

## Claim Customer Service

# Through the Eyes of the Customer



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.

Here is just a sample of what our customers are saying about CNA Claim service:

- "I have nothing but praise for your services. Nobody has ever provided me with such good handling of a claim. Thank you."
- "We went through an emotional fire. Thought the insurance claim would be very stressful. Your team actually took the stress away. Thanks so much!"
- "I have never placed a claim before and did not know what to expect. Now I know that I chose the "best" company to handle my business affairs. Thank you."
- "I was suspicious at first going through the claim process, due to all I've ever heard about insurance claims was negative; however, I could not be more happy with the professionalism and service I received. Thank you CNA!"
- "Both [CNA Staff Counsel] and myself felt there was no chance of settling this at the mediation, and all I hoped for was to get me out of it to some extent, but I doubted that would happen either. There was too much anger, and the others did NOTHING to cut it back. However, we were both wrong — it all settled. Honestly, the suit settled in my opinion because of how [CNA Staff Counsel] approached it. Lawyers tend to be confrontational and legalistic (which is why they get hired), but sometimes that doesn't work. In this case, [CNA Staff Counsel] had it down right, and he saved a lot of money for a lot of people, and years of agony in a lawsuit. He did a great job."
- "In 20+ years of practice I had never been through anything like this before. [CNA Claim Adjuster] and [CNA Staff Counsel] made me feel like I was in good hands and worked out a speedy resolution to the claim. I am very grateful to them both and would recommend CNA highly."
- "[CNA Claim Adjuster] is always thoughtful and inclusive in developing strategies to address a matter. Her easygoing manner and professionalism makes dealing with potential disputes less stressful. She was proactive in suggesting other professionals to assist in finding solutions to the issues in this matter."
- "The assistance by [CNA Claim adjuster] in providing a local attorney to work with was very instrumental in averting the filing of any actual claim. No actual legal claim has been filed to date as a result of this assistance. CNA's pre claim assistance is a very valuable program for the prevention of actual claims."

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