

Working together towards success.

Quick Response Required — Quick Response Delivered

You never know when a private equity deal will come together and insurance will be needed in a very short time frame. Our technology team got “the call” from one of our technology producers and sprang into action. Even before the submission arrived, the technology underwriter had already coordinated and lined up our key internal business partners to get the deal done. Within a day and a half, they quoted and bound workers’ compensation, umbrella, international and professional liability lines of business. The account fit our underwriting appetite as a provider of scanning devices, consulting, software and outsourcing services to their customers. As a result of this deal, the producer was able to land the remainder of the private equity group’s technology portfolio.

Government Contractor

The insured is a government contractor providing analytical and logistics work, installation of communication systems in military vehicles, fault testing, isolation, replacement of component pieces in missile systems, and a small warehousing operation.

The CNA agent was not the incumbent agent on the account. The technology underwriter worked with the agent and the insured to understand the unique operations and controls for the exposure. She identified a previously unaddressed international exposure and worked with the agent to come up with a business income coverage structure that met the client’s needs given its growth trend. By demonstrating knowledge of the customer’s business, CNA was able to deliver a comprehensive proposal. At the end of the day, these efforts resulted in a good new business win for one of our key technology agent partners.

IT Solutions Company

This was a dual opportunity and a win of two related but separate IT companies. The first entity is a value-added reseller of IT products and services, including consulting and leasing. The other delivers IT life cycle support, managed services and infrastructure management. With operations in all major U.S. metropolises and a large global presence, the insured is able to supply products and services to medium and large, domestic and multinational enterprises.

The technology underwriting executive was able to put together a comprehensive international solution for both accounts. In doing so, she reinforced a strong broker relationship that helped to build new business production momentum. The broker leveraged CNA’s broad coverage terms, valuable underwriting expertise, and superior risk control and claim services to bring consistent value to themselves and their clients and make CNA their go-to carrier.

Telecommunication Services Provider

The insured is a mobile phone and communications services company. CNA's technology underwriter worked with the agent and client to put a complete all-lines proposal together for the account. The proposal included broad coverage with tech-specific endorsements on the GL and Property, including specific tower coverage and terms.

Audit, Claim and Risk Control played an important part in the process. Audit advised regarding the appropriate GL classifications and, by their early involvement, assured the client that there would be no surprises at the end of the policy term. Claim offered customized services and reporting programs. Risk Control offered support services regarding fire controls and free infrared testing.

The collaborative, holistic approach, including broad, technology-specific coverage terms, competitive pricing and hands-on services presented by CNA was an attractive alternative for the client and allowed both the agent and CNA to win the business.

Instrument Manufacturer — Testing Equipment

This insured manufactures a wide range of instruments and systems to replicate accelerated environmental parameters for sunlight, temperature, moisture, corrosion, flammability, etc. These sophisticated technology chambers are sold to independent laboratories and manufacturers. The insured also does recalibration of equipment, as well as some laboratory and testing services.

There were three key differentiators in writing this new business account. The agent was not satisfied with the level of service by the current carrier; CNA was able to demonstrate quick risk control and quote turnaround capabilities; and international coverage gaps provided under the current program were pointed out and resolved. CNA provided a complete solution, including significant foreign and ocean marine coverages. The CNA technology underwriter worked closely with the agent to develop a relationship and understanding of the account, which enabled this total solution result.

For more information, contact your local CNA branch or visit www.cna.com/agentcenter.