

Supporting Innovation.

Insurance Solutions for Small Technology Firms.



SMALL BUSINESS

Give Them the Confidence They Need to Grow.

Small technology firms 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 that Span the Technology Industry.

CNA's broad technology appetite enables you to reach a wider range of businesses than most other carriers in the marketplace.

- **Software and IT services**, including cloud service providers
- **Electronics manufacturers**, data displays, component parts, instruments
- **Communications companies**, service or equipment sales and resell
- **Digital media**, producers and creators of electronic and traditional content

Quickly Respond to Emerging Technology Risks with Customized Solutions.

With **CNA Connect®**, our flagship business owners' policy, we make 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. CNA Connect® can be customized with the **Technology Super Choice Endorsement**, which simplifies and expands the definition of Business Personal Property (BPP) to include computers, software and data, and works both on-site and within the coverage territory, protecting your equipment, including client EDP in the insured's control.

Technology Errors & Omissions, available on an admitted or excess and surplus lines basis. A true E&O policy covers all products and services unless specifically excluded. Endorsement available to include enterprise media liability coverage and network security and privacy coverage with first party limits up to the full policy limit. Form remains consistent as your client's business grows.

Information Risk endorsement addresses:

- Extension of network security and privacy injury liability beyond the performance of services
- A privacy event expense sublimit that is triggered based on the event rather than a regulatory requirement
- A network extortion expense sublimit

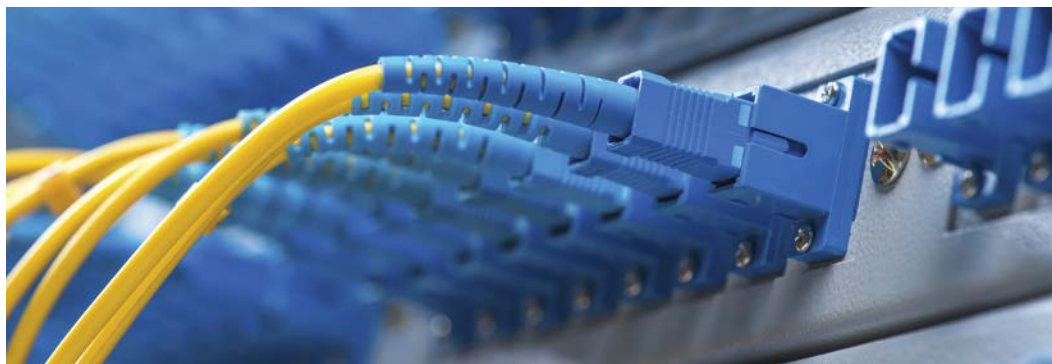
Media Liability endorsement addresses:

- The violation of an individual's rights of publicity, including commercial appropriation of name, persona or likeness

- Content injury includes items such as infringement of copyright, title slogan, logo trademark, trade name, trade dress, service mark or service name
- Copyright of software code available by endorsement
- Unfair competition or trade practices, including misleading advertising

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 WorldPass®
- Ocean Cargo



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.
 - Pre-claim assistance
 - Information risk claims
 - Litigation management services
 - Return-to-work job bank

Technology E&O covers financial economic losses sustained by the insured's clients due to the failure of the insured to perform the services they were hired to perform, or the failure of the product to perform.

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

