

# Recent Healthcare Successes



## HEALTHCARE

Agents and brokers expect to work with insurance specialists who have the expertise and understanding of their clients' business needs and can deliver meaningful solutions. That is what CNA brings to the table. With a powerful legacy, international capabilities rooted in a strong local presence, well-known business insurance expertise, and a deep commitment to our agents, brokers and customers, we offer more than just a policy – we deliver distinctive insurance solutions and promise a superior customer experience.

### Highlighted Success Story:

After receiving an opportunity to quote a medical equipment installation and service provider, CNA's local Life Sciences underwriter discovered the client did not have a Products or Professional Liability policy. After discussing with the agent the potential exposures and loss scenarios related to the supply, installation, and calibration of high-value medical equipment, the underwriter emphasized the importance of having a blended Professional and Products Liability policy, highlighting CNA admitted product capabilities. The underwriter also discussed our Commercial insurance experience and CNA Paramount® package offering, outlining the benefits a comprehensive coverage solution provides to the customer and agent, including a single point of contact for questions and unified claim management service. After a face-to-face meeting to discuss the insurance program, the agent awarded the bind order for all quoted coverages, creating an enhanced insurance program for the customer and a win for the agent.

DESCRIPTION	PREMIUM	COVERAGES WRITTEN	COMPETITIVE ADVANTAGE
Healthcare Services Facility	\$92,000	Professional Liability, General Liability	Ability to understand and provide a comprehensive program with tailored professional and general liability coverages (FTCA deemed and non-deemed facilities)
Aging Services Provider with Assisted Living and Independent Living Facilities	\$1,500,000	Professional Liability, General Liability, Automobile Liability	Pre-quote meetings between CFO and CNA underwriting, claim and risk control demonstrated capabilities and industry expertise
Not-for-Profit, Faith-based Aging Services Facility	\$440,000	Professional Liability, General Liability, Property, Equipment Breakdown, Automobile Liability, Umbrella	Ability to underwrite multiple coverages helped the agent to win a new client
Premier Provider of Post-acute Care	\$250,000	Professional Liability, General Liability, over self-insured retention	CNA's relationship with the third-party claim administrator, quick turnaround on multiple quote options based on analysis of client's financial condition
Specialty Pharmaceuticals Company	\$230,000	Product Liability, Professional Liability, General Liability, Automobile Liability	Ability to offer a broad range of coverages in a very competitive and timely manner was the key to success
Outpatient Physical Rehabilitation Services Provider	\$43,000	Professional Liability, General Liability	Demonstrated claim expertise in reviewing policy language and potential claim scenarios with broker and customer, enabling a win over the long-time incumbent
Hospital System	\$800,000	Professional Liability, General Liability	Demonstrated collaboration amongst Actuarial, Claim, Risk Control and Underwriting
Pharmaceutical Packaging Company	\$360,000	Products Liability	Ability to provide tailored coverage offerings and demonstrated collaboration with the broker and client

As of 07/31/16