

Claim Customer Service

Our Customers Tell CNA's Claim Service Story

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.

Take a look at some of the comments from our 2014 Second Quarter Specialty Claim Service Report:

- "CNA claims is the primary reason we've been with CNA since the late 1950s. The ability of the claims staff to think outside the box and work with us on coming up with required solutions to tough claim problems separates CNA from the rest of the pack."
- "[The CNA Claim professional] was fantastic. She was always available or returned my calls or emails quickly - even when it seemed she was away from the office. This was great service as the claim itself was obviously very stressful. She gave incredible advice on how to handle the case."
- "It is a pleasure to work with such a high level professional and courteous organization. We always walk away with the feeling that we are working with business partners who look out for our best interest and concerns. Thank you!"
- "[The CNA Claim professional] not only understands the issues we deal with, but understands our emotional attachment to them. He consistently provides service exceeding out expectations!"
- "[The CNA Claim professional] was great at getting this matter resolved without litigation."
- "[The CNA Claim professional] was right there with me throughout the entire event ... was glad to have him on my team."
- "I must say I was truly impressed at how quickly the attorney called me. I think that by contacting you folks as quickly as I did helped. I believe it showed the person making the claim that we (the Firm) were serious and not about to be "bullied" and cave into their demands."
- "My claim was time sensitive. [The CNA Claim professional] secured an attorney within hours of my initial call. [The CNA Claim professional] stayed connected from beginning to closure of the case with regular check ins. I could not have asked for a more caring professional team to work with. The best!"
- "Claims are an unpleasant experience. [The CNA Claim professional] made me feel like I had someone in my corner."
- "As in the past, CNA is my choice for E&O coverage. No office wants to have a claim, but when it does it is important to know that there is someone who can help! I also like the fact that counsel offers suggestions for additional things that can be done to improve the files. Another thing I like about CNA is the professional way in which I am always treated. When dealing with other insurance companies, for hazard, etc. claims, I sometimes feels like the insurance company thinks the customer is an idiot. CNA has never been like that. If I have a question, it is answered. Thanks for being available to my office (20 years+)."

Third Quarter 2014

For more information,
contact your
Client Services Manager
or visit www.cna.com
today.

