



151 North Franklin Street
Chicago, IL 60606

Notice to District of Columbia Policyholders

CNA understands that businesses are facing financial hardship due to the COVID-19 virus and may find it difficult to immediately pay insurance premiums. In accordance with Commissioner's Order 03-2020, for the duration of the Public Health Emergency as declared by Mayor Bowser, CNA is suspending cancellations for nonpayment of premium and waiving late and installment fees for District of Columbia property and casualty policyholders. Following the expiration of the Public Health Emergency, CNA will work with policyholders who are still facing financial difficulties to create payment arrangements, as needed.

In compliance with the Order, CNA is making other accommodations for policyholders, including suspending cancellations and nonrenewals for underwriting reasons. Policyholders with auditable policies are also permitted to self-audit and self-report changes in exposures so that premium adjustments may be made. We are also offering hired and non-owned liability insurance coverage to businesses with delivery drivers who use their own cars.

Contact Us

Those facing financial hardship as result of COVID-19 may contact us via the email address cidirect@cna.com, or by calling our toll-free number (877) 276-7507. Policyholders who are interested in obtaining hired and non-owned automobile insurance coverage should contact their CNA insurance agent.

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