



# **Claim Information**

## Claim Status/Loss Experience for the Agent User Guide

### **Privacy Notice**

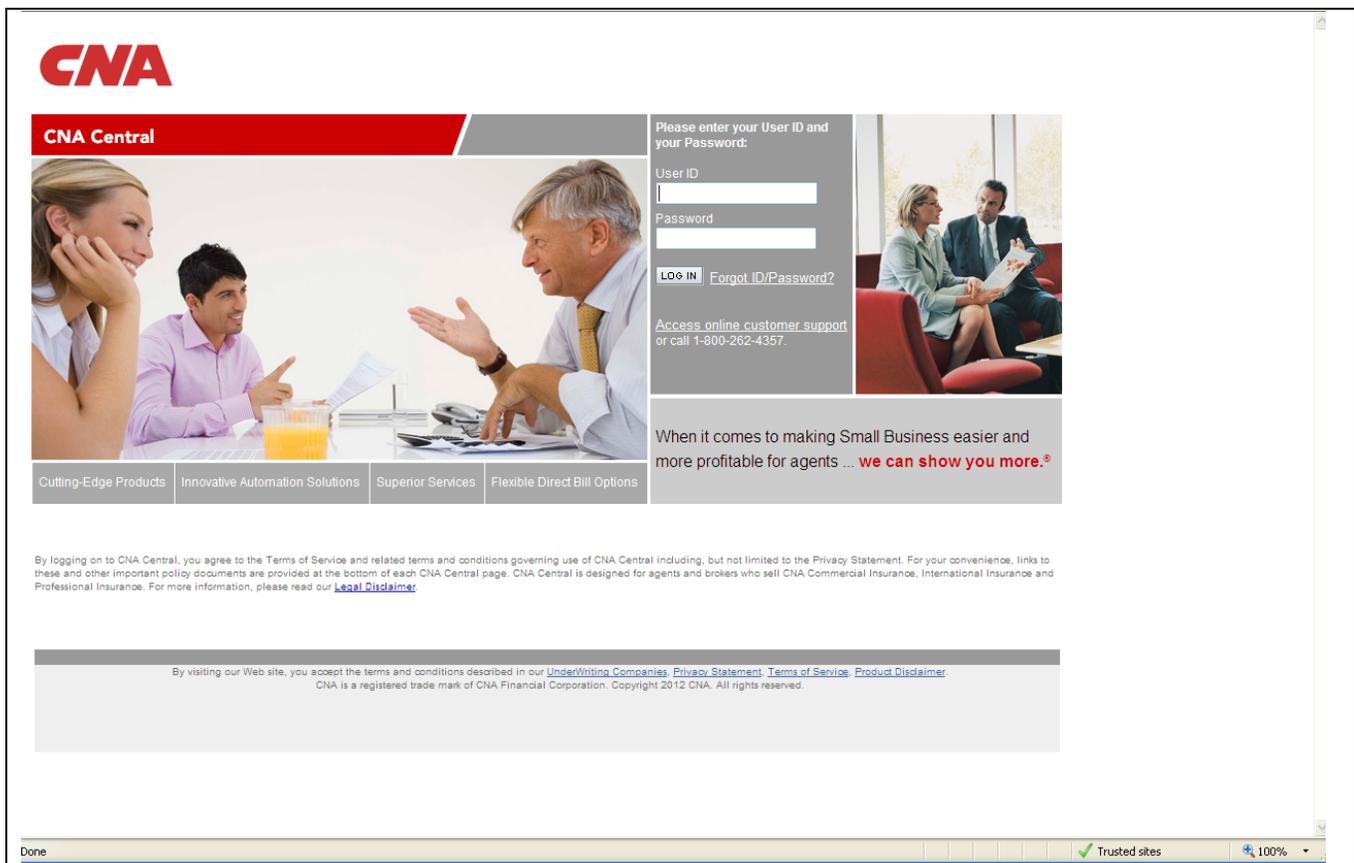
The collection, use and disposal of personal information are governed by federal and state privacy laws. Users of CNA Central shall comply with all state and federal laws regulating the privacy and security of personal information.



This Agent user guide lists the steps to access specific claim details and loss information by 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 your CNA Central Security Administrator
- Click on Login button

 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.

From the CNA Central Home screen,

- Click on the Service My Accounts tab. Next, click on the Claim Information link.
  - 🔔 This link will take you to the Claim Information screen

The screenshot shows the CNA Central website interface. On the left, a navigation sidebar contains several menu items: 'Classify Customer', 'Work In Process', 'Service My Accounts' (which is expanded to show 'Policy Inquiry', 'Electronic Document Delivery', 'Claim Information' (highlighted with a red box), 'Massachusetts Auto Quote', and 'Data Retrieval'), 'Reference Center', 'Support Tools', 'My Profile', and 'Contact Us'. The main content area features a 'CNA Central' header with a group photo of smiling employees. Below this is a carousel of news items, including 'CNA Central goes Mobile!', 'Try our award-winning Automation Solutions', 'Smart App for HealthPro quotes now available!', and 'Expanded coverages and increased limits'. A prominent article titled 'NETWORK OF VERTAFORE USERS (NETVU) AWARDS CNA WITH THE NATIONAL QUANTUM AWARD' is displayed, detailing the company's recognition for its automation solutions. To the right, there are promotional banners for 'We've had a little work done ...' and 'Check out our Choice Endorsement Comparison Tool', along with a 'CNA Connect' section.

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.



From the Claim Information screen,

- Click on the Claim Status/Loss Experience link  
🔔 This link will take you to the Account/Claim Search screen

The screenshot shows the CNA Central website interface. On the left is a navigation menu with items like 'Classify Customer', 'Work In Process', 'Service My Accounts', 'Policy Inquiry', 'Electronic Document Delivery', 'Claim Information', 'Massachusetts Auto Quote', 'Data Retrieval', 'Reference Center', 'Support Tools', 'My Profile', and 'Contact Us'. The main content area is titled 'Claim Information' and includes a list of actions: 'Check the status of a claim', 'Check customers' claims history', 'Search for a specific claim', and 'Report New Loss via the Internet'. Below this is a 'Commercial Insurance' section with a list of links: 'Claim Status/ Loss Experience' (highlighted with a red box), 'Regional Claim Contact List', 'Report New Loss via the Internet', and 'Find a CNA Workers' Compensation Network Provider'. A central box contains the text 'Welcome to Claim Information site at CNA Central'. At the bottom, there is a phone number '1-800-CNA-HELP (1-800-262-4357)', a copyright notice for 2012 CNA, and several links: 'Underwriting Companies', 'Privacy Statement', 'Terms of Service', and 'Product Disclaimer'. The browser's status bar at the bottom shows 'Done', 'Trusted sites', and '100%' zoom.

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.

### 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 detail for a specific 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

The screenshot shows the 'Account / Claim Search' interface. On the left is a navigation menu with links for Help, CNA Central, Technical Support, and Disclaimer and Copyrights. The main form area contains the following fields:

- Select Search Type: A dropdown menu with 'Claim Status' selected and highlighted in blue.
- Account Name: A text input field.
- Account Number: A text input field.
- Claim Number: A text input field.
- Policy Number: A text input field.

At the bottom of the form are two buttons: 'Search' and 'Show All Accounts', both highlighted with red boxes.

△ 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.

The screenshot shows the 'Account Index as of 04/24/09' screen. At the top right, there is a 'Help | New Search' link highlighted with a red box. Below the header, it states 'ACCOUNT SEARCH RESULTED IN 189 MATCHES. DISPLAYING RECORDS 1 - 100.' A table follows with the following columns: Account Name, Account Address, and Account Number.

Account Name	Account Address	Account Number
<a href="#">FLORIDA PLUMBING PROFESSIONAL BUILDING OWNERS ASSOCIATION</a>	PO BOX 3823 BLUFFTON SC 29915	3014124810
<a href="#">ACE ELECTRIC REBUILDERS SUPPLY INC</a>	814 PICKENS INDUSTRIAL DR. MARIETTA GA 30062	3003637415
<a href="#">ALEXANDER BERG PHOTOGRAPHY</a>	285 CARRINI BLVD # 4E NEW YORK NY 10040	3005565676
<a href="#">ALEXANDER BERG PHOTOGRAPHY</a>	285 CARRINI BLVD # 4E NEW YORK NY 10040	3005565676
<a href="#">AMERIK PHOTOGRAPHY</a>	130 E 79 STREET #2B NEW YORK NY 10075	3005661734

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

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 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 Number	Loss Type	Loss Date	Claimant Name	Policy Number
<a href="#">E 200456000</a>	General Liability	04/30/09	HONBERT, ANTONETTA	2079962727
<a href="#">E 200456300</a>	General Liability	04/30/09	JABBAR, SHIRHEEN	2079962727
<a href="#">E 200456700</a>	General Liability	04/29/09	KOLBE, KATIE	2079962727
<a href="#">E 200456800</a>	Work Comp	04/26/09	BILLWIRE, AMBERA	2083095392
<a href="#">E 200456900</a>	General Liability	04/26/09	DRESLICH, LAJ	2079962727
<a href="#">E 200457200</a>	Work Comp	04/23/09	CALLAHAN, VICTORIA	2083095392
<a href="#">E 200457300</a>	Work Comp	04/22/09	RODRIGUEZ, MARIA	2083095392
<a href="#">E 200457500</a>	Work Comp	04/22/09	WILLER, STEPHEN	2083095392
<a href="#">E 200457600</a>	Work Comp	04/21/09	TECOTL, WILFREDO	2083095392
<a href="#">E 200457400</a>	General Liability	04/19/09	ALVAREZ, ZOE	2079962727
<a href="#">E 200457700</a>	Work Comp	04/17/09	KIRKHAM, MARTY	2083095392
<a href="#">E 200458000</a>	General Liability	04/17/09	HUNTER, EUNICE	2079962727
<a href="#">E 200458400</a>	General Liability	04/16/09	WCCOLGAN, JOHN	2079962727
<a href="#">E 200458500</a>	Work Comp	04/14/09	SANTOS, JUAN	2083095392
<a href="#">E 200458600</a>	Work Comp	04/14/09	WILSON, TABITHA	2083095392
<a href="#">E 200458700</a>	General Liability	04/11/09	MURPHY, JOHN	2079962727

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

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 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 left is the CNA logo. Below it is a blue header bar. The main content area shows claim details in a grid format:

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	

Below the details are four tabs: Adjuster Notes (selected), Claim Activities, Claim Characteristics, and Financials. The Adjuster Notes tab is active, showing a list of notes with columns for Note Date/Time, Note Author, Note Topic, and Note. A 'FILTER OPTIONS' sidebar is on the left, containing fields for Note Keyword, Note Topic (set to All), Note Author (set to All), Note Date From, and Note Date Through, with a SEARCH button. The notes list includes entries from 07/15/2012 to 05/01/2012, all by Tom Marsden. The bottom right of the notes section shows '< 1 >' and 'Results 1 - 7 of 7'.

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.

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 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.

**CNA**

Claim Number: 33323456      Current Status Report: [06/01/2012](#)  
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: [Tom Marsden](#) ✉

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



### 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.

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 ▼

Claim	Dates	Claimant
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		
	Loss Characteristics	Driver
	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	

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 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.

The screenshot displays the CNA Central interface for a claim. At the top left is the CNA logo. Below it, a blue header bar contains the text 'Claim Status/Loss Experience for the Agent'. A red banner at the top right reads 'CNA CENTRAL'. The main content area is titled 'Claim Status' and features a navigation bar with tabs: 'Adjuster Notes', 'Claim Activities', 'Claim Characteristics', and 'Financials'. The 'Financials' tab is selected.

Key claim information is displayed in a grid:

- Claim Number: 33323456
- Current Status Report: [06/01/2012](#)
- 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: [Tom Marsden](#) (with email icon)

Below the claim information is a 'Financial Summary' table:

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

A 'FILTER OPTIONS' sidebar is visible on the left, containing:

- Transaction Date From: [input field]
- Transaction Date Through: [input field]
- Coverage Code: All
- Record Type: All
- SEARCH button

The main table of transactions is as follows:

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.

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.



### 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 current plus four policy 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.

Account		Service Information			Agency							
J & T MANAGEMENT, INC. 6300 ROSS ROAD DORAVILLE GA 30048		Account No 3002814742	Branch Office Atlanta	Branch Code 300	W. S. PHARR & COMPANY 3625 CUMBERLAND BLVD, STE 1100 PO BOX 725288 ATLANTA, GA 31138 Primary Producer: W. S. PHARR & COMPANY							
<b>Account Summary as of 04/24/09</b>												
<b>Policy Premium Summary</b>				<b>Policy Loss Summary (in dollars)</b>								
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	<a href="#">2007080240</a>	11/01/08	79,908	39,629								0
Package	<a href="#">2007080240</a>	11/01/07	65,920	65,920	9	19,097	116	4,074	23,287	-2,000	25,287	35
Package	<a href="#">2007080240</a>	11/01/06	94,129	94,129	12	76,749	854		77,603	-7,000	84,603	82
Package	<a href="#">2007080240</a>	11/01/05	92,049	92,049	4	9,390			9,390	-2,000	11,390	10
Auto	<a href="#">2007080254</a>	11/01/08	86,029	42,593	3	446	72	38,969	39,487	-4,300	43,787	93
Auto	<a href="#">2007080254</a>	11/01/07	95,366	95,366								0
Auto	<a href="#">2007080254</a>	11/01/06	117,092	117,092	5	21,239	492	1,049	22,780	-8,468	31,247	19
Auto	<a href="#">2007080254</a>	11/01/05	145,274	145,274	5	21,516	1,113		22,629	-5,294	27,923	16
Work Comp	<a href="#">2007080268</a>	11/01/08	151,928	75,340	3		947	3,321	4,268	-4,000	8,268	6
Work Comp	<a href="#">2007080268</a>	11/01/07	153,470	153,470	11	41,953	18,530	101,146	161,629	-24,373	186,002	105
Work Comp	<a href="#">2007080268</a>	11/01/06	167,631	167,631	6	15,206	19,393	11,622	46,222	-9,018	55,240	28
Work Comp	<a href="#">2007080268</a>	11/01/05	159,041	159,041	6	57,838	10,497	16,753	87,078	-13,818	100,896	55
Umbrella	<a href="#">2007080271</a>	11/01/08	16,931	8,396								0
Umbrella	<a href="#">2007080271</a>	11/01/07	19,250	19,250								0
Umbrella	<a href="#">2007080271</a>	11/01/06	18,140	18,140								0
Umbrella	<a href="#">2007080271</a>	11/01/05	20,322	20,322								0

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

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.

Account		Service Information			Agency							
J & T MANAGEMENT, INC. 6300 ROSS ROAD DORAVILLE GA 30048		Account No 3002814742	Branch Office Atlanta	Branch Code 300	W. S. PHARR & COMPANY 3625 CUMBERLAND BLVD, STE 1100 PO BOX 725288 ATLANTA, GA 31138 Primary Producer: W. S. PHARR & COMPANY							
<b>Policy Detail as of 04/24/09</b>												
<b>Policy Premium Summary</b>				<b>Policy Loss Summary (in dollars)</b>								
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	<a href="#">2007080240</a>	11/01/08	79,908	39,629								0
Package	<a href="#">2007080240</a>	11/01/07	65,920	65,920	9	19,097	116	4,074	23,287	-2,000	25,287	35
Package	<a href="#">2007080240</a>	11/01/06	94,129	94,129	12	76,749	854		77,603	-7,000	84,603	82
Package	<a href="#">2007080240</a>	11/01/05	92,049	92,049	4	9,390			9,390	-2,000	11,390	10
<b>Individual Claim Analysis</b>												
Claim Number	Claimed Name	Status	Loss Date	Paid Losses	Paid Expenses	Reserves	Net Incurred	Deductible	Gross Incurred			
<a href="#">02031519-11</a>	WOLTON, TAMARA Location Code: 0	Cld	10/25/08									
<a href="#">02670782-11</a>	J AND T MANAGEMENT 1 Location Code: 010	Cld	07/09/08	1,665	116		1,782		1,782			
<a href="#">02670782-21</a>	J AND T MANAGEMENT 1 Location Code: 010	Cld	07/09/08									
<a href="#">02670782-31</a>	J AND T MANAGEMENT 1 Location Code: 010	Cld	07/09/08									
<a href="#">02680018-11</a>	WICKLER, MATTHEW Location Code: 1	Cld	05/26/08	2,368			2,368	-1,000	3,368			
<a href="#">02670718-11</a>	J AND T MANAGEMENT 1 Location Code: 010	Cld	07/07/08				7,800		7,800			
<a href="#">02680085-11</a>	TOWNSEND, SHIRLEY Location Code: 010	Cld	06/27/08	7,800			7,800		7,800			
<a href="#">02670889-11</a>	WOLFE, LUCY Location Code: 010	Open	10/23/08			4,074	4,074		4,074			

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

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.

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.



**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 ROSS ROAD DORNVILLE GA 30340				Account No 3000014742	Branch Office Atlanta	Branch Code 300	W. S. PHARR & COMPANY 3825 CUMBERLAND BLVD, STE 1100 PO BOX 725289 ATLANTA, GA 31139 <i>Primary Producer: W. S. PHARR &amp; COMPANY</i>
<a href="#">Help</a>   <a href="#">New Search</a>							
<b>Reports as of 04/24/09</b>							
<b>Loss Experience Reports</b>							
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>			
<b>Loss Experience Reports Subtotalled by Location Code</b>							
Agency Copy Includes Premium and Loss Ratio <a href="#">Policy Detail</a>				Customer Copy Excludes Premium and Loss Ratio <a href="#">Policy Detail</a>			
<b>These reports require Adobe Acrobat</b>							
							
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 Agent

**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.

Account		Service Information				Agency						
INTERNATIONAL PROFIT ASSOCIATES INC 100 BARTON BLVD SUNSHINE SPRING IL 60089		Account No	CAM Program	Branch Office	Branch Code	Phone No	CNA RFL MIDWEST LTD (CHICAGO) 300 N JACKSON BLVD STE 100 CHICAGO IL 60604					
Run Date: 6/2/2009		As Of: 05/15/2009		Current Policy Period: 02/19/2006 - 02/19/2007								
		282448888		Chicago	010							
Policy Premium Summary					Policy Loss Summary							
Product Group	Policy Number	Effective Date	Written Premium	Earned Premium	Number Of Claims	Paid Losses	Paid Expenses	Reserve	Net Incurred	Deductible	Gross Incurred	Loss Ratio %
Auto	282714888	02/19/2006	160,480	160,480	6	8,617	220		8,837	-10,916	19,753	6
Auto	282714888	02/19/2005	193,450	193,450	11	37,949	572	51,477	89,998	-590	90,588	47
Auto	282714888	02/19/2004	210,675	210,675	14	719,907	60,464		780,371	-3,078	783,449	370
Package	282798847	02/19/2006	84,896	84,896	0							
Package	282798847	02/19/2005	79,950	79,950	0							
Package	282798847	02/19/2004	74,184	74,184	0							
Work Comp	282798828	02/19/2006	702,696	702,696	14	46,324	14,732		61,055	-42,610	103,666	9
Work Comp	282798828	02/19/2005	700,480	700,480	12	304,123	28,218	20,808	353,149	-15,378	368,526	50
Work Comp	282798828	02/19/2004	545,424	545,424	18	99,890	23,259	35,962	159,111	-18,944	178,055	29
Umbrella	282748287	02/19/2006	19,431	19,431	0							
Umbrella	282748287	02/19/2005	19,191	19,191	0							
Auto	282448848	02/19/2004	0	0	1		27		27	-2,034	2,061	0
<b>Account Totals</b>			2,790,857	2,790,857	76	1,216,810	127,492	108,247	1,452,549	-93,549	1,546,098	

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 Agent

**CNA CENTRAL**

### 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 provide claim history by location codes then Product groups and effective periods. These reports also provide high level facts of individual claims.

CNA	AGENCY LOSS REPORT POLICY DETAIL													
Run Date: 06/02/2009				As Of: 05/29/2009				Current Policy Period: 02/19/2006 - 02/19/2007						
Account		Service Information					Agency							
INTERNATIONAL TRUCK ACCOUNTS (T-100)		Account No	Policy No	Audit Indicator	Branch Office	Phone No	Public Auto, Commercial, T-100, Commercial							
		00000000	000110000	A	Chicago		Product Group(s): 800110 Product Territory(s): 800110							
Policy Premium Summary						Policy Loss Summary								
Product Group	CAM Program	Effective Date	Exp Date	Written Prem	Earned Prem	# Claims	Paid Indemnity	Paid Losses	Paid Expenses	Reserve	Net Incurred	Deductible	Gross Incurred	Loss Ratio %
Auto		02/19/2006	02/19/2007	160,480	160,480	6		8,617	220		8,837	-10,916	19,753	6
Auto		02/19/2005	02/19/2006	193,450	193,450	11		37,949	572	51,477	89,998	-590	90,588	47
Auto		02/19/2004	02/19/2005	210,675	210,675	14		719,907	60,464		780,371	-3,078	783,449	370
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				
ED0001802-INTERSTATE (ONAL PRICED)	WAL TRINE,ANT	02/2006		11/22/2006	UNKNOWN	PASSENGER CAR	PASSENGER CAR				C	LS		
WAL TRINE,ANT	WAL TRINE,ANT	OV MADE AND ILLEGAL UTURN. OV ST	BACK DOOR	NOT OTHERWISE CLASSIFIED	PROPERTY DAMAGE ONLY	COLLISION ONLY								
ED0001802-INTERSTATE (ONAL PRICED)	WAL TRINE,ANT	02/2006		11/22/2006	UNKNOWN	PASSENGER CAR	PASSENGER CAR				C	LS		
WAL TRINE,ANT	WAL TRINE,ANT	OV MADE AND ILLEGAL UTURN. OV ST	BACK DOOR	NOT OTHERWISE CLASSIFIED	PROPERTY DAMAGE ONLY	COLLISION ONLY								
ED0001802-MIGULAR S (NA)	TELESTON,AR	03/2006		08/14/2006	UNKNOWN	PASSENGER CAR	SPORT UTILITY VEHICLE	1,510	65		C	C1		
TELESTON,AR	TELESTON,AR	IV BACKING OUT OF PARKING SPACE.	LING IN PA	BACKED INTO CLAIMANT ONLY	PROPERTY DAMAGE ONLY	COLLISION ONLY	1,575		1,575					
ED0001802-MIGULAR S (NA)	TELESTON,AR	03/2006		08/14/2006	UNKNOWN	PASSENGER CAR	SPORT UTILITY VEHICLE				C	C1		
TELESTON,AR	TELESTON,AR	IV BACKING OUT OF PARKING SPACE.	LING IN PA	BACKED INTO CLAIMANT ONLY	PROPERTY DAMAGE ONLY	COLLISION ONLY								

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).

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.