

1. **What happens once I've bound a policy?**
Once you've requested issuance through CNA Central, your request is sent to a dedicated Ocean Marine Underwriting Assistant who will process the policy within ten business days. The policy will be e-mailed to you.
2. **How do I make any changes once a policy is bound?**
Your policy will be e-mailed to you by your Ocean Marine Underwriting Assistant. All endorsement requests can be sent directly to this contact.
3. **How will I be billed?**
Agency bill and direct bill options are available. Please note that payment plans are not available for the direct bill option. Any Ocean Marine policies issued through CNA Central will show on your account current statement.
4. **When can I expect to receive my policy?**
From the time that issuance is requested, the average turnaround time to receive a policy is ten business days.
5. **Do I need a separate agency code when I already have a CNA agency code?**
Ocean Marine uses unique agent codes for billing purposes. These Ocean Marine (MOAC) codes are tied to your CNA agency code. You do not need to send in an additional application. We will process the MOAC code internally and advise only if licensing requires any additional information.
6. **What is the minimum premium?**
The minimum premium is \$1,500 plus TRIA (if applicable).
7. **What is our Commission?**
Commission is 25%
8. **What is the Writing Company?**
The writing company is The Continental Insurance Company
9. **How long does it take to get an answer if I need to refer to an underwriter?**
Generally referrals will be answered by an underwriter on the same business day or within 24 hours from the time the referral was submitted.
10. **How do I file a claim*?**
As soon as you become aware of a loss which might give rise to a claim under this Policy immediate notice of such loss or damage must be given to your local CNA Claims Office:

Submit new claims via phone, email, facsimile, or the Web, as outlined below.

Phone: 877-280-7312, select option 2 to report a new claim
Representatives are available 24 hours a day, 7 days per week.
Facsimile: 877-329-7752
E-mail: marinenewloss@cna.com
Web: www.cnacargo.com (Cargo and Warehouse claims ONLY)

* Complete claims information is provided in the policy.

11. **Who can I contact if I have questions and have not received any communication from my Ocean Marine Underwriting Assistant?**
If you have any questions and/or concerns, please contact one of the following individuals:

Gina Hernandez
Underwriting Manager
(407) 919-5411
gina.hernandez@cna.com

Neetu Varghese
Underwriting Director
(630) 719-3372
neetu.varghese@cna.com