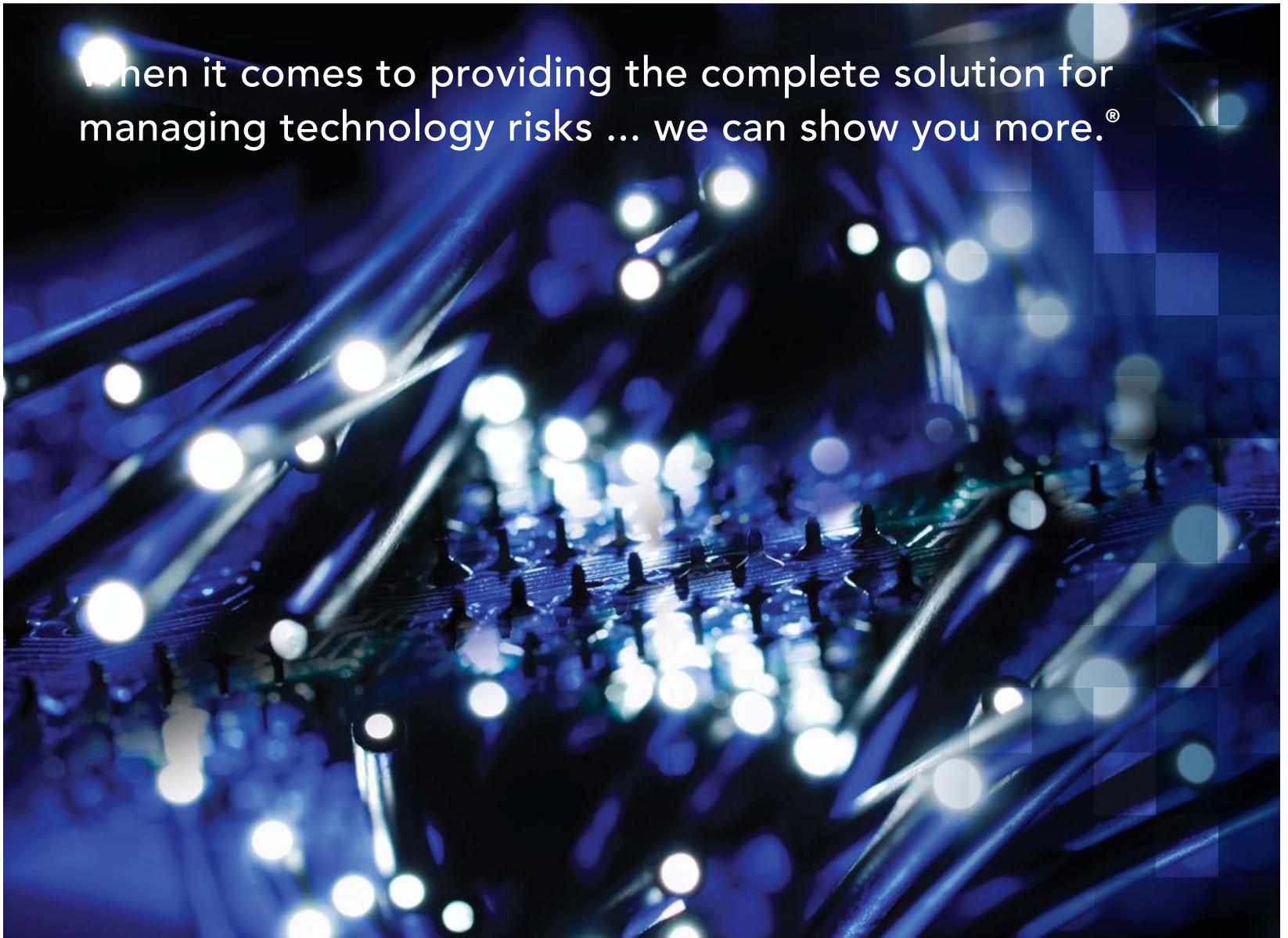




## TECHNOLOGY

When it comes to providing the complete solution for managing technology risks ... we can show you more.®





## A complete solution from an insurance carrier dedicated to helping agents build their technology books.

From telecommunications companies and electronics manufacturers, to software development and IT consulting firms, CNA has the coverage and services that technology companies rely on to conduct operations and protect their bottom line.

CNA risk control, underwriting and claim professionals have in-depth technology industry expertise and years of experience, so they can help you build coverages and service packages specifically to cover the unique exposures technology companies face. And we coordinate coverage at the local level to develop solid relationships so we can better serve our network of agents and brokers.

## Supporting our breadth of appetite with depth of expertise.

CNA's powerful combination of industry knowledge, range of products and experienced service professionals connect to help your clients stay protected. Your clients benefit from:

- Over 100 years of experience providing business insurance solutions for technology companies
- Tailored products, coverages and services to meet the needs of technology businesses of all sizes
- Global expertise to cover international exposures
- Innovative risk management resources designed specifically for technology companies
- Reliable and responsive claim handling
- Local, technology-dedicated underwriters committed to understanding your clients' business risk

## Protecting technology companies for over 100 years.

For more than a century, we've been providing the insurance products businesses need, want and trust. Our keen awareness of the needs of technology businesses reinforces our ability to write coverage across a wide range of classes, and has made us a preferred carrier of technology companies worldwide.

Industry expertise, broad appetite and dedicated service. That's why over 13,000 technology companies choose to place their business with CNA.



## Coverage to meet the needs of virtually every sector of the technology industry, including:

- **Telecommunications/Cable** — selling or reselling local, long distance, paging, data services, internet bandwidth, internet services and cellular services, or equipment
- **Software** — from development to computer programming, data processing, consulting, internet-related services and information retrieval
- **Manufacturers** — products used to process or display data, including component parts of those systems
- **Instrument companies** — products controlled electronically and used to measure variables such as temperature, density, pressure and flow
- **Distributors** — computers, computer peripherals, software and electronic parts
- **Green energy manufacturers and distributors** — including photovoltaics, solar panels and wind farm components
- **Government contractors** — providing IT consulting, programming, systems integration and turnkey operations, as well as telecommunications service and equipment providers when the end user is the government

## An extensive portfolio of coverages to manage a complex array of risks.

Our underwriters combine broadened coverages and policies with local territorial knowledge and underwriting expertise to create complete customized solutions that are vital to technology companies, such as:

- Property
- General Liability
- Errors & Omissions
- Information Risk
- Automobile
- Workers' Compensation
- Umbrella
- Crime
- Marine Cargo
- Inland Marine
- Directors & Officers
- Employment Practices Liability
- International
- Package



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## Risk control services that help technology companies reduce costs and improve profitability.

With the overwhelming complexity of today's technology systems, the risks facing the producers of technology products and services are daunting. Likewise, companies that rely on computer networks and integrated technology systems face a unique array of risks associated with information assets. That's why CNA has dedicated technology risk control resources that provide tools and techniques to reduce exposures. We help clients worry less and focus more on running their businesses.

Our risk control consultants begin their work with a thorough analysis of each client to determine where the cost of risk can be controlled. We focus on management accountability and identify the key drivers of loss, while taking into consideration the risk patterns of the industry as a whole. Based on the information gathered, our dedicated consultants build a program to control risk, mitigate potential loss and reduce the incidence of claims.

In addition to our personal consultations, the CNA School of Risk Control Excellence® (SORCE®) offers a series of complimentary educational seminars led by experienced technology professionals and designed to help your clients better understand risk control issues and mitigate their impact on day-to-day operations. Options include classroom instruction, webinars, SORCE® On Demand online training and eLearning presentations.

## Prompt, attentive and customer-focused claim handling to meet your clients' needs.

Our philosophy is simple — handle claims quickly, fairly and accurately. For claim services that exceed the expectations of your technology clients, look no further than CNA. Our claim professionals are here to support your clients, whenever they need us — across the country, and around the clock.

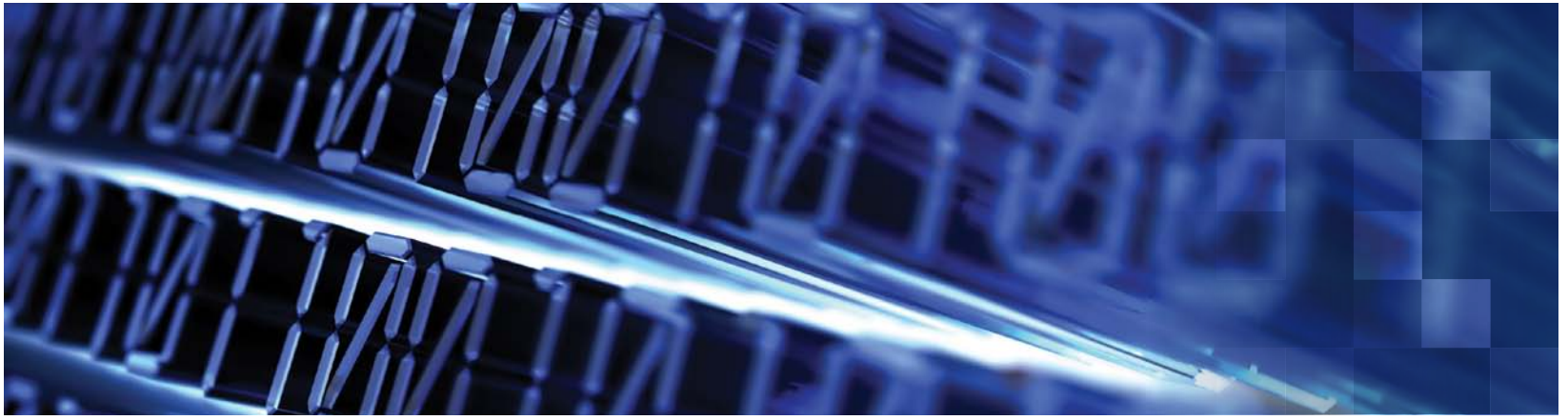
CNA's claim managers and handlers continue their education through a comprehensive certification process consisting of product liability, workers' compensation, auto/general liability and property training. Our process allows claim handlers to devote more time and attention to their particular areas of expertise, which results in consistency of handling and timely claim resolution. Employment practices liability and fidelity claims are handled by highly-trained professionals, many of whom have experience as practicing attorneys in units considered "centers of excellence" within the company. Our property catastrophe teams are also trained and ready for immediate deployment for prompt response to catastrophe claims.

CNA offers quick and easy online claim reporting and, where permitted by law, online access to claim information. We provide programs designed to help clients manage and minimize their overall cost of loss through return-to-work programs, case and cost management intervention, litigation management and fraud investigation — just to name a few.

For more information on insurance solutions for technology companies, contact your local CNA branch or visit [www.cna.com/agentcenter](http://www.cna.com/agentcenter).



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