



COVID-19 Coronavirus

COVID-19 Coronavirus continues to evolve, impacting the way we live and the way we do business. CNA remains committed to serving the needs of our agents, brokers and policyholders, while maintaining the safety and well-being of our customers and colleagues. CNA is closely monitoring government health authorities, including the Centers for Disease Control, the World Health Organization, local health authorities and state legislation. At CNA, this direction has been invaluable to maintaining a safe, healthy and productive environment for our company and our colleagues.

We understand that no matter your business, an interruption to your daily operations can have devastating effects. Besides loss of your daily or monthly revenues or effects on your staff and customers, unforeseen events can severely impact your business. While CNA colleagues are now working remotely, it is our priority to remain available and provide a consistent level of service that will help you and your teams continue business during these unprecedented times.

Support for Policyholders

CNA understands that businesses are facing significant obstacles and may find it difficult to immediately pay insurance premiums. To address this situation and ensure continued coverage, we're taking action to support our policyholders.

Until June 1, 2020, CNA will:

- Suspend all policy cancellations for nonpayment
- Waive all late fees
- Continue regular premium billing

In all instances, we will continue to follow regulatory guidance and provide support to our customers where need be.

If you need billing support, please contact billing.cna.com or call 877-276-7507

We're here to help

No matter the event, CNA is ready and prepared – from providing policies that help protect your business to providing resources to better manage risk to handling your claims and getting you back to business.

The expertise we demonstrate in the industries we insure enables us to create a broad portfolio of insurance solutions – including general liability, property, professional and management liability, and more – specialized to the needs of our customers.

Report a Claim

Our Claim professionals have deep expertise in the coverages we write and the industries we serve. With ease of reporting claims 24 hours a day, seven days a week, multiple channels to report, and an after-hours escalation process to help manage your most severe claims, you can be confident you have the right people performing the right tasks at the right time, working to resolve your claim as quickly as possible.

To speak to a highly experienced claim service professional, call 877-574-0540, or visit cna.com/claim to report a claim online.

Small business policyholders should call 833-FNOL-CNA (833-366-5262) or visit <http://www.FNOLCNA.com> for all claim reporting and questions.