMBERLAND BLVD, STE 1100 PO BOX 72500 ATLANTA, GA 30310 Primary Producer: W. S. PHARR & COMPANY						
Policy Detail as of 04/24/09												
Policy Premium Summary						Policy Loss Summary (in dollars)						
Product Group	Policy Number	Effective Date	Written Premium	Earned Premium	# of Claims	Paid Losses	Paid Expenses	Reserves	Net Incurred	Deductible	Gross Incurred	Loss Ratio%
Package	2007000240	11/01/08	79,908	39,629								0
Package	2007000240	11/01/07	65,920	65,920	9	19,097	116	4,074	23,287	-2,000	25,287	35
Package	2007000240	11/01/06	94,129	94,129	12	76,749	854		77,603	-7,000	84,603	82
Package	2007000240	11/01/05	92,049	92,049	4	9,390			9,390	-2,000	11,390	10
Individual Claim Analysis												
Claim Number	Claimant Name	Status	Loss Date	Paid Losses	Paid Expenses	Reserves	Net Incurred	Deductible	Gross Incurred			
02070109-11	WOLTON, TAMARA <small>Location Code 01</small>	Cld	10/25/08									
02070109-11	J AND T MANAGEMENT1 <small>Location Code 010</small>	Cld	07/09/08	1,666	116		1,782		1,782			
02070109-11	J AND T MANAGEMENT1 <small>Location Code 010</small>	Cld	07/09/08									
02070109-11	J AND T MANAGEMENT1 <small>Location Code 010</small>	Cld	07/09/08									
02080205-11	WICKLER, MATTHEW <small>Location Code 1</small>	Cld	05/26/08	2,368			2,368	-1,000	3,368			
02070109-11	J AND T MANAGEMENT1	Cld	07/07/08									
02080205-11	TONKENDEN, SHIRLEY	Cld	06/27/08	7,800			7,800		7,800			
02070109-11	WOLFE, LUCY	Open	10/27/08			4,074	4,074					

The Reports & Downloads link will allow access to the data provided in the Account summary, Policy Detail and Claim Status screens in pre-formatted reports you can view, print or download.

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# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Loss Experience

Reports and Downloads screen provides access to formatted reports in PDF version to be viewed online or printed. The reports provide a summary of data available on the Account Summary, Policy Detail and Claim Status screens. The Agency Copy of the reports includes Premium and Loss data whereas the Customer Copy of the reports does not include this data. You can also download this unformatted data via Microsoft Excel or Lotus 1-2-3. The download feature will allow you to analyze the data using all of the Excel and Lotus capabilities.

Account		Service Information		Agency
J & T MANAGEMENT, INC. 6200 ROSSE ROAD DORAVILLE GA 30348	Account No 3003614742	Branch Office Atlanta	Branch Code 300	W. S. PHARR & COMPANY 3825 CUMBERLAND BLVD, STE 1100 PO BOX 726288 ATLANTA, GA 31138 <i>Primary Producer</i> W. S. PHARR & COMPANY
<a href="#">Help</a>   <a href="#">New Search</a>				
Reports as of 04/24/09				
Loss Experience Reports				
Agency Copy Includes Premium and Loss Ratio <a href="#">Account Summary</a> <a href="#">Policy Detail</a>		Customer Copy Excludes Premium and Loss Ratio <a href="#">Account Summary</a> <a href="#">Policy Detail</a>		
Loss Experience Reports Subtotaled by Location Code				
Agency Copy Includes Premium and Loss Ratio <a href="#">Policy Detail</a>		Customer Copy Excludes Premium and Loss Ratio <a href="#">Policy Detail</a>		
These reports require Adobe Acrobat				
Download Options				
<a href="#">Download to Excel</a>				
<a href="#">Download to Lotus 1-2-3</a>				

All formatted reports will print on 8.5 x 11 size paper.



# Claim Information

## Claim Status/Loss Experience for the Insured

**CNA CENTRAL**

### Loss Experience

#### Account summary

The Account Summary report provides the claim financial summary by Product Group (policy type) and effective dates for an account.

CUSTOMER LOSS REPORT  
ACCOUNT SUMMARY

Run Date: 6/2/2009

As Of: 05/15/2009

Current Policy Period: 02/19/2006 - 02/19/2007

Account

Service Information

Agency

INTERNATIONAL PROTECT ASSOCIATES INC

Account No

CAM Program

Branch Office

Branch Code

Phone No

TUB RPT, MIDWEST LTD - (CHICAGO)

1000 BARTLETT BLVD  
BUFFALO GROVE IL 60089

0011400000

Chicago

010

1000 BARTLETT BLVD, STE 1000  
CHICAGO IL 60601

IL 60089

IL 60601

Policy Premium Summary

Policy Loss Summary

Product  
Group

Policy  
Number

Effective  
Date

Number  
Of Claims

Paid  
Losses

Reserve

Net  
Incurred

Deductible

Gross  
Incurred

Auto	0007110000	02/19/2006	6	8,617		8,837	-10,916	19,753
Auto	0007110000	02/19/2005	11	37,949	51,477	89,998	-590	90,588
Auto	0007110000	02/19/2004	14	719,907		780,371	-3,078	783,449
Package	0007000007	02/19/2006	0					
Package	0007000007	02/19/2005	0					
Package	0007000007	02/19/2004	0					
Work Comp	0007000006	02/19/2006	14	46,324		61,055	-42,610	103,666
Work Comp	0007000006	02/19/2005	12	304,123	20,808	353,149	-15,378	368,526
Work Comp	0007000006	02/19/2004	18	99,890	35,962	159,111	-18,944	178,055
Umbrella	0007000007	02/19/2006	0					
Umbrella	0007000007	02/19/2005	0					
Auto	0007000000	02/19/2004	1			27	-2,034	2,061

Account Totals

76

1,216,810

108,247

1,452,549

-93,549

1,546,098

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## Loss Experience

## Policy Detail

Policy Detail reports under the Loss Experience reports heading are subtotaled by Product Group (policy) and effective periods. The Policy Detail reports under the Loss Experience Reports Subtotaled by Location Codes heading provide claim history by location codes then Product groups and effective periods. These reports also provide high level facts of individual claims.

CUSTOMER LOSS REPORT  
POLICY DETAIL

Run Date: 06/02/2009

As Of: 05/29/2009

Current Policy Period: 02/19/2006 - 02/19/2007

Account

INTERNATIONAL PROPERTY ASSOCIATES INC

Service Information

Account No

0001100000

Policy No

0007110000

Branch

Chicago

Phone No

KUBARK, INCORPORATED - CHICAGO

Agency

Policy Premium Summary

Product Group	CAM Program	Effective Date	Exp Date	# Claims	Paid Losses	Paid Expenses	Reserve	Net Incurred	Deductible	Gross Incurred
Auto		02/19/2006	02/19/2007	6	8,617	220		8,837	-10,916	19,753
Auto		02/19/2006	02/19/2006	11	37,949	572	51,477	89,998	-590	90,588
Auto		02/19/2004	02/19/2005	14	719,907	60,464		780,371	-3,078	783,449

Policy Loss Summary

Individual Claim Analysis

Claim Number	Claimant Name	Loss Date	Report Date	Notice Date	Location Code	Claimant Source	Insured Source	Paid Losses	Paid Expenses	Catastrophe Code	Open/Closed	Adjust Code
Driver Name	Description Of Loss	Accident Type	Claimant Nature	Insured Nature	Reserve	Net Incurred	Deductible	Gross Incurred	Claim Office			
000010001 INTERNATIONAL PROPERTY ASSOCIATES INC	11/22/2006	11/22/2006	UNKNOWN	PASSENGER CAR	PASSENGER CAR					C	LS	
NAI, THOMAS R	NSA OV MADE AND ILLEGAL UTURN. OV ST ON BACK DOOR	NOT OTHERWISE CLASSIFIED	PROPERTY DAMAGE ONLY	COLLISION ONLY								
000010002 INTERNATIONAL PROPERTY ASSOCIATES INC	11/22/2006	11/22/2006	UNKNOWN	PASSENGER CAR	PASSENGER CAR					C	LS	
NAI, THOMAS R	NSA OV MADE AND ILLEGAL UTURN. OV ST ON BACK DOOR	NOT OTHERWISE CLASSIFIED	PROPERTY DAMAGE ONLY	COLLISION ONLY								
000010003 KUBARK, INC	08/03/2006	08/14/2006	UNKNOWN	PASSENGER CAR	SPORT UTILITY VEHICLE	1,510	65			C	C1	
THOMPSON, IV	ON, IV BACKING OUT OF PARKING SPACE. TRAVELLING IN PA	BACKED INTO CLAIMANT	PROPERTY DAMAGE ONLY	COLLISION ONLY	1,575	1,575						
000010004 KUBARK, INC	08/03/2006	08/14/2006	UNKNOWN	PASSENGER CAR	SPORT UTILITY VEHICLE					C	C1	

 Depending on the amount of claim data being presented, the reports and downloads may take longer than usual to complete.

If you have any questions regarding any information on Claim Status/Loss Experience, please contact your Branch Underwriter or your Client Services Manager. For technical assistance, please contact the CNA Central Help Desk at 1-800-CNA-HELP (1-800-262-4357).

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