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CNA Pro News

Your client has just received a Management Liability claim against its Directors and Officers, and needs to know what happens next, who handles which steps, what are their qualifications, and how quickly does all that occur. Claims against Directors and Officers, while serious, do not occur every day, so it's possible that you have limited first hand experience in the claim process.

Most insurance companies understand the need to have outstanding underwriting at the front end of the coverage process and professional claim management and procedures at the other. But it's the unique insurance company that recognizes and achieves the benefits of robust coordination and collaboration between the underwriting and claim teams.

At CNA we have dedicated claims teams aligned with our underwriting groups, and our claims professionals are available to you throughout the underwriting process, so your client may already be familiar with them when a claim has been filed. That's how we do business.

Your claim will be handled in a professional and expedient manner:

- Our Notice Intake department receives reported claims via an email box which is monitored on a daily basis (OpenBrokerageNewClaims@cna.com)
- Once a notification is received, we assign it a file number and send a letter acknowledging receipt of the matter within one business day.
- The matter is then assigned to one of our Claims Professionals, who are all licensed attorneys and/or have more than five years of experience in their current claim line of business.
- Shortly after reporting a new claim (the exact length of time varies by type of policy and nature of claim), a letter will be sent to your client, with a copy to you, addressing CNA's coverage position and a reminder of important policy provisions that may affect coverage.

Another advantage at CNA is that we limit the use of outside monitoring counsel so you and your client are able to deal directly with our claims professionals. This makes for a quicker, more efficient claim process. Our claims professionals work closely with counsel to monitor the claim so CNA is in the best possible position to respond and resolve the claim quickly.

Below are a few highlights and a summary of some of the key claims professionals within Open Brokerage

- **Staff:** 21 (20 are licensed attorneys) New York (16), New Jersey (3), Chicago (2)
- **Underwriting Areas:** Commercial Governance, Financial Institutions, Miscellaneous Professional Liability, Strategic Products
- **Products Handled:** D&O (all types), Financial Institution E&O, Fiduciary Liability, EPL, Fidelity and Commercial Crime, Commercial Professional Liability E&O
- **Key Contacts:**
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