



HOW TO ACCESS THE H.R. HELP LINE

CNA Epack policyholders receive the benefit of professional risk management consultation provided by Jackson Lewis, a national law firm that specializes in employment practices law.

CNA Epack policyholders are entitled to consulting advice one hour per year at no additional charge through a toll-free number at **1-888-CNAEPL1 (1-888-262-3751)** for their Human Resources representative or senior managers. They receive proactive, effective information and strategies to help manage employment practices risks. The attorneys do not act as legal counsel to callers, but rather as human resource consultants.

Policyholders who have accessed the H. R. Help Line find it to be a useful resource to properly understand and manage sensitive Human Resource issues. The service is of particular value to small businesses that may not have a dedicated Human Resources department.

In particular, there are five areas that seem to generate the most questions and discussions:

- Medical leave issues especially in regard to an employee who is currently on leave and may have a change in job status
- Proper handling of a reduction in force – a common situation in today's economy;
- Allegations of unfair treatment or harassment relating to gender discrimination;
- Handling discipline in regard to employee dishonesty situations;
- Unique circumstances that “textbooks” do not address

The Jackson Lewis human resource consultants are first and foremost active listeners. Once they understand a policyholder's situation, they offer advice on proper procedures (file documentation, best practices, etc), consideration of potential options, and development of a game plan.

For more information on CNA's Risk Management products and services, please visit <http://www.cnapro.com/>

Jackson Lewis risk management consultations are not legal advice or a substitute for the guidance and recommendation of a retained professional. We encourage employers like you to speak to an employment law attorney in your particular jurisdiction if you face legal decisions. We have no confidential attorney-client relationship with you, but we will keep consultations confidential, unless required otherwise by law.

You and your consultant will discuss comprehensive risk management strategies for the situation as you present it to us, using proactive information and expertise in helping manage your employment practices risks. By accessing this service, you agree not to hold Jackson Lewis or any of its related business entities or employees liable for any loss you might ever claim in connection with this service.

Jackson Lewis is neither an affiliate of CNA, nor an agent or broker. As such, information reported to Jackson Lewis is not notice to CNA of any claim or potential claim. Please contact your insurance agent or broker to report claims or potential claims.

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