

Nothing ventured. **Plenty gained.**



We can show you more.®

A GUIDE FOR LIFE AGENTS USERS

www.cna.com



Take the guided approach to insurance answers on the new CNA.com.

Soon, when you go to CNA.com, you'll find an exciting new website designed to provide a guided and simplified experience for our visitors. As part of the new site, we've consolidated access to all CNA secure sites through one login location in the robust Agent Center on CNA.com. When the new site goes live, your LifeAgents.cna.com login will always be just one click away along with access to any other secure CNA sites you may have. Your user ID and password will stay the same and once you log in, your experience won't change. We hope you'll take advantage of everything the new CNA.com has to offer as we guide you through our complete product and service offering. Explore our new site with the confidence of knowing you have the right tools and information — at your fingertips — to help your clients understand and manage their business risks.

Watch for our new site, coming soon.

Sometimes websites don't look like you expect them to — images might not appear, menus might be out of place and text could be jumbled together. Please use Internet Explorer version 9, 10 or 11 in compatibility mode to give you the best experience.



Current Life Agents Site Login Experience

STEP 1

Currently, to log in to the CNA Life Agents site, you visit LifeAgents.cna.com and click on the login button located on the home page.



STEP 2

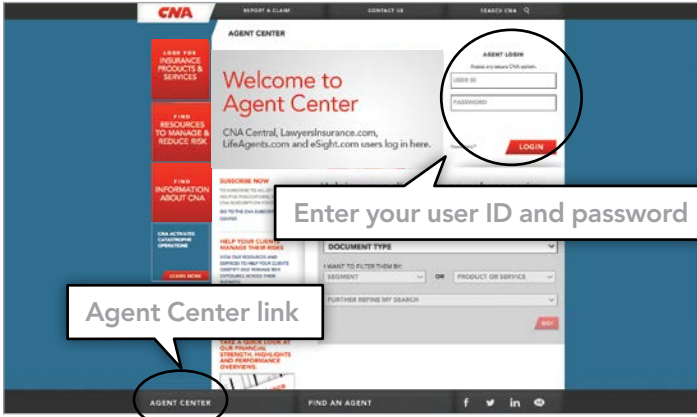
You then enter your user ID, password and click "Login".

1



STEP 3

You land at the secure Life Agents page and proceed with your work.



New Life Agents Site Login Experience

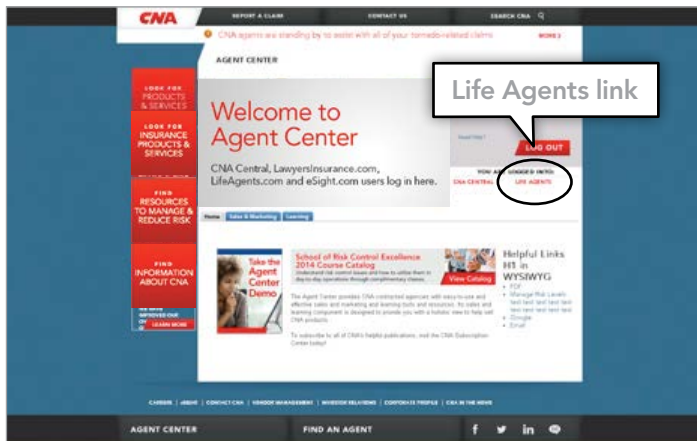
STEP 1

Soon, when you go to LifeAgents.cna.com, you will be redirected to the new CNA.com Agent Center page. Consider placing a bookmark at this new location.

Alternatively, you can also go to CNA.com and click the Agent Center link.

On the Agent Center page, you will find agent information available to all website visitors.

To proceed to the secure Life Agents site, enter your current user ID, password and click "Login". If you have trouble logging in, please call either your broker contact or 888-264-0145.



STEP 2

From this screen, you will see all of the CNA secure sites listed for which you have access.

Click the link for "Life Agents".

Note: If you only have access to Life Agents, you will go directly to the site.



STEP 3

At the next screen, you will find the same Tracking Claims information you see today.

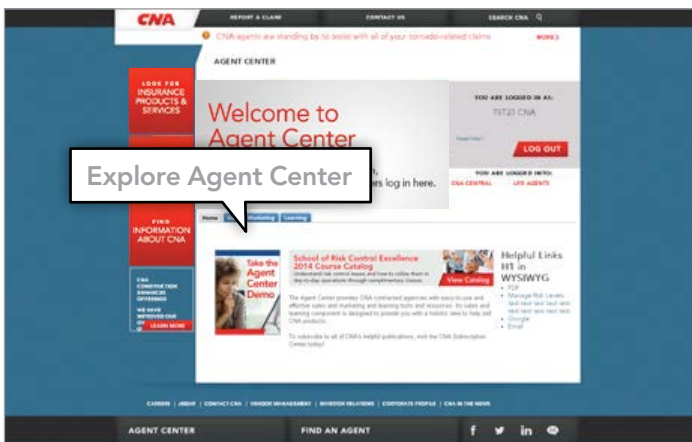


Returning to CNA.com

There are two ways to return to CNA.com.

The first method to return to CNA.com is to click the “Back to CNA.com” link from the left menu.

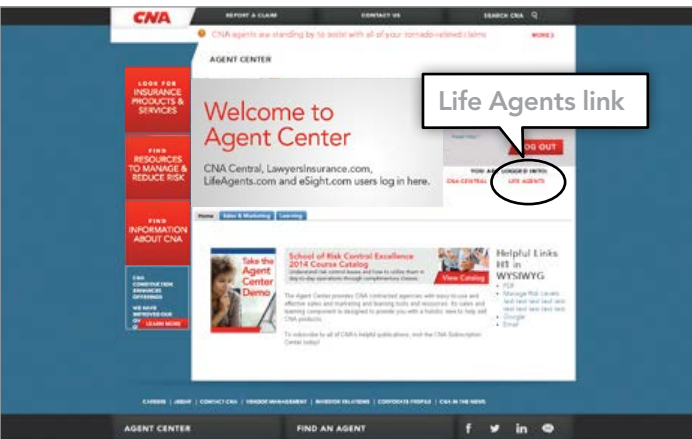
The system will redirect you back to the CNA Agent Center page. This method will keep you logged into Agent Center.



Explore Agent Center on CNA.com

While you are still logged into the secure version of CNA Agent Center, there are many actions you can take including:

- Search for marketing and co-branded materials, upload mailing lists, and perform other marketing related tasks in our Sales and Marketing tab.
- Go to our Agency Bill Pay tab (if you use that system) and view your consolidated bill.
- Access our subscription center, and view CNA Agent eNews — our bi-monthly newsletter.
- Navigate to other locations in CNA.com.



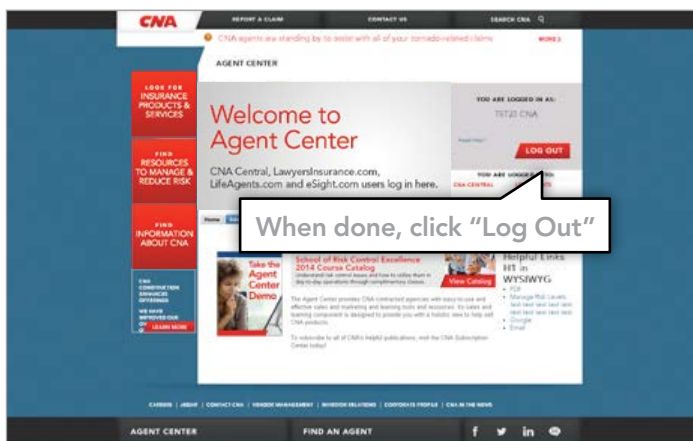
Returning to Life Agents Site

Notice that any CNA site which you have access to is listed in the upper right hand corner below the “Log Out” button.

From the list of available login sites, click the “Life Agents” link to continue again to the Life Agents website.



(or)



Logging Out of Life Agents

You can log out of Life Agents by either clicking the “Logout” button on LifeAgents.cna.com or the “Log Out” button on Agent Center.

Let us guide you. For more information, call 1-800-CNA-2000 or email cna_help@cna.com.

Once the new CNA.com launches, you can also visit www.cna.com/AgentCenter and click on the “Need Help?” link for assistance logging into Life Agents.

