



Small Business

Service Center

Find an easier way to focus on what you do best

The CNA Small Business Service Center acts as an extension of your agency, saving you time while promoting greater profitability. While your staff focuses on writing new business and obtaining referrals, we respond to customer inquiries such as certificates of insurance, policy change requests, coverage and billing questions, and consultation on additional coverage needs and endorsement quotes. The CNA Small Business Service Center is here to serve your customers, Monday through Friday, from 7 am – 7 pm Central Time.

Serve your small business customers with maximum efficiency.

With the CNA Small Business Service Center:

- You gain a dedicated staff of licensed Client Specialists and insurance associates, with deep CNA product knowledge and an average of 15+ years of agency and carrier experience.
- We utilize each customer contact as an opportunity to account round, provide coverage consultation and drive additional revenue.
- Small Business accounts typically experience three percent higher retention.
- Agency/customer relationships remain in place. Let the Service Center do the work.
- We assume Errors & Omissions exposures for all transactions initiated and/or completed with our team members.
- You are notified immediately if your clients express intent to cancel or move coverage, via our Communication Alert.

- You can track the status of your client interactions and policy changes by viewing our Monthly Agency Reports.
- Enrollment and account selection is uniquely identified by our dedicated team of Agency Specialists to assist with onboarding.

Stability and financial strength

CNA is one of the largest U.S. commercial property and casualty insurance companies. We provide a broad range of standard and specialized insurance products and services for businesses and professionals in the U.S., Canada and Europe, backed by more than 120 years of experience.

Try it out at no charge

Participation comes with no agency investment for all new business written with the Service Center producer code. You keep all but two points of your normal commission, reduced at renewal.

For more information, contact your sales specialist or call 877-724-2669.