



Claims

Multinational Claims Capabilities

Setting New Standards

In today's multinational business environment, your company may have sales territories or operations that extend beyond U.S. borders. If an employee becomes injured while traveling, your business sustains damage to its overseas property, or an overseas supplier is unable to deliver your materials, you'll need a global insurance carrier with multi-jurisdictional capabilities to manage your claim.

A trusted partner, nearby

CNA has regional offices throughout the U.S., Canada and Europe. Our Underwriting, Risk Control and Claims professionals understand the unique needs of your business and can deliver the right solutions for your business.

CNA ComPass™ connects CNA to the world

Our proprietary CNA ComPass™ platform streamlines communications between CNA and its network partners around the globe. CNA ComPass™ not only arranges for the issuance of local admitted policies but also provides consistent and seamless claim handling, from reporting to resolution. This state-of-the-art platform allows for real-time reporting and up-to-date local admitted policy status. The result is an international account management process that allows CNA's multinational Claims team to oversee the claim review process for our insureds' international operations.

International scale, with local feel

Our claim-handling model is delivered via local presence and bolstered with an in-depth knowledge of your jurisdiction's trends, challenges and requirements. Through our network of multinational offices, CNA offers fair, efficient and jurisdictionally compliant claims services across all of our lines of business in more than 200 countries and territories.

Our best asset is our people

Your claim will be coordinated and overseen by a team of experienced Claims professionals who are well-versed in issues concerning technical, cultural and regulatory compliance. These issues can present complex challenges to both your business operations and how your claim is handled in the country or jurisdiction where you are conducting business.

CNA's team of multinational Claims professionals ensures that you and your business receive a seamless claim-handling experience:

A **Global Claims Coordinator** oversees the coordination, management and service delivery relating to a loss that arises under your international insurance coverage. This professional will act as your main point of contact for any issues relating to your international claims.

Our **International Claims Services team** will work with you and your broker to formalize appropriate claims service management and communication guidelines, which will be tailored to the unique needs of your multinational business. Within a Claims Procedure Guide, our Claims Services team can provide country- or jurisdiction-specific details on claim reporting, local claims-handling processes and contact information for local and U.S. Claims professionals.

Our **network of international offices** provides you with experienced Claims professionals who are local to the country or jurisdiction in which your loss occurred. These professionals are authorized to manage claims arising under your business's locally admitted policies, and have the expertise to coordinate these local claims, where applicable, with your business's larger multinational insurance coverage (the "Master Policy").

Our **U.S.-based International Claims professionals** specialize by line of business, and offer technical and accurate management of claims arising under your business's Master Policy. Backed by an operational and regulatory framework, these professionals quickly and efficiently handle your claims with minimal disruption to your business.

Our professional expertise includes:

- Multinational General Liability claims experts who are on hand to guide our policyholders through the complexities of General Liability Claims as they arise around the world. With jurisdictional expertise ranging from Product Liability and

Third Party Property Damage through General Liability and Employers Liability, our team is a trusted resource. Working with network offices, brokers and policyholders, we strive to deliver the best possible outcomes on a claim-by-claim basis.

- Property adjusters who are adept at sourcing and managing the appropriate resources to restore your company's overseas operations after a loss.
- Workers' Compensation and Defense Base Act specialists who are proactively responsive to your injured employee when he or she becomes injured overseas, while bringing resolution to the claim.
- Through our offices in the U.S. and internationally, we have access to trusted internal and external litigation counsel and, where necessary, independent adjusting firms that are ready to step in and protect your business.

Please contact your agent or broker for more information and visit [cna.com](https://www.cna.com) to view the resources available to you as a CNA insured.