

## Claim Success Stories



# Great Claim Service After an Electrical Power Surge Jolts a **Satisfied Small Business Owner to Refer New Clients**

It can happen to anyone – the unexpected power surge, spiking the voltage supplied through your electrical line that can crash your hard drive and ruin your computer. In mere seconds, lightning storms, downed power lines or tripped circuit breakers can carry tens of thousands of volts into your electrical system. It's bad enough when it happens at home, but when you run a small business like The UPS Store® owner, Jason, it can mean the difference between being in or out of business. As any small business owner knows, even one day of downtime, reduces revenues and frustrates customers. That's why it is critical to have the proper insurance coverage and claim service to keep your business running.

"I recently had a power surge that fried two of my computers," explained Jason. "I was down to one, and if that went, I was out of business until the new ones arrived." Jason reported the claim and then connected with Kathleen, his CNA claim adjuster. "Kathleen was so kind and helpful through this rough time. I got confirmation just one day after the incident that my claim was approved, and I would receive compensation."

That meant Jason could keep his business operating as usual – news he was quick to share with other franchise owners of The UPS Store® Centers. "I contacted a fellow franchisee who is insured with another carrier, and she couldn't believe what I told her. I even encouraged the agency, BFIA, a BancorpSouth Insurance Services, Inc. branch, to have a salesperson contact her because there was a very good chance she'd go with CNA."

Jason's BFIA account manager, Jennifer, swiftly followed up on his suggestion, and that's exactly what happened. As the owner of two The UPS Store® Centers, she cancelled the coverage that she had in place with another carrier eight months early and bound coverage with CNA for both locations.

Rena Nuccio, Vice President, BFIA, who is responsible for the network's insurance program, exclaimed, "Get Kathleen a license to sell insurance right away – seriously." But the customer service accolades came as no surprise to Rena: "Thanks to the hard work of the CNA claim team, we have been in a really great place regarding quality claims service for a long time now. Still, the accolades we received regarding Kathleen's claims handling deserve special recognition in this sea of excellence."

"We *routinely* receive kudos about Kathleen from insureds; BFIA account managers; and The UPS Store, Inc.'s area representatives, field staff and leadership," continued Rena. "People go on and on about Kathleen's genuine care and concern; fast, personal attention; fairness and pleasant disposition – even when relaying the 'sorry, no coverage' message. Also, when I'm on the road selling our program and touting CNA's exceptional claims service experience, I invariably get shout outs of agreement from franchisees. Now, thanks to Kathleen, sales leads are coming in directly from the claims department as insureds share their CNA experience with prospects. Wow!"



We can show you more.®

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Gary LaFour, Regional President, BancorpSouth Insurance Services, Inc. graciously shared this news with CNA claim leadership: "We always take notice when we get acknowledgements of a job well done on a claim for one of our clients, but I really felt I should let you know this is not just a random occurrence. Your team's excellent service, headlined by Kathleen's consistent outstanding work, is gaining traction around the network and becoming a source of new business referrals for us."

At CNA, we're committed to our customers being truly satisfied with our service. Jason summed up his feelings by saying, "Hats off to Kathleen. She really makes your company look good." And Rena shared her perspective as a satisfied agent: "Glad you guys keep raising the service excellence bar because we know your team will clear it. Our agency knows we can always count on Kathleen and the rest of the program's claims team to demonstrate exactly how CNA can show us more. Thanks!"

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