

Claim Customer Service

From the Customer's Point of View



Fourth Quarter 2014

At CNA, we are dedicated to delivering world-class customer service. Our committed and experienced claim staff go beyond standard claim service and provide high-quality solutions. That is why CNA is delighted when our customers tell the story of our service through positive feedback.

Below is a letter CNA recently received from the claims manager of one of our largest clients

"In follow up to our conversation from last week I would like to thank [CNA claim manager] for her assistance regarding Indiana workers' compensation claim questions and issues raised by the director of Operations Home Therapies, Indiana Home Area.

When the director and I spoke she advised me that she had employees that required medical attention, and the employees were asking specific work injury related questions she needed assistance addressing.

I called [CNA claim manager], and she immediately responded by contacting the director, answering her questions, engaging Indiana defense counsel to assist in addressing the proper medical providers to direct the employees for treatment and participating on the call to ensure the employee's questions were answered.

I advised [CNA claim manager] how much I appreciated her assisting me on such short notice.

Thank you."

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