



Claim Capabilities for CNA Motor Truck Cargo Legal Liability

Effective and Supportive Claim Handling

Consistent and seamless from claim reporting to resolution — that's the CNA approach to claim handling. Beginning with just one phone call to 877-CNA-ASAP (262-2727), available 24/7, your claim is evaluated by our highly experienced claim professionals who are specialized in handling specific types of claims. CNA claim handlers provide the time and attention necessary to process your claim, resulting in a fair outcome with a timely resolution.

CNA is continuing to focus on quality claim handling, customer service and building efficiencies. In keeping with that objective, we have developed a highly efficient claim model that takes us a step forward in becoming a better partner to our agents, brokers, and customers. The claim model is based on two principles: specialization and centralization. Specialization by line of business and claim complexity will enable us to match claims with the experience of the claim handlers. Centralization of lower exposure claim handling will enable us to gain economies of scale and improve customer service.

Dedicated to Preventing Losses

Additionally, CNA is committed to helping our customers prevent losses before they occur. CNA is a charter member of CargoNet™, a cargo-specific theft prevention and recovery network that blankets the nation.

CargoNet's database receives and integrates cargo theft data from law enforcement, insurers, transportation companies, manufacturers, and retailers. Theft victims, insurers, and law enforcement may enter data online using internal investigation and claims management systems or industry wide databases such as ISO ClaimSearch. Theft victims may also call CargoNet's 24-hour call center.

This system ultimately works to track down stolen equipment by alerting law enforcement of the theft. CargoNet can also transmit the theft alert to thousands of drivers, gas stations, and rest stops at the theft victim's request. CargoNet also works to prevent theft by increasing the likelihood of arrest and prosecution. The disruption of cargo crime networks and the arrest and prosecution of cargo thieves will decrease cargo theft.

Submitting Claims Just Got Easier

Now, one phone call, fax or e-mail can get results asap, 24 hours a day, seven days a week

- Toll Free 1-877-CNA-ASAP (262-2727)
- Fax 1-800-953-7389
- Email lossreport@cnaasap.com
- Web www.cna.com/claim

Experienced Claim Professionals

Our most important resource is our people. CNA claim professionals become credentialed for their business knowledge by meeting predefined requirements and standards through internal certification programs and a comprehensive claim continuing education curriculum. Plus, CNA offers dedicated claims adjusters for Motor Truck Cargo Legal Liability policyholders. There are also dedicated adjusters for other transportation risks, such as warehouse legal and freight brokers.

For additional information on our products and services, contact your independent agent or visit www.cna.com today.

