



SMALL BUSINESS

CNA Updates and Contact Information

CNA has been actively monitoring and managing the day-to-day issues related to and presented by the COVID-19 Coronavirus. The spread of COVID-19 presents a unique set of challenges, and 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.

Last week, we instituted a work-from-home policy, and have currently suspended all travel and on-site agent and broker visits. We are entirely operational on a remote basis and you can find our branch contact list – including mobile phone numbers – at the bottom of this message.

We understand 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've taken the following actions to support our small business customers.

Until June 1, 2020, CNA will:

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

We remain committed to serving the needs of policyholders with the high-level service you expect from CNA. If you or your clients have questions regarding a claim, please call 833-FNOL-CNA (833-366-5262) or visit <http://www.FNOLCNA.com> to report a claim online. Our claim professionals have deep expertise in the coverages we write and the industries we serve, and are equipped to discuss any claim-related questions.

During this difficult time, we want to stay connected with you. Please don't hesitate to reach out to your Sales Specialist with any questions.

Regards,



Wes Sprinkle
SVP, Small Business
CNA

[CNA CENTRAL](#)

[VIEW ALL CONTACTS](#)

[CNA'S STATEMENT ON COVID-19 AND RESOURCES](#)



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