CNA Central

How to Access Loss Runs

CNA continually explores ways to make it easier for agents to do business. Using our enhanced self-service capabilities, agent collaborators can quickly pull loss run reports for immediate access to valuable data. This document was created to help guide you through the steps.

1. Access the CNA Central Home Page and log into your account.

2. Select Service My Accounts.

3. Select Claim information in the left column.

4. Select Claim Status/Loss Experience.

5. Enter your Producer Code and select Branch from the dropdown, then click Continue.

6. Select Loss Experience from the dropdown.

7. Select All accounts or complete the boxes for individual loss runs.

Loss runs in CNA Central only go back five years (including the current year). For anything beyond this period, please send a request to fsrmail@cnacentral.com.

We frequently update our online portal with innovative, time-saving tools and features, and we're excited to make this self-service capability available to our agency community.

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