

Diagnosing Risk with Expertise.

Insurance Solutions for Small Healthcare Businesses.



SMALL BUSINESS

Put Critical Tools in Compassionate Hands.

Small healthcare businesses want an agency that understands the complexities of their business while offering meaningful solutions for their dynamic needs. With an industry-leading suite of technology products, CNA provides adaptable solutions from an experienced insurer who simplifies the process.

As a market-leading, A-rated carrier with 120 years of experience, we deliver **efficient and specialized capabilities** for the small business industry, with deep international expertise and a **local presence** to best meet your clients' needs. Through agency automation, enhanced underwriting capabilities and our dedicated service teams, we can help your agency build superior customer relationships and find greater success in today's small business marketplace.

Offer Flexible Solutions Across the Healthcare Spectrum.

CNA is a trusted leader and top underwriter of insurance solutions and services. We operate across the continuum of care, with expertise that extends from the traditional medical office/physician model to new and emerging healthcare delivery systems. Our broad appetite includes:

- Medical offices – optometrists, chiropractors, dentists and podiatrists
- Clinics – occupational health
- Imaging centers
- Physical therapy and rehabilitation centers
- Medical/dental laboratories

Quickly Respond to Emerging Healthcare Risks with Customized Solutions.

Insurance solutions from CNA go beyond the core Professional Liability coverage to include:

CNA Connect[®], our flagship business owners' policy, makes it easy to give your clients broad and relevant Property and Liability coverage. The CNA Connect[®] policy is available for over 600 classes of business, making CNA the clear choice for small business insurance.

Key coverage considerations:

- Accounts receivable
- Business income and extra expense
- Valuable papers and records
- Employment Practices Liability
- Computers, software and data

Additional product offerings may include:

- Workers' Compensation, monoline available (excluding California)
- Umbrella & Excess Liability
- Management Liability – Employment Practices Liability, Directors & Officers, Fiduciary and Crime
- Commercial Auto
- International – CNA Passport[®] and CNA World Pass[®]
- Ocean Cargo
- Allied Healthcare Professional Liability



Keep Your Business — and Your Clients — Moving Forward with Innovative Solutions.

The less time you spend on administrative tasks, the more productive you can be building your small business book. That's why we leverage our expertise to deliver award-winning automation solutions, superior services and resources to simplify your job, while enhancing your customer's experience at every level of engagement.

- **CNA Central**, our premier quoting and agency portal, makes it easier than ever to connect to small businesses so you can focus on what you do best.
 - Quote faster and more easily with CNA Quote Advantage, and access comprehensive base coverages, custom coverage options and two business-specific bindable quotes — all through one short input screen.
 - Generate what-if scenarios, quote on-the-go with mobile functionality and take advantage of electronic document delivery.
 - Process and request endorsements, view policy and claim information and access important CNA news.
 - Submit Management Liability products for small businesses with 100 or fewer employees, and \$10M or less in revenue or \$10M or less in assets.
- **Dedicated Small Business sales specialists and underwriters** serve as your expert resources for all CNA offerings.
- **Multiple direct billing payment plan options**, plus pay-as-you-go billing for Workers' Compensation, to help small businesses more effectively manage their cash flow.
- **Small Business Service Center and Warm Leads Sales Team** act as an extension of your agency, with licensed specialists ready to respond on your behalf while providing a personalized experience and coverage consultation for your clients, as well as pursue new business leads.
- **Risk Control services** and resources will support your clients in their efforts to minimize their exposures and reduce the likelihood of a claim. CNA's School of Risk Control Excellence and SORCE® *On Demand* provide training and resources for small businesses that keep their companies and employees safe.
- **Prompt, attentive and customer-focused claim handling** to meet your clients' needs.
 - Information risk claims
 - Litigation management services
 - Return-to-work job bank

Our broad appetite includes 40+ classes across the healthcare spectrum.

When it comes to insuring Small Business ... **we can show you more.®**
Please contact your sales specialist or visit www.cna.com/smallbusiness.