

# Staff Counsel Clients Tell CNA's Customer Service Story



At CNA, one of the key components to our success in delivering world-class claim service is our Staff Counsel organization. We employ highly skilled inhouse attorneys to effectively represent CNA insureds. Our customers have access to some of the most experienced, cost-effective legal professionals and specialists, dedicated to protecting their interests. We let our customers tell the story of our Staff Counsel's service through positive, unsolicited feedback, in addition to impressive survey results.

When it comes to having the expertise, experience and dedication it takes to mount a successful legal defense ... **we can show you more.®**

## Outstanding client satisfaction ratings

Every customer receives a survey at the close of each case to measure their satisfaction with our legal work. In 2014, our Staff Counsel received impressive feedback from more than 700 surveyed clients about the service they provided:

- 96 percent rated our work as excellent or very good.
- The degree of preparation by our attorneys was rated excellent or very good by approximately 93 percent of respondents, with the degree of professionalism rated excellent or very good by nearly 95 percent of respondents.
- Communication with our attorneys was rated excellent or very good by approximately 94 percent of clients surveyed.
- 99 percent of respondents said they would use CNA Staff Counsel again if it were their decision to do so.

## Exceptional customer feedback

"I was pleasantly surprised at the degree of support, communication, feedback and time [CNA Staff Counsel] provided myself and staff over the past year. As an owner of a business it is very affirming to see a professional take such ownership and responsibility in their work."

"[CNA Staff Counsel] was professional, knowledgeable and very approachable. He returned all calls and communicated in a prompt and informed manner. I would recommend him and I praise him for his gentle communication style as well as his overall excellent level of competence."

"Please accept this note of appreciation for the work of your firm and specifically our attorney, for his excellent legal representation in the above-referenced case. The outcome of this case, a dismissal, has made a very critical difference in my future. As a successful professional, any other outcome could have made a significant impact on my career. [CNA Staff Counsel's] time and effort, as well as coordination with the additional party's defense team was greatly appreciated. Thank you all again for displaying experience and skill to get the best results possible for me and my practice."

"[CNA Staff Counsel] exercised not only professionalism but also compassion with the client. He kept us aware of the circumstances and was always forthcoming. In our dealings with [CNA Staff Counsel] there was never a time when we had to track down information. They always kept us informed. This is priceless especially when it comes to a Co-op group being the defendant."

## Claim Success Stories



"Have always enjoyed working with [CNA Staff Counsel]. This was a very unfortunate case and I believe he did a good job in getting a very attractive settlement in this case. He received the case with very short notice before the hearing and did an excellent job. This is not the first case I have been involved in with [CNA Staff Counsel] and have a good relationship with him."

"Any phone call is responded to almost immediately and other communication is also very timely. I appreciate the preparation of attorney also."

"Thanks for your help! I feel very confident in my insurance company and the representation provided. Thank you!!"

"[CNA Staff Counsel] was very supportive and response to the health center. She was a thorough and strong advocate. The lawsuit was frivolous and it's silly that we had to settle, but I feel the case was very well handled."

"[CNA Staff Counsel] was very approachable, and considerate. He was prepared and on time. He could not have been better. I feel he looked after my best interest, and I would call on him again."

"[CNA Staff Counsel] did a great job communicating with me and scheduling depositions around our hectic schedules. I would recommend that guy to anyone!"

"[CNA Staff Counsel] was spectacular - reassuring, knowledgeable and very professional. If I ever have a need again I only want to work with her. She made a difficult situation very easy! Thank you for everything!"

"[CNA Staff Counsel] won a great result. Although most of the credit goes to [CNA Staff Counsel]! You directed the discussion, established the background, discussed the facts and addressed the site. I only said, yes I agree with [CNA Staff Counsel] and pointed to the scene. So thanks very much, your preparation for and understanding the background of the hearing as well as the facts was invaluable. Have a good vacation and I hope the Holidays are good."

"[CNA Staff Counsel] did a fantastic job! She was on time even in a snow storm to meet up with me before my case. If I needed something i.e. my documents.... She got them to me fast. I would prefer to only use [CNA Staff Counsel] in future cases."

"Thank you [CNA Staff Counsel] for the extremely good outcome in our dismissal from the lawsuit. We realize that the case can be re-opened, but we think this outcome is the best possible outcome we could have wished for. Initially we were extremely upset when the accident happened and from the very first worried that the financial responsibility would fall our company (as the employer) for an incident that we did not create or could not control. We are appreciative that from the very outset of your discovery you were positive in your outlook. It is apparent that your instincts and understanding of the law were 100% correct and that your strategy and analysis were extremely effective by the way the progress of the case played out. We enjoyed your low pressure management of the case (that we were all too emotionally involved in) and if we suffered from anything in this matter it was our underlying fear that you were making it too easy for us in preparing our defense. Thank you for a job extremely well done."



We can show you more.®

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